

The Filter

A Cary Services, Inc. Newsletter

Facility & Product Temperature Management | Proactive Budget Control & Preventive Maintenance Specialists

Summer 2018

3 Reasons Why You Should Sign Up For a Preventive Maintenance Agreement

- 1. Substantial Savings:** The agreement can pay for itself many times over in energy efficiency as well as in preventative maintenance that avoids costly major repairs.
- 2. Correction of Developing Problems:** We can pinpoint and correct developing problems at the earliest, least expensive time, before equipment fails.
- 3. Lower Life Cycle Costs:** Preventive maintenance extends the life of your equipment, lowers total operating and maintenance costs, and reduces disruptions due to equipment failure.

What does our Maintenance Agreement include?

- Regularly scheduled maintenance
- Included labor on regular maintenance
- Preferred discounts on labor
- No emergency service fees
- Priority response time if an emergency situation should arise

We design and tailor your maintenance agreement specifically for your needs with multiple levels of service agreements. We can even cap your maintenance cost providing the fixed budget all business owners and managers dream of!

Ask us about the latest technology for your particular needs.



David Veloz



Tom Gardner



Steven Galitski

Help Us Welcome Our Newest Team Members

Meet **David Veloz**, our new General Manager for the Permian Basin area. David brings a diverse background of management and sales from both HVACR and oil/gas. He is a perfect fit for this territory. David was born and raised in Odessa, Texas. He is the proud father of three beautiful daughters and is engaged to his "soulmate," Tammy Prieto. David started his career in HVAC at a local Trane distributor in 1993. He has always loved this industry and is very happy to be a part of the Cary Services team. His goal in 2018 is to make Permian Basin territory the flagship of the company. In his spare time, David enjoys fishing and spending time with his family.

Tom Gardner joined us on the same day that David did, as General Manager of the DFW area. Tom is also a seasoned veteran of both sales and management. He has HVAC roots from his days with Johnson Controls and has 21 years of overall experience in our industry. Most recently, Tom worked in the security business. His passions are leadership, sales and empowering employees to be the best they can be. Tom has been married to his wife Karen for eight years. They have three children and four grandchildren. Tom enjoys camping and fishing as well as traveling with Karen.

Steven Galitski joined Cary Services in the fall of last year as Account Executive for the DFW area. He was born and raised in Amarillo, Texas and has a Bachelors degree in Biology and a Master's degree in Business from West Texas A&M University. After several years of working in the education system and big corporations, he is excited to call Cary Services home. Steven has a passion for people and being honest and true to the customer. He is single, but does have a significant other. In his free time, he enjoys volunteering, traveling and watching as many sporting events as possible.



Contact Us Toll Free 24/7 | 888-229-1757

Abilene | 325-695-7283 | Mark Cary, Chairman/CEO | Tony Cary, VP of Field Operations | Jerry Eichhorst, VP of Business Development

D.F.W. & North Texas Region | 817-596-9877 | Tom Gardner, General Manager

Houston | 281-219-1900 | Kevin Dean, General Manager

Big Spring - Midland & Odessa | 432-264-7919 | 432-617-0173 | David Veloz, General Manager

San Angelo | 325-944-2580 | Jerry Eichhorst, General Manager

Visit us online at www.caryservices.com

Domesticated Dog Remains Are Oldest in the Americas

Dogs may have been man's best friend for longer than we thought. The remains of three dogs uncovered at two sites in Illinois have recently been radiocarbon dated to show that they were buried 10,000 years ago, making them 1,500 years older than previously thought. That makes them older than dogs found at a Texas site, which had been killed and eaten 9,300 years ago, according to an article on the *Science News* website.

The findings at the Illinois sites suggest that the dogs were domesticated—there's no evidence of their having been killed, suggesting they died of natural causes and were buried after death.

They're believed to be the oldest known domesticated dogs in the Americas. (A dog buried at a German site 14,000 years ago was included in a grave with two people).

Scientists studying the remains found that the lower jaw and teeth of two of the dogs share similarities to modern-day wolves. Another dog showed traits found in present-day coyotes, suggesting some ancient interbreeding.



"Science is the great antidote to the poison of enthusiasm and superstition."

—Adam Smith

Take Charge of These Elements For Successful Change

Taking charge of change in the workplace means paying attention to the factors that support a new vision—or that, if ignored, can undercut and cripple it. Here are four major areas to address:



Tasks. Focus on the specific actions you plan to take and what effect you expect them to have. They should be visible and concrete so people know what's going on and what to plan for as the change continues.



Reasons. Explain why the change is necessary. Even if people are uncomfortable with what's going on, they'll usually accept it once they understand the reasons behind it. Enlist their help—ask for suggestions and support so they feel a sense of ownership and have the opportunity to shape the overall result.



Emotions. Pay attention to employees' feelings, whether they talk about their emotions or not. Listen to what they say and what they don't say, keeping in mind that nobody enjoys being pulled out of his or her comfort zone no matter how urgent the need is. Acknowledge their fears and their hopes. Don't make promises you can't keep; just be honest and open about what's happening and what's possible. and have the opportunity to shape the overall result.



Values. Change puts stress on ethical behavior up and down the org chart. When people are uncertain and frightened about the future, they're more likely to make poor decisions. Your job is to reemphasize the value your organization places on ethical behavior: Discuss issues surrounding the change with honesty and trust, and act as a role model for the behavior you want to see.

Avoid Common Troubles That Plague Teams

Selecting the right people for your task force or committee is important, but it's no guarantee of success. Be ready to deal with these issues that can smother the team's potential:

- **Going off on tangents.** Creative, intelligent people can sometimes get caught up in a new idea and lose track of the original goal. Redirect your team as needed, reminding them of what you want to accomplish. Talk privately to those who seem unable or unwilling to focus.
- **Complaining.** Obstacles and difficulties can cause anger and resentment. You can't eliminate them altogether, but take steps to shut down complaints and whining before they start sucking the energy from your team. When people complain, ask what they could do to improve the situation. They'll either find a solution or see the futility of dwelling on frustration.
- **Lack of communication.** Some team members hoard information by nature; others just get too busy to share what they're doing or consider how it affects everyone else. Remind your people that they have a responsibility to work together; show how their individual strengths contribute to overall success; hold team-building workshops that feature exercises teaching the importance of sharing information.

SPEED BUMP

Dave Coverly



Consumers Nervous About Online Data

If you're worried about how well businesses are protecting the data they collect from you, you're far from alone. A survey from IBM found that 77 percent of consumers say that an organization's ability to keep their personal data secure is a factor in their buying decisions—and only 20 percent say they "completely trust" businesses to ensure their privacy.

The survey also found that 75 percent of buyers refuse to purchase from companies they don't trust, regardless of the quality of their products. Another finding: Almost three-fourths of consumers believe that sellers are more concerned about profits than about privacy and data protection.

Reduce Anxiety Over Performance Reviews

It's almost a cliché to say that no one likes performance appraisals, but have you ever stopped to think about why managers and employees alike have negative feelings about them? Here's what people are afraid of—and some tips for making reviews more positive for both of you:

- **Bad experiences.** Chances are many of your employees have suffered through a botched appraisal or two during their careers, and you may have had your own disasters. Don't ignore the fear. Let your employees know you want the review process to be as painless and positive as possible.
- **Lack of benefit.** Some managers view appraisals as a chore with no payoff, and employees pick up on their bad attitude. Explain how evaluations can help your people do their jobs better and advance in their careers—and plan your discussions with an emphasis on improvement, not blame.
- **Poor management training.** The performance appraisal meeting, like a candidate interview, calls for specific skills. Get some training on how to deliver feedback appropriately so you don't send employees the wrong message.
- **Inadequate job descriptions.** If employees don't know what to do, how can they avoid doing it wrong? Go through job descriptions regularly to make sure they're up to date and reflect what the employee does. Use job descriptions as a guide when performing evaluations so your comments and feedback make sense.



Getting Unstuck

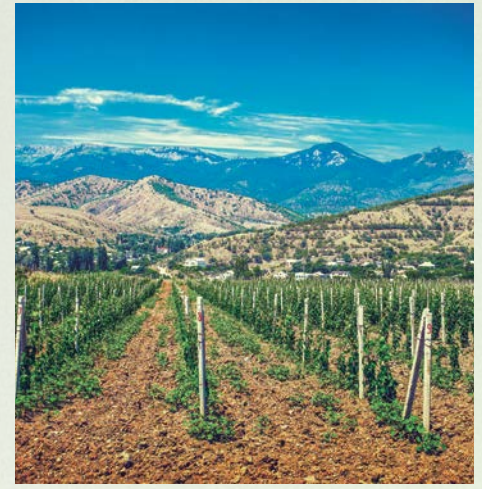
Three men were driving in the woods in a pickup truck when they became stuck in the mud.

The driver became angry and began to shout and curse. He pounded on the steering wheel and then sat fuming about their bad luck.

The second man climbed out of the truck and took refuge under the shade of a large tree. "I'm going to hang out here until someone comes along who can tow us out," he said.

The third man retrieved an ax and a saw and found a felled tree. He cut pieces to wedge under the tires so the truck could drive out of the mud.

We all get "stuck in the mud" at times while we are traveling down life's road. Will you melt down, walk away, and do nothing? Or will you embark on a course of action for getting unstuck?



Famous "Valleys"

- 1) Which of the following phrases appears in the Hidden Valley Ranch logo?
 - a) California, USA
 - b) The Original
 - c) Salad Dressing
 - d) With Buttermilk
- 2) What area of Los Angeles is mentioned in the lyrics of Frank and Moon Zappa's 1982 hit "Valley Girl"?
 - a) Bel-Air
 - b) Brentwood
 - c) Encino
 - d) Van Nuys
- 3) The *Sweet Valley High* young adult novel series focused on what twin sisters?
 - a) Serena and Blair
 - b) Elizabeth and Jessica
 - c) Kristy and Claudia
 - d) Georgia and Louise
- 4) What laundry additive was the long-time sponsor of the TV series *Death Valley Days*?
 - a) 20 Mule Team Borax
 - b) Purex
 - c) Downy
 - d) Mrs. Stewart's Liquid Bluing
- 5) What former Brat Pack-er portrayed Bill Gates in the 1999 TV movie *Pirates of Silicon Valley*?
 - a) Emilio Estevez
 - b) Andrew McCarthy
 - c) Judd Nelson
 - d) Anthony Michael Hall

—from mentalfloss.com

Answers: 1) b 2) c 3) b 4) a 5) d

Did You Know? . . .

We offer 24-hour/7-day-a-week services, with our trained, professional service technicians. Give us a call locally or toll-free. We're ready to help!

To contact our Centralized Service Dispatch, call Toll-free: 888-229-1757

Abilene: 325-695-7283

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Visit us today online at www.caryservices.com

Cary Services is the proud recipient of the Better Business Bureau Torch Award (2005) for Marketplace Ethics



Check out our new duds!

This is Tony Cary, VP of Operations for Cary Services, modeling our new uniforms. We have always had uniform shirts that our technicians had to maintain themselves, but now we have entered into a uniform service with Unifirst to provide both shirts and pants for our technicians. The feedback has been positive so far. Our customers like the new look and our technicians like not having to keep up with the laundry! Now they can leave the washing and ironing to Unifirst! When you have the chance, let our guys know how nice they look in their new uniforms. They will appreciate it.

We're doing our part. This newsletter is printed on environmentally-friendly paper—50% recycled, using 25% post-consumer waste, and is composed of a mixture of fibers from certified forests, post-consumer recycling processes and fibers from other controlled sources.



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