

# ROADIUM ROUND-UP

Early Summer Edition

May 20, 2005

## Employee Highlights



### Employees of the Month

We would like to congratulate and thank our last group of "Employees of the month"

#### **March**

**Field: Don** won a \$50.00 gift card from Best Buys.

**Cashier: Clara** won a \$50.00 Wal-Mart gift card.

#### **April**

**Field: Michael** won a \$50.00 Target card.

**Cashier:** There was a split. **Clara** led with more evens and **Ramona** had best overall total. They both won a \$25.00 Wal-Mart gift card.

These past 2 months we had 2 of our newer employees win for the field. This was an exciting change to see. Congratulations to all winners and good luck to everyone next month.

### Up-Coming Holidays

We have a few holidays or special days coming up that may effect business here at the Radium.

We will definitely need extra help on Monday, May 30th, and Monday, July 4th because we will be running buses on those 2 holidays. Talk to Valdo or Jon if you can help out on those days.

Armed Forces Day Saturday	05-21
Memorial Day - Monday	05-30
Flag Day Tuesday	06-14
Father's Day Sunday	06-19
Independence Day Monday	07-04



### WORK IMPROVEMENT

This issue we would like to honor Osvaldo for coming up with an idea that opened two new seller spaces, AAA-30 and AAA-31. As of this writing those 2 spaces have sold every weekend, thus adding 2 new sellers a day. In appreciation for coming up with an idea for building up the Radium, we want to help Osvaldo with his new house. He received a \$50.00 gift card to Home Depot. Congratulations and a thank you from the Radium..

### WELCOME BACK

We are happy to have Graciella back in the upstairs office. She took a little time off after the birth of her beautiful baby girl. Congratulations, Graciella on the new addition to your family. It's nice to have you back with us.

### A SALUTE TO THE SERGEANT!

On April 14, my family and I had the honor of witnessing the promotion ceremony of Kyle earning the rank of Sergeant. at Torrance Police Department.. This official ceremony was attending by family, friends and dignitaries. We are all very proud of this achievement.. Great job Kyle!

## FYI - Informative Tidbits

### SPACE AVAILABILITY

With Spring arriving after the rains, so have the sellers. With the weather improving for outdoor vending, we have had many new vendors trying to get in. The weekends have become real difficult to get into if they don't know our procedures.

**Field and Cashiers:** Please make sure you have a basic understanding of how a vendor gets into the park to sell. Get yourself a copy of the Vendors guidelines and become familiar with the rules and regulations of the park. We have Pre-sale, Monthly, Leases and Stand-bys. As of June 1st, they cannot buy off the morning map. If you have questions please let me know.

### DAYS OFF

With summer fast approaching, employees will want time off. Please give us at least one weeks notice. We will try to accommodate everyone, but it will be on a first come basis. You may be denied approval for a day off because others have requested that day off before you. We will also be adding some positions during the summer. Osvaldo, Ricky and I will let you know.

### NO MORE CHECK CASHING

As of Thursday, May 19th, the Radium will no longer be providing any check cashing services to employees.

(FYI continues on next page)

## ROADIUM ROUND-UP

FYI - continued

## LOST & FOUND

Please make sure to take all uniforms, personal clothing and purchases with you when you leave the box office or the main office. A lot of employees leave items behind and since we have limited space in the office and we can only store so much; the rest gets thrown out or given away. Always check and take items with you at the end of your work shift.

## SAFETY MEETING

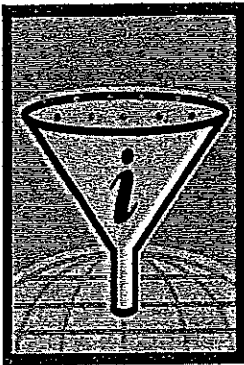
This last safety meeting was not one of our better turn outs. Next meeting will be in about 2 months. Please make every effort to show up. They are mandatory. Meetings are informal and information is shared, questions are answered and pizza is served. You are also paid for attending. I do want to thank those who made it a priority and showed up on time to the last one. Your efforts are much appreciated.

## ASPHALT REPAIR

With our winter rains ending, asphalt repair is beginning. I know for safety reasons you are on the look out for damaged areas. Please let us know about areas that are of concern. Asphalt repair is normally done on Thursdays and Fridays late in the afternoon. Some vendors in the areas being repaired maybe asked to leave by 2:30.

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## Managers Corner: \$50.00 free



Each month two employees get an extra \$50.00. That is \$600.00 a year open to the field and \$600.00 open to the cashiers. The Roadium has had this program going on for a couple of years now. When John Schoen and I sat down and worked on this, we wanted a simple way to recognize and thank the employees for achieving excellence at their positions. With some new employees joining our team recently, I thought it would be best to highlight this simple program.

For the field requirements, it is very simple. Osvaldo has taken the time to make a list of requirements. He awards the field person of the month on the basis of a points system. If you do not have a list, please ask one of the managers in the office to get you one. The list covers everything, and they are very easy to accomplish. Such as, being on time. Wearing the proper uniform. Listening to your supervisor. Communicating effectively with customers. These are all basics of the job. Applying yourself in these areas will put you in good standing for winning the monthly award.

For cashier of the month it is a little different. I grade on their ability to handle their cash box. This means overages / Shortages and Evens. The lower of the total amount of overage or shortage means the better it is. For example, if you were \$1.00 over on Tuesday and \$1.00 short on Wednesday and even on Thursday, you will be a total of \$2.00 off. As you have noticed, the evens are a big advantage. They don't add to your monthly totals. Uniforms and punching in on time is important for the cashier. Although I go by totals first, bad performance in other areas could lead to a disqualification, even though they may have led in totals. Cashiers must also have worked at least 8 days in the month. This allows a cashier who works only Saturday and Sunday to be eligible as well as those that work 5 days a week. In the case of a tie or very close totals, I look at the amount of evens. If these are the same, then I look at overall performance. This includes punctuality, attitude, and customer complaints or praise.

Both the awards for field & cashier share the common factor that each month is a fresh start. There is never a carry over from the prior month. So, if you had a month when things didn't go right, you can make changes and try again for the next month. There is also no limit to how many times you could win. So you can do your best and win multiple times.

There are times when we have ties amongst the cashiers or field personal for excellent performance. In that case, each employee will split the award and they will receive a \$25.00 gift card. The employee can choose whatever gift card they want (with the exception of pornography) and I will try my best to accommodate the request. If I can not get the first choice, I will ask for an alternative.

That's about it.... Very simple and easy. We are always looking for performances that stand out and we like to award excellence each month. Most winners are appreciative of their award. I hope this leads to the employee engaging in their basic tasks, improving their performances and maybe suggesting a new way to improve the over all performance of their tasks.