

Tech Tip of the Week

This week's \$50 winner is *Erich Hoffman*, a great tech from Orlando, who sent in about 30 tips. I have used this one and know it works. Thanks Erich.

The 3-Hole Fish

When doing a wall fish, drill a total of three holes in the top plate. Use at least a 1" bit and space the holes about 6" apart. Place your flashlight on one of the holes, look down through the 2nd hole and drop your glow rod or chain through the 3rd hole. This allows you to look for fire breaks, insulation, existing holes and any other obstacle you can find in the wall. It takes about 30 seconds to drill the extra 2 holes, but your number of trips into the attic will be reduced to ONE on 95% of the fishes. The extra two holes also give some flexibility as to which hole to drop your cable.

WORD WISE

Knowledge: noun- the awareness and understanding of facts, truths or information gained in the form of experience or learning.

I was speaking with Ron this afternoon at lunch and we got to talking about knowledge, and Ron brought up a couple of really good points I thought I would share. There are four types of knowledge:

1. The knowledge you know is fact and can implement.
Example: Drive a car, Brush your teeth, and eating
2. The knowledge you know is fact and can not implement.
Example: Brain Surgery, Flying the Shuttle
3. The knowledge you do not know, but can implement.
Example: heartbeat, breathing, maintaining body temperature
4. The knowledge you do not know and can not implement.

The fourth option is the one that could save you five minutes on every job, the one that could make the next job easier or go by faster. I'm sure someone at the office knows something that you don't that could save you some time or make life easier on your next job. If you get in trouble don't be ashamed to ask for help, asking for help only increases your knowledge. The more knowledge you have the more you will be able to deal with the unexpected problems that may occur on your next job. -John Bulluss

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ISSUE 6



Automobile University now Enrolling New Students

I saw a great bumper sticker the other day. "**If You Think Education is Expensive - Try Ignorance.**" Ignorance, as defined by Webster's, is a lack of knowledge and I have yet to hire a person who wants to know less. This job requires constant learning and there are some great ways to learn. One of the easiest is to enroll in "*Automobile University*". I give credit for the term to Zig Zigler, who rode to college with me for years. Tony Robbins would come along most days, as well as Napoleon Hill and Deepak Chopra. I have had some of the richest and most influential people in the world ride along with me and share their knowledge. Their wisdom is stored on CDs, DVDs, or Cassettes and by placing one of these in your car stereo you can take a "class" from them every day. Just **one concept**, learned from a CD, can save you thousands of dollars, or better yet, earn you thousands in additional income. You can start your own educational program by going to *Borders* or *Barnes and Noble* bookstores and look for the Audio book section. You will find a huge number of available titles. Each day, the average tech spends over an hour in the truck, which equates to 5-7 hours a week of potential learning. Annually, over 250 hours is possible, and that is only during drive time between jobs, time that is normally wasted. I have heard people complain about the expense of these titles and they cannot afford the knowledge. Trust me – Life has a funny way of getting you to pay for the knowledge one way or the other. If you don't have the money and are truly in a financial bind, do what I did, as a starving college student, go to the library and check them out. Public Libraries have a great collection and best of all are free. Here is my initial list of some great starter courses: *Zig Zigler – See You at the Top*; *Tony Robbins – Personal Power 2 and Power Talk series*; *Robert T. Kiyosaki's – The Rich Dad Poor Dad Series*; *Deepak Chopra – Anything*; *Steven Covey – Anything*; *Napoleon Hill – Think and Grow Rich*.

Enroll today and begin your education - it can truly change your life. Send any comments to me at rdean@gibroadband.com - Ron

Deans List

Clermont - 7509 – Keith Rose: This week we'd like to thank Keith Rose, tech 7509 for his continual efforts in volunteering his assistance in the office and to other tech's in the field that may need help. We'd also like to say that his excellent customer service skills, excellent workmanship and willingness to go above and beyond his duties sets a prime example for all of our techs here in Clermont.

Orlando - 2806 – Fernando & 2884 – Fabiano: I received a call recently from a customer that Fernando had done an install for, and was shocked at how much this customer was effected by Fernando and Fabiano's installation (in a good way J). The customer started out by telling the history of his cabling nightmare that started with Time Warner and continued on through the Bright House transition. He has had many technicians out to his house, in all varieties (Cable Company, contractor) and basically had cancelled his service in the past, due to the poor workmanship and un-professional attitude he had received. So when he decided to try Bright House again and we got the work order, we had our work cut out for us.

Fernando got the work order and when he surveyed the job he determined that this customer needed an entire re-wire done. It was a large enough job to put him behind in to the next century, so he discussed with the customer about coming back on his day off and getting everything done for him, which the customer was fine with. Fernando and Fabiano proceeded to do the job exactly how the customer wanted, on their day off, and created a very happy customer. What struck me most about it was the fact that they had changed this customers MIND. Not that they only successfully installed his services, but that they changed this customers perception of the services that Bright House provides, which to our customer, Bright House, is invaluable. The customer has a renewed faith in the Cable Company's ability to provide the service he expects, and could not say enough good things about the technicians. Thanks Fernando and Fabiano-Great job!

Uniforms and more!

I am sure you have noticed the other paper attached to your paychecks this week. It is a uniform order sheet. What we are trying to do is give everyone more options with what we require everyone to wear. So in that effort, we have picked a few different styles and types of shirts and hats for everyone to choose from. And instead of forcing the issue on everyone, you now have the power to pick what you want. If there is something else you would like to see or have, please let me know so I can try to make it happen. If you have any questions about this program, please do not hesitate to call or write, or at least talk to your General Manager about it so they can bring it up at our next meeting. Thanks!

-Dave Rozelle (drozelle@gibroadband.com // 727-462-5743).

Announcements

BIRTHDAYS THIS WEEK

Deland

Margarita Diaz-Miller April 1

Orlando

Jeff Morgan March 26

NEW HIRES LAST WEEK

Orlando

Joseph Cruzado March 13

Lauren Ricks March 15

Walkin Cheriscat March 20

Bobby Douge March 20

ANNIVERSARIES THIS WEEK

Melbourne

Ann Wymer March 28 1 yr

Keith Oestreich March 28 1 yr

CONGRATUALATIONS!

Welcome to the team!



Random Thoughts...

...from Jessica Muddiman

Alright, for the past two weeks I've been writing about myself and what changes are coming up. For once I'd like to write about all our fellow employees. Each and every single one of us has goals and dreams. Our goals are something that we work hard on and make sure we do our very best to achieve them. At times there are setbacks, but never a reason to stop trying. As for our dreams, we can only cross our fingers and hope that every thing we do or say is helping us "see the light". Yea, we all have the dream of dating our favorite celebrity but we all know that's damn near impossible. For those of us who actually dream of things that are real and can be done, listen up. We've all started out new and applied ourselves fully in our positions. So what if we can help make your dreams come true? Would you step up and accept help? I personally would like to know more about what every employee wants out of their life and see what we as a company can do to make this happen. Write me, call me whatever it takes to help you get started or finished. Let me or anyone you feel close to in the company, see what happens. It doesn't hurt to try. - Jess (jessica@gibroadband.com // 727-462-5743)

...from Leslie Dean

I would like to take this opportunity to announce our next addition to the TAP. Here is your chance to place a classified ad free of charge. If you have tools, household items, automobiles, animals, spouses, etc. that you would like to sell or just plain get rid of this is the place to do it. Email me at leslie@gibroadband.com and we will be sure to add the items to our company TAP.