



EAGLE EXPRESS

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The President's Lead Article
Chris Signorelli, President

Customer Service Involves a Sense of Urgency

The definition of "a Sense of Urgency" generally refers to communicating to an individual or team that it's imperative to act promptly, decisively and without delay.

Security America is a customer service business which makes a Sense of Urgency even more important.

Think about times you have walked into a business and had to wait on someone to talk to you. Or think about a time you walked into a restaurant, and you had to wait on a server because the restaurant's employees were gossiping with each other. These are examples of how NOT to act towards our clients or other people visiting our client's location.

Make sure to greet everyone with a smile on your face. In a world filled with technology, you can easily be contacted with a call, text, or email as well. There will be sometimes when you don't know the answer right away to the question. Make sure though you acknowledge that you are aware of the issue and you will address the issues as soon as you know the answer. Customer Satisfaction and Accountability are improved greatly if you have a Sense of Urgency.



Employee of the First Quarter
Shane Burdette



Employee of the 2nd Quarter
Cristina Gifford



Employee of the Third Quarter 2019
L to R: Pete Shumiloff, Field Manager, Arnold Jarrell, Director of Operations, Victor Knick (Employee of the 3rd Quarter) and Chris Signorelli, President



Julie Devore, Speaker for Security America's 3rd Quarterly supervisor meeting. Julie is certified through the American Heart Association to instruct CPR, First Aid, Bloodborne Pathogens. Julie is an AK Steel Contractor Safety Trainer. All Supervisors that attended the meeting received their certificate in Bloodborne pathogens.

Winter Holiday Safety

Winter holidays are a time for families and friends to get together. But that also means a greater risk for fire. Following a few simple tips will ensure a happy and fire-safe holiday season.

HOLIDAY DECORATING

- Be careful with holiday decorations. Choose decorations that are flame resistant or flame retardant.
- Keep lit candles away from decorations and other things that can burn.
- Some lights are only for indoor or outdoor use, but not both.
- Replace any string of lights with worn or broken cords or loose bulb connections. Read manufacturer's instructions for number of light strands to connect.
- Use clips, not nails, to hang lights so the cords do not get damaged.
- Keep decorations away from windows and doors.



HOLIDAY ENTERTAINING

- Test your smoke alarms and tell guests about your home fire escape plan.
- Keep children and pets away from lit candles.
- Keep matches and lighters up high in a locked cabinet.
- Stay in the kitchen when cooking on the stovetop.
- Ask smokers to smoke outside. Remind smokers to keep their smoking materials with them so young children do not touch them.
- Provide large, deep ashtrays for smokers. Wet cigarette butts with water before discarding.



Before Heading Out or to Bed

Blow out lit candles when you leave the room or go to bed. **Turn off** all light strings and decorations before leaving home or going to bed.

FACTS

- ❗ More than **one-third** of home decoration fires are started by candles.
- ❗ More than **two of every five** decoration fires happen because decorations are placed too close to a heat source.



**NATIONAL FIRE
PROTECTION ASSOCIATION**
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