



April 2015

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# NewzBreak<sup>TM</sup>

*The Workplace Newsletter That's Both Informative and Fun!*

## Are you all ears? Being a good listener can aide in a successful career and satisfying home life.

You've probably been tested several times in your life, so you know your hearing is up to par and maybe beyond. But how you use that sense is key to "active listening."

It starts with the desire to help another person think through their statements and feelings. Your unspoken message should be, "You have my attention; I'm here for you," but you also need to signal this verbally if you want to retain more than 10 percent person of what is said.

Use open-ended questions like, "How did that make you feel?" And "What are going to do now?"

Graham Bodie, lead researcher in a study published in the Western Journal of Communication, tells the effect of the immediate behaviors that make up active listening. The skill takes some time to develop.

The study used 342 pairs of people, says The Wall Street Journal. One person, the discloser, describes a stressful event, such as a relationship problem, a work setback or a health issue.

The disclosers said that when the listener displayed active skills like making eye contact and asking open-ended questions, the talker felt better. Verbal behaviors were three times as likely as nonverbal behaviors to produce this outcome. The talker perceived the listener as more emotionally aware and felt better. Bodie also gives this advice:

Use short words or sounds to encourage the talker to continue. Responses like "yup, OK, right," or "mmm hmm" will work. Paraphrase a person's remarks to clarify statements.

When you know a co-worker or spouse wants to talk, get ready to listen. Be calm and in the present. Put your cell phone away and let go of your own need to talk, except to encourage the other person to finish.

## Moneywise: The world says 'Save' but how much and how often?

Everyone has advice on how to plan your financial future.

To make it all easier, financial advisors for USA Today recommend this road map for retirement.

In your 20s: Put small amounts into your IRA or a 401 (k) as you lay the ground work for your future. At this point, your mission is to get out of credit card and college debt.

In your 30s: Increase your savings, maybe to as much as 10 percent of your net income. Save for a down payment on a house, if you haven't already. Most people marry their 30s and children might be on the way. Avoid debt.

In your 40s: These are the peak years for earning and saving. Coordinate your plans with your spouse and put salary increases and bonuses into your savings. Start calculating how much you will need for retirement. Invest in a Roth IRA so you'll have money you won't have to pay taxes on.

In your 50s: Try to save more than 20 percent of your income. Consider downsizing your home if it's too big. Decide when you want to start taking Social Security. Try living on a fixed income.

What then? If you've planned and saved well, you can retire in your 60s. If not, you can work a little longer.

Or you can retire anyway and find a part time job that you will enjoy. Many retirees work. They want the money but also enjoy the routine and social contacts.



*I hope you enjoy this month's newsletter!*

*Gene Rhodes  
ServiceMaster Quality Services*

## April is National Donate Life Month - Social media becomes medical billboard

Organ donation remains an urgent need worldwide, but efforts are getting a boost from an unexpected place: Social Media.

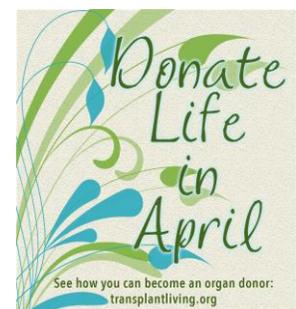
Currently, nearly 124,000 men, women, and children are awaiting organ transplants in the United States; about 1,900 are children.

Now come Facebook and social media, acting as a vast billboard to publicize individual cases of patients who can receive donations from living people. One college professor received a kidney from a woman who lived in his same town, after the donor saw his story on Facebook. This new era of social advertising for organs is a new wrinkle in the organ transplant world.

Until social media, most organ donations from deceased people were handled by the nonprofit organization, United Network for Organ Sharing. It uses a rigid algorithm to distribute organs. Recipients must be sick enough to require a transplant but still strong enough to survive the operation. The patient must show they will comply with a lifelong regimen of medications. This system utterly ignores a patient's appearance, achievements or lifestyle. Even jailed criminals can be on the list.

But this rigid fairness is not the case with social media. According to the New Yorker magazine, researchers are concerned that social media can subvert the process.

Observers hope that social media will evolve as a complimentary avenue in the life-saving process of organ donation.



*Free Cleaning Tips and Specials at [www.s-mqs.com](http://www.s-mqs.com)*

## Do You Know...

... someone that could use our services? Perhaps a colleague, friend, family member, or networking buddy?

When a new client signs up for regular cleaning services at your recommendation; you will receive \$100!

If you would think of 3 or 4 people that could use our services, then don't hesitate to call them and give them our name and phone number. Be sure to have them mention your name when they call so we can send your \$100 Bonus!

Thanks in advance for your help and we look forward to sending cash your way!

## Thanks a Bunch!

*"I just wanted to let you know there was a significant difference here today. Whoever cleaned last night did a wonderful job. There were several compliments from our staff this morning. Walking in you could smell the difference. Thanks so much!"*

*Ms. Shelly Scott – American Recovery  
Houma, La.*

*A special thanks to all these fine folks who referred us....*

## 'The One Minute Manager' says don't retire -- refire

When Ken Blanchard, author of *The One Minute Manager*, happened to meet up with his old friend psychologist Morton Shaevitz, they talked about how people approach getting older.

Blanchard, 75, said he used the term "refire" to describe the attitude of approaching life with gusto. He and Shaevitz, 79, agreed that refire is a way of seeing each day as an opportunity.

Together they wrote *Refire! Don't Retire: Make the Rest of Your Life the Best of Your Life*. It tells about a fictional couple who worked with others to evaluate different aspects of their lives, emotionally, physically and spiritually. Shaevitz says people who are going toward something have the opportunity to live fuller lives. In the book, Blanchard used a fictional couple because, "When you tell a story, people can suspend their inner critic and watch what happens to the characters in a detached way."

Quoted in *USA Today*, Blanchard's best advice is, "Get out of your comfort zone. Take a class at a local college, which will put you into a new setting with different people."

The two of them have formed *The Last Minute Gang*, an informal group of a dozen friends or couples, people who have agreed that, at the last minute, if someone calls and invites you to do something, unless you're previously committed, you'll say yes.



## Here's something to celebrate! April is Grilled Cheese Sandwich Month

In North America, the simple grilled cheese sandwich may be a bit of a secret indulgence for calorie counters.

Carb counters, on the other hand, are in luck. The sandwich is a low carb treat, when used with low-carb bread. The simple recipe: Grill bread in butter, allowing processed cheese to melt. That's 12 carbs if you are counting. About 30 carbs if you use regular bread. In any form, it is one of the world's most popular sandwiches.



Swiss fans put a slice of ham between pre-toasted bread slices then bake covered with a molten lava of broiled Swiss cheese. The French layer thinly-sliced ham with Gruyere on hearty white bread, grilled each side, and then cover the top with Bechamel (white sauce with nutmeg). It bakes until bubbly. They name this tour de force *Croque Monsieur* (crusty mister).

The English call their version a toastie and prefer their nutty Montgomery cheddar combined with leeks, onions and garlic piled between layers of grilled sourdough. For our April recipe, let's go Italian! Caprese grilled cheese sandwiches use ripe tomatoes and basil.

### Caprese Grilled Cheese Sandwich

- 4 slices sourdough or white bread
- 6 ounces fresh sliced mozzarella rounds
- 8 slices Roma tomatoes
- 2 tablespoons chopped, fresh basil ribbons
- Black pepper to taste
- 4 teaspoons extra virgin olive oil or 2 teaspoons butter
- 1 clove of garlic

Layer mozzarella rounds over two slices of bread followed by a layer of sliced tomatoes. Sprinkle basil ribbons on top, season with pepper and top with remaining two slices of bread.

Drizzle 2 teaspoons olive oil in a non-stick skillet and heat to smoking point. Add sandwich, or if the bread will toast before the cheese has a chance to melt butter on tops and bottoms of sandwich. Heat skillet over medium heat. Or, lay a heavy pan over sandwiches and grill about 2 minutes on each side until they are golden brown, and cheese is melted. Lightly brush a garlic clove over toasted sides. Serve immediately.

## Trivia Teaser – Go the Extra Mile

1. The Magnificent Mile is the upscale section of Michigan Avenue in which American city? a-Los Angeles, b-Chicago, c-Boston, d-Philadelphia.

2. Which NFL team plays its home games at Mile High Stadium? a-Seattle Seahawks, b-Carolina Panthers, c-Denver Broncos, d-San Francisco 49ers.

3. The Three Mile Island nuclear meltdown accident occurred in 1979 in which U.S. state? a-Pennsylvania, b-Washington, c-New Mexico, d-Alaska.

4. What rapper won an Academy Award for Best Original Song with "Lose Yourself" from the movie "8 Mile"? a-Puff Daddy, b-Eminem, c-The Notorious B.I.G., d-Macklemore.

5. Which measure is equal to one-tenth of a nautical mile? a-Furlong, b-Meridian, c-Cable length, d-Fathom.

6. According to old ads, "I'd walk a mile for" what brand of cigarette? a-Salem, b-Marlboro, c-Viceroy, d-Camel.

7. Which Billy Joel song includes the line "Are you gonna cruise the Miracle Mile"? a-"It's Still Rock 'n' Roll to Me," b-"My Life," c-"Uptown Girl," d-"A Matter of Trust."

8. One of harness racing's most famous racecourses is the Red Mile located in what city? a-Boston, b-Louisville, c-Atlanta, d-Saratoga.

9. What was the name of the oversized inmate in Stephen King's "The Green Mile"? a-Kurt Barlow, b-Paul Edgecombe, c-Jake Chambers, d-John Coffey.

10. What American woman set the world record in running the mile three times, in 1980, 1982, and 1985? a-Mary Decker, b-Wilma Rudolph, c-Florence Griffith Joyner, d-Marion Jones.

Answers to 'Go the extra mile'

- 1-b, Chicago  
2-c, Denver  
3-a, Philadelphia  
4-b, Eminem  
5-c, Cable length  
6-d, Camel  
7-a, "It's Still Rock 'n'  
8-b, Louisville  
9-d, John Coffey  
10-a, Mary Decker

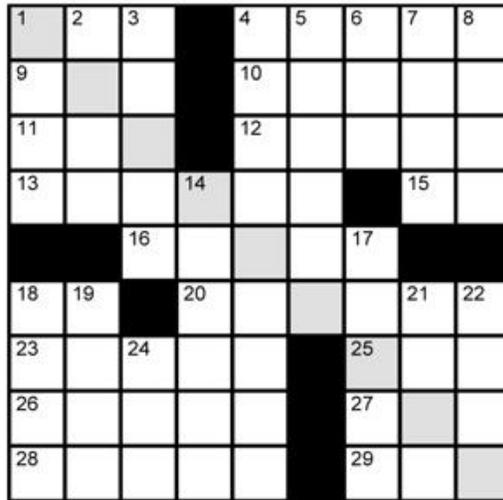
## Media newsies

### Across

1. Pi follower  
4. Threadbare  
9. Always, in verse  
10. Football's \_\_\_ Bowl  
11. Downturn  
12. Construction piece  
13. Brooks Robinson, e.g.  
15. Exists  
16. Persian waterwheel  
18. "\_\_\_ thee I sing"  
20. Pipe residue  
23. Eater of eucalyptus leaves  
25. Ball in a socket  
26. Went ballistic  
27. Dot-com's address  
28. Accumulate  
29. Dance step

### Down

1. Change the decor  
2. Successor  
3. One of the stonecrops  
4. Monopoly quartet  
5. Even though  
6. Bunion's place  
7. Asian tongue  
8. Thanksgiving dish  
14. Lots  
17. Depleted  
18. Creole vegetable  
19. Froth  
21. Vega's constellation  
22. Congers  
24. \_\_\_ Khan



The title is a clue to the word in the shaded diagonal.



## Unemployed architect creates game sensation

Next to Monopoly, Scrabble is the most popular board game in the world. Various editions are sold in 121 countries and in 31 languages. There are national and international championship tournaments, and even competitions that begin in grade schools.

In 1931, when the Depression made architect Alfred Moshier Butts jobless, he had no idea the game he created to occupy his time would achieve such monumental success. For years, it was a game he played with his wife and friends. He originally called the game Lexiko and then Criss Cross Words. An entrepreneur friend, James Brunot, became his partner and changed the name to Scrabble.

First published in 1948, it experienced rejection from the major game manufacturers. After it was picked up by Macy's Department Store, it took off and became a national passion in the 1950s.

Butts received 3 cents per game. He said, "One-third went to taxes. I gave one-third away, and the other third enabled me to have an enjoyable life."

Did you know:

- \* Scrabble is found in one of every three American homes.
- \* Over 150 million Scrabble games have sold worldwide.
- \* 100 teams of U.S. and Canadian 4th-8th graders compete annually at the National School Scrabble Championship.
- \* Scrabble games and tiles are modified for those with low vision and produced in Braille for the blind.
- \* It was inducted into the National Toy Hall of Fame in 2004.
- \* Merriam-Webster publishes the Official Scrabble Players' Dictionary used for home, school, clubs and tournaments.

If you enjoy a challenge that involves chance, luck and a great degree of skill, bring out your Scrabble board and play along with millions of others worldwide on National Scrabble Day, April 13, the birthday of its developer, Alfred Butts.



The clean you expect.  
The service you deserve.®

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## About Our Company

ServiceMaster Quality Services is a full service commercial and residential cleaning company that operates in the following areas: Terrebonne, Lafourche, and St. Mary Parishes

Services include: general cleaning, appliance cleaning, carpet cleaning, upholstery cleaning, all types of hard floor care, commercial cleaning, disaster restoration, and window washing.

Owners Gene and Sally Rhodes have been in the cleaning industry for over 24 years, and they feel it's important provide cleaning services that place the utmost importance on the health and safety of their clients and employees. For that reason, they are active participants in multiple industry associations, including the IICRC (Institute of Inspection Cleaning and Restoration). We are also an A+ Rated member of the Better Business Bureau.

## For dads, more family time brings greater job satisfaction

A new study shows that fathers feel greater job satisfaction and less work-life conflict when they spend more time caring for their children. They get mental bonus points for helping out with the kids.

The study published in the February issue of the Academy of Management Perspectives shows that before increasing child care time, men spent only less than an hour per day with their kids. The Bureau of Labor statistics showed women spent 1.86 hours per workday on child care.

Men spending an average of 2.65 hours a day with their children on weekdays were more satisfied. Up to a certain point, the more time they reported spending with their children, the more likely they were to think their work enriched their home life. They agreed with statements like "my involvement in my work helps me be a better family member."

Those who were more involved with their children were also less likely to quit their jobs.

## Staff Members Making the News

Mandy Sonnier is one of our valuable office staff that has been with us for 13 years now. Mandy enthusiastically performs multiple functions for us here at the office. She is very reliable, loyal, and a totally dependable employee. Mandy has a friendly, outgoing personality and is definitely an asset to our company.

For being with us and for all you do for us Mandy – Thank You!

*"He that plants trees loves others beside himself."*  
-- Thomas Fuller, 17th century English churchman and historian

## At last, the kids are making a living wage, leaving home and buying stuff

Parents are cheering for millennial kids, but they are not alone. Economists and investors are cheering too. They have been waiting for the "kids" to enter the housing market and start spending.

Partly because of the recession 25- to 34-year-olds stayed in college longer. Why not? If they couldn't get work they wanted, they might as well stay in school and get an advanced degree so they could earn more later on. But even with that, they had a harder time finding a job they qualified for than previous generations did, says Bloomberg Businessweek. Their unemployment rate fell to 5.7 percent last December.

According to U.S. Census data, the number of renter households grew by 2 million last year, many of which were renters' first independent home or home with a roommate of their own choosing. Having a roommate at first is a good idea. With lower expenses, they can save money and pay off loans.

New renters boost the economy because they're buying furniture as well as buying things, often things they hadn't even thought of, like a vacuum cleaner, lamp, ironing board and cleaning products.

The National Association of Home Builders estimates that each new apartment built creates 1.3 new jobs. Economists hope renters can buy a home before too long, because building a new house creates the equivalent of three jobs.

This age group could take longer than their parents to become homeowners. On average, they leave college with \$28,400 in loans, which often means they have lower credit ratings than their debt-free peers.

Was college worth it? Think about this for the price of a new car, they get a new life.

## Spring Cleaning Special!

**FREE Entryway Powerwash  
with Outside Window Washing**

*\$100 minimum purchase*

Schedule your appointment by May 15th, 2015  
ServiceMaster Quality Services  
(985)872-1029  
www.s-mqs.com

## Take the Trivia Challenge and Win a \$25 Gift Card to Applebee's!

The first 10 people who call our office with the correct answer will be entered into the drawing!

Since its creation in 1948, Scrabble, the most popular game board game in the world, has sold \_\_\_\_ games.

A – 25 million      B – 75 million  
C – 150 million      D – 200 million

HINT: The answer is hidden somewhere in this newsletter.