



November 2015

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NewzBreakTM

The Workplace Newsletter That's Both Informative and Fun!

Americans read more books ... on smartphones

Since digital readers were introduced in the 1990s, the digital-reading revolution has turned the publishing world upside down. This year, surprisingly, it's not the e-reader that will be driving book sales. It's the smartphone.

Phone users have discovered the convenience of reading a book with one hand, viewing snips of the book as they go. Just a line or two of a book fit on the phone screen.

Industry analysts doubted at first if reading in small gulps would be satisfying. Today there are no doubts. Publishers now say the future of digital reading is on the phone.

Tablets like the iPad and the Kindle Fire are the most popular platforms for digital books for now. But the percentage of e-book buyers who read mainly on tablets was 41 percent recently, a decline from 44 percent in 2014.

In a Nielsen survey of 2,000 people in December 2014, about 54 percent of e-book buyers said they used smartphones to read their books at least some of the time. That's up from 24 percent in 2012.

For city commuters, this is a no brainer. If you're standing in a line or riding on a train or bus, you may not have an e-reader there. But if you are among the 64 percent of adults who own a smartphone, you probably have it with you.

Smartphone devices now sync books from device to device, according to The Wall Street Journal. A book begun on a phone can be finished in the evening on an e-reader.

Is your day-to-day job leaving you with little interest or enthusiasm?

Whether you're the owner of the company, a big boss, or just feel like a cog in the wheel today, everyone occasionally has a feeling of apathy or boredom.

To boost your optimism, consider the successful efforts you made on projects where your contributions were basically the success of the work. Remember that you're the same person now. Your skills are just a good and probably better because of your experience since then. What's lacking now is a feeling of involvement.

If the job that faces you today leaves you feeling burdened, think about its importance to company procedures, to your co-workers and to the end users of the organization's products or services. So think of your importance, quit procrastinating, and make a plan to get started on it. If you have to do routine work first, do it while looking forward to what you can do next.

And it's not just for you. Your attitude and willingness to show your commitment helps others as well.

Doing that for others is bound to make you discover that you and your attitude are important in the big scheme of things.

Enthusiasm is contagious.

Free Great Cleaning Tips and Specials at www.s-mqs.com



I hope you enjoy this month's newsletter!

Gene Rhodes

ServiceMaster Quality Services

Giving thanks in times of bounty and trial

The Pilgrims, it is said, spent more days digging graves than building huts, but they still had the heart to create a day of Thanksgiving.

You could say that is the essence of Thanksgiving: Gratitude for what we have, rather than what we don't have; thankfulness instead of bitterness for what we have endured.

The world's religions have expressed this in different ways.

In Buddhist tradition, there is actually a prayer for difficulties. "May I be given the appropriate difficulties so that my heart can truly open with compassion." If you think about gratitude as the flip side of difficulties, it sheds a whole new light on thankfulness.

According to the Book of Numbers in the Bible, the Israelites spent 40 years wandering in the desert and a lot of the time was spent learning lessons. The Israelites were starving, and God sent food from heaven (manna). But after wandering for quite a while, the Israelites were grumbling about plain old manna. They wanted meat. The Lord sent quails. But as soon as they ate, the angry Lord sent a plague to those with a lustful appetite.

One moral, perhaps: Be thankful and do not grumble when God sends you manna from heaven.

Consider the traditional Christian prayer of grace at dinner: "For what we are about to receive, may the Lord make us truly thankful." If you think about it, true gratefulness can spring from bounty or from trial.



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!

"Sue and her team have been cleaning buildings for the past two years and they've always done a great job for us. The quality of service is at a much higher level than our previous cleaning provider."

*Tom Johnson
Sandy, UT*

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

Kathy Jackson, Dan Lundgren, and Marcy Cantrell.

America is heading toward a diabetes crisis

November is National Diabetes Month, a good time to think about how these projections might affect you.

As U.S. citizens get heavier and older, the country could be approaching a diabetes crisis. About half of adults have either diabetes or pre-diabetes, which raises their risk of heart attacks, blindness, amputations and cancer.

More than 12 percent of Americans 20 and older have diabetes, either diagnosed or undiagnosed. About 37 percent have pre-diabetes, a condition marked by higher-than-normal blood sugar. A decade ago it was 27 percent. An analysis of 16 studies of individuals worldwide published in the journal *Diabetologia*, shows that pre-diabetes not only sets the stage for diabetes but increases the risk of cancer by 15 percent.

What we have, reports USA Today, is a perfect storm of an aging population, a population that's becoming more obese, less inclined to be active, and regularly eats high-calorie fast food, according to the Brown Diabetes and Obesity Center at the University of Kentucky.

Without lifestyle changes, the Centers for Disease Control and Prevention says up to 30 percent of people with pre-diabetes will develop type 2 diabetes within the next five years. But lifestyle changes can reduce the risk by almost 60 percent, saving lives and money.



"Happens every Autumn. I find a girl I like and she ends up falling for some other guy."

When robots do everything, what will humans do?

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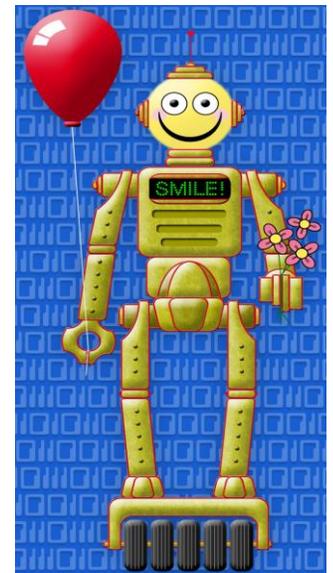
Robots can already do a lot. More than you know. More than you might think.

As technology hurtles forward, what will be the role of humans?

In *Humans are Underrated: What High Achievers Know That Brilliant Machines Never Will*, Geoff Colvin writes that humanity or humanness will be exactly what the future needs.

The human abilities to interact with others will be the missing ingredient in a world where robots can do so much.

Colvin asks a challenging question: What are the jobs or activities that humans demand that other humans do?



The answer might be collaboration, Colvin suggests. Understanding the nuances of the world, the subtleties of society, requires humans who can work and learn in teams.

Allan Murray, the editor of *Fortune*, says these questions reflect the broad skill sets that Colvin says will define the role of humans in a hypertechnology workplace.

- * We must work together in groups because we keep changing our perception of what the problem is and what the goals should be.

- * We want to work with people to solve problems, tell them stories and hear stories from them, and create new ideas.

- * The most effective groups have members who have deeply human abilities, empathy above all, social sensitivity and the ability to build relationships.

- * We want to follow human leaders and negotiate agreements with a person, hearing his voice. To be able to look into someone's eyes can often be the key to high-value work.

Trivia Teaser – Gas Station

1. Decompression sickness, also known as "the bends," is caused by bubbles of what gas in the bloodstream? a-Hydrogen, b-Helium, c-Carbon dioxide, d-Nitrogen.

2. What company experienced a massive gas leak in Bhopal, India in 1984? a-Boeing, b-Union Carbide, c-E Exxon, d-British Petroleum.

3. Who wrote and recorded the 1968 hit instrumental "Classical Gas"? a-Randy Van Wormer, b-Hugo Montenegro, c-Mason Williams, d-Paul Mauriat.

4. While stranded at a gas station in the movie "The Blues Brothers," Elwood Blues assists a young lady and offers to meet her later at a motel. Who played this passing motorist? a-Carrie Fisher, b-Twiggy, c-Cher, d-Rosie O'Donnell.

5. What was the name given to the baby found on a doorstep by Walt Wallet in the comic strip "Gasoline Alley"? a-Bing, b-Snoopy, c-Skeezix, d-Padrone.

6. Ozone is a gas of what pale color? a-Yellow, b-Red, c-Brown, d-Blue.

7. Who played Ingrid Bergman's disturbing husband in "Gaslight"? a-Charles Boyer, b-Cary Grant, c-John Huston, d-Raymond Massey.

8. What mythological creature was the mascot for Mobil gas? a-Unicorn, b-Sphinx, c-Elf, d-Pegasus.

9. What film comedy was promoted with the tagline "It's The Godfather on laughing gas"? a-"Married to the Mob," b-"The Animal," c-"The Freshman," d-"Brother Orchid."

10. What baseball team was nicknamed "The Gashouse Gang" in 1934? a-Philadelphia A's, b-New York Giants, c-St. Louis Cardinals, d-Boston Braves.

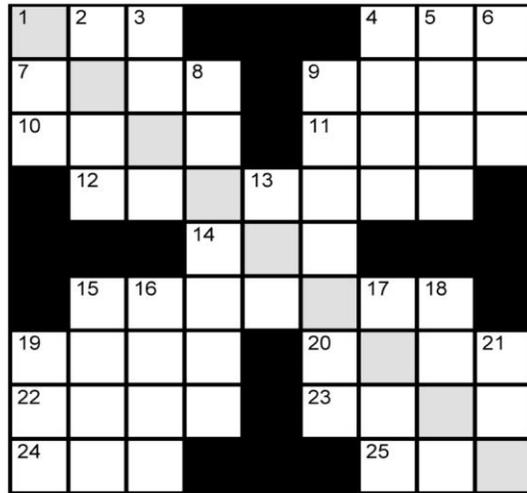
- 1-d, Nitrogen
2-b, Union Carbide
3-c, Mason Williams
4-b, Twiggy
5-c, Skeezix
6-d, Blue
7-a, Charles Boyer
8-d, Pegasus
9-a, "Married to the Mob"
10-c, St. Louis Cardinals

Answers to 'Gas Station'

Church dinner dish

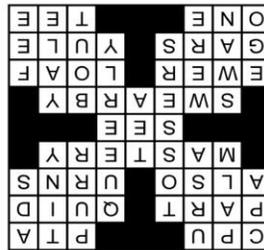
Across

1. PC "brain"
4. "Harper Valley ____"
7. Role
9. British pound
10. "The Sun ____ Rises"
11. Cemetery sights
12. Command
14. "Comprende?"
15. Trust implicitly
19. Ablutionary vessel
20. Baker's unit
22. Needlefish
23. Christmas season
24. "____ moment"
25. In Tiger's bag



Down

1. Tax preparer, for short
2. Tropical tree
3. Celestial bear
4. Engine sound
5. Minuscule
6. Pop-ups, e.g.
8. Horseshoes players
9. In an odd way
13. Contents of some bags
15. Kind of song
16. "The Way We ____"
17. Boxing match
18. Its motto is "Lux et veritas"
19. "I" problem
21. Charge



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

Commuters who walk or take public transportation are likely to lose weight

It's a hidden perk of commuting to work. A 15-minute walk to work and back, or a 15-minute walk to a light-rail station doesn't sound like much of a workout. But it could help millions of people meet exercise guidelines and get fitter without going to the gym.

Commuters who switch from driving to walking, cycling or public transportation lose an average of a pound a year, according to a study in the U.K.

A study of people in U.S. metro areas, published in the online journal PLOS, found an association between not driving to work and a lower body-mass index. Researchers say commuting helps people keep weight off once they lose it. It's important because people who diet to lose weight eventually regain the pounds.

Many could lose more. A study by Charlotte, N.C.'s light rail system found that those starting to commute lost an average of 6.5 pounds in a year and a half. Interviews of New York City commuters show they lost about 6 pounds a year.

Leaving the car at home, even if they drive alone, takes about 25 minutes a day, on average, which can be difficult for busy people who are hurrying to get home and prepare dinner. It's one reason why an average of 76 percent of commuters drive to work, and just 3 percent on average, use mass transit.

Still, most people don't go to the gym at all, and walking can make a person feel good and get fit. It fights stress and puts work problems aside.

If they get home 12 or 13 minutes later than usual, they are ready to cook dinner and enjoy their families more than if they were still stressed out.



(985)872-1029
gene@s-mqs.com
www.s-mqs.com

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 25 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.

Getting home for the holidays

About 46 million people traveled 50 miles or more for last year's Thanksgiving Day, according to the AAA. It was the highest number since 2007. Thanksgiving always draws more travelers than any other holiday. Christmas is usually the runner up with a few million fewer (actually 41 million last year).

With a better economic picture and low gas prices, 2015 is expected to bring the highest number of Christmas travelers on record and could surpass last year's Thanksgiving figures.

Since the statistics start with travelers going 50 miles, most of them will be going by car. Barring the big snow storms and exceptionally icy streets that will keep them at home, many will make a drive of up to 300 miles to get home for Christmas.

Staff Members Making the News

We all know how great it is to have our staff not miss any work and the benefits that brings. In this vein, we would like to shine the spotlight this month on Hester Aubert. Hester has been with our company for almost 4 years now and she has only missed ONE day of work the whole time. That is fantastic from every angle you can think of. Congratulations Hester and thank you for being with us and for all you do

"Sometimes it is better to be kind than to be right. We don't need an intelligent mind that speaks, but a patient heart that listens." -- Unknown

Puppy love and kitten tricks can enrich life and boost health

Want to be greeted enthusiastically as you walk through the door? Who can take a nap on the sofa with you? How about listening to your every word, believing it and loving you for it?

A pet can do all of this. Research shows there are physical and emotional benefits to owning a cat or a dog, even a fish, especially for older people. About 68 percent of all households have a pet and treat them like a member of the family.

People living alone get companionship from pets, and couples have many new topics for conversation.

Individuals are less likely to feel stressed because animals keep them in the present. You have to feed them, walk them, and find their toys.

Quoted in USA Today, Alan Beck, 72, director of the Center for the Human-Animal Bond at Purdue University College of Veterinary Medicine, says:

- * Touching and stroking a pet can be comforting to people (and to the animal) and lowers blood pressure.

- * Pets give you an opportunity to give and receive nurturing.

- * Dogs encourage exercise. You will walk with them, which also helps with weight management.

- * They help to orient your day. You might forget to get the mail or to feed yourself but not the dog or cat who is nudging you.

- * They are social facilitators. You are more likely to engage in conversation with others when you are walking your dog. In dog parks, owners visit while the dogs play.

- * They're ice-breakers when a new neighbor visits or when you meet up with an old friend.

There are also downsides to pet ownership. Some retirees travel and don't want the responsibility of pets. And the cost of ownership ranges from food and toys to vet visits.

Schedule Your Next Carpet Cleaning and get FREE Carpet Spotting for the next 90 Days

Schedule by December 15th

ServiceMaster Quality Services
(985)872-1029
www.s-mqs.com

Take the Trivia Challenge

Over the last decade, diabetes has increased ___% in the U.S.

A – 5% B – 10% C – 15% D – 20%

HINT: The answer is hidden somewhere in this newsletter.