



NewzBreakTM

The Workplace Newsletter That's Both Informative and Fun!

Companies really want to know how workers feel

Some companies are using special software to gauge the feelings and engagement of their employees.

New sentient-analysis software is designed to help retain employees by determining how workers feel about the company and how it's operating.

IBM and others have used the software to analyze employee reaction to everything from diversity efforts to their prospects for promotion. Human-resource directors can use the software to analyze text from internal comments on blog posts or responses to open-ended survey questions.

One of their findings:

* 32 percent of workers in the U.S. were engaged in their jobs in September.

Engagement was defined as employees being involved and enthusiastic about their work and committed to it.

Intel asks its 106,000 employees to complete an annual survey that gauges the company's organizational health. Some questions are designed to represent how employees feel about the company, if they're proud to work there and hope to continue working there for five years or more.

Some Intel workers were agitated by a post by the company saying it would double the employee-referral bonus if the employee recommended a minority job candidate or a veteran who was hired. Some called it reverse discrimination. Using sentient software, analysts found that people were expressing frustration and fear that their own jobs were at risk.

Company engagement measures include: customer ratings, profitability, productivity, turnover, safety incidents, theft, absenteeism and quality.

The company's holiday party offers a unique networking opportunity

The company's holiday party offers a unique networking opportunity

You might not be too excited about the company holiday party this year. Maybe you would rather have punch and cookies with your other friends. No matter how you feel about it, going to the holiday party is a good career move. Here's why.

* It's really not optional. Managers who say it is will care if you aren't there. Assume it's a professional obligation.

* You'll get to know people in other areas of the company, people you don't interact with now. Chatting with them can be the main perk of the party.

* You increase your visibility with audiences that matter in all levels of company hierarchy and in ways that don't occur at other times. Often a company's important suppliers and friends of the company attend and you can meet them. It's a great networking opportunity.

* You might have fun. It's in your best interest to be in the mood for fun. See the night as being sociable with your colleagues and others who will be glad to see you or meet you.

You can handle that in exchange for not being known as the one person in your department who doesn't accept the invitation for a night out.



We hope you have a safe and happy holiday season!

Gene Rhodes

ServiceMaster Quality Services

There's something magical about holly

Friends and loved ones who gather at Christmas time will see holly wreaths and on mantles, its image on cards, stockings and presents.

As it has done every winter since long before the Roman conquest, holly will work its magic, evoking feelings of tradition and spreading cheer. In forests and in yards, the berries are appreciated by robins, bluebirds and mockingbirds. Hardy as the bushes are, they can thrive in a city's salt and exhaust.

"There's something magical about holly, especially this time of year," says William N. (Bill) Kuhl, an expert on the species who has done his part to preserve this Yuletide tradition for the past 40 years. His nursery has hundreds of holly trees, many 70 and 80 years old and in more than 100 varieties.

An old English carol claims holly has "prickles as sharp as thorns, bark as bitter as gall, and berries as bright as life-giving blood." But to those who love it, like gardeners, growers, retailers and botanists who belong to the Holly Society, it's endlessly fascinating. It's attractive in unique ways, blending dark and bright, the harsh and the inviting.



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!

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

No mouth-to-mouth: How to do simple CPR

We've all heard that CPR can be done without mouth-to-mouth contact, but there are other instructions to keep in mind when you set out to save a heart attack victim's life.

Experts say to call 911, but don't wait for paramedics' arrival to offer help. Bystanders who perform CPR improve survival rates and reduce the risk of brain damage that can result from cardiac arrest, a new study finds. The hands-only approach is the best technique for bystanders. They start and keep it going until help arrives.

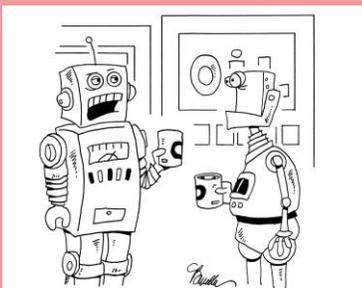
Put one hand on the patient's chest and put the other hand on top of it so you can press deep enough to reach the heart. The goal is to get blood to flow from the heart to the brain.

There's no set number of presses for you to make, and you should do your best to keep pressing until help arrives. Sometimes another bystander or a friend is available to take your place so you can rest for a few minutes.

The American Heart Association recommends doing it to the tempo of "Stayin' Alive" or similar music.

Hang in there. You can do it. The patient and his family will be very grateful for your saving the patient's life.

Whether he or she lives or not, you will always know you did your part.



"Sure, it seems harmless, but you hire one human and the next thing you know, they're taking your job."

Swedish Glogg: The Perfect Holiday Drink for all!

Your genes don't have to come from Nordic stock to enjoy the heavenly aroma and taste of a hot, mulled wine after a day of shopping, putting up the Christmas tree, hanging strings of lights on the house, skiing or shoveling out from the last storm.

Whether you make this glogg (pronounced glooog and meaning 'glow') for two or 20, it will warm your body and soul.

King Gustav I Vasa of Sweden loved "glodgad vin" (glowing hot wine) way back in 1609. In 1755, Samuel Johnson, who published the first English-language dictionary said, "Claret is the drink for boys, port for men, but he who aspires to be a hero must drink brandy." Gloggs have brandy.

Swedish glogg contains brandy or caraway vodka. The Finnish gluggi uses vodka, the French vin chaud uses cognac, the Irish use Irish whiskey, the English wassail uses ale, the Germans and Austrians gluhwein, often served at their Christmas markets.



Traditional Swedish Glogg

Ingredients (4 servings)

- 2 1/2 cups water
- 3/4 cup golden raisins
- 2 teaspoons whole cloves
- 1 tablespoon whole cardamom seeds or 2 pods cracked open
- 1 3-inch stick cinnamon
- 1/2 cup sugar
- 1/4 cup blanched almonds (raw, no skin)
- 2 bottles dry red wine (750 ml each). Use burgundy or port.
- Brandy to taste (optional)

Tie the cloves and cardamom pods in a cheesecloth bag. Add to the water, raisins and almonds in a medium saucepan. Bring to a boil and simmer for 30 minutes.

Remove and discard the spice bag. Strain the raisins and almonds from the liquid and save.

Stir in sugar until dissolved with the wine in a larger pot. Reheat to a simmer. (do not boil). Serve in mugs with a few raisins and almonds.

You can prepare the spiced water mixture early in the day for a larger gathering. Fill a decorative bowl with the raisins and almonds. Just before your guests arrive, reheat the mixture in a larger pot, add the wine and simmer. Serve from an electric slow cooker (on low) or at the stove. Add brandy for those who want it.

God jul! Cheers! Bon noel!

Trivia Teaser – Let it Snow

1. Who played Jon Snow on the HBO TV series "Game of Thrones"?

a-Peter Dinklage, b-Kit Harington, c-Ian Somerfeld, d-Ben Barnes.

2. Which U.S. state has a name that means "snowclad" in Spanish?

a-Nevada, b-Utah, c-Alaska, d-Wyoming.

3. The snow leopard is native to which continent?

a-Africa, b-North America, c-South America, d-Asia.

4. Which song was a hit for singer Phoebe Snow?

a-"Poetry Man,"

b-"At Seventeen,"

c-"God Bless the Child,"

d-"Let It Snow."

5. What American city shoveled and plowed a record 108.6 inches of snow during the 2014-2015 winter season?

a-Philadelphia, b-Raleigh,

c-New York City, d-Boston.

6. Who was the narrator for the TV Christmas special "Frosty the Snowman"?

a-Donald O'Connor,

b-Fred Astaire, c-Jimmy Durante,

d-Gene Kelly.

7. Quarterback John Huarte and wide receiver Jack Snow finished in the top ten of Heisman Trophy balloting in 1964 while both played at what university?

a-UCLA, b-Oregon, c-Florida State,

d-Notre Dame.

8. Which TV character had three cats named Snowball?

a-Mork,

b-Lisa Simpson, c-Olivia Benson,

d-Samantha Stephens.

9. Who wrote the 1845 fairy tale "The Snow Queen"?

a-Charles Dickens,

b-Heinrich Hoffmann,

c-Harriet Beecher Stowe,

d-Hans Christian Andersen.

10. Who had a hit in the summer of 1970 with the song "Snowbird"?

a-Anne Murray, b-Terry Jacks,

c-Gordon Lightfoot, d-Rita Coolidge.

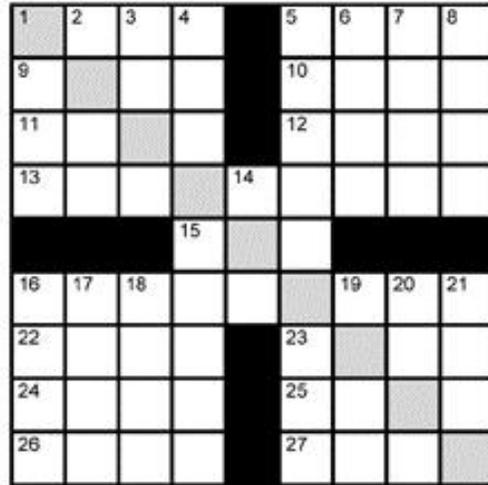
A fix for a flip

Across

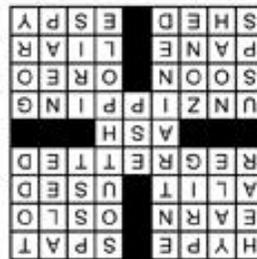
1. Hoopla
5. Petty quarrel
9. Make, as money
10. Nobel Peace Prize city
11. Came to rest
12. Employed
13. Rued
15. ___ Wednesday
16. Decompressing a zip file
22. Presently
23. Hydrox alternative
24. Philatelist's purchase
25. Fibber
26. Molt
27. Catch sight of

Down

1. Try, as a case
2. Its motto is "Lux et veritas"
3. Snob
4. Boarded
5. Antarctica
6. "Check this out!"
7. Sheltered, at sea
8. Mrs. Lincoln's maiden name
14. Clairvoyance, e.g.



16. Mail carrier, for short
17. Ark builder
18. Area
19. Colored eye part
20. ___ tide
21. Bloody



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

Kids are gone. What to do with the extra money?

When children are finally self-supporting, parents don't have big bills for braces, private lessons, college tuition and cars.

But a new study by Boston College Center for Retirement Research shows they contribute very little more to their 401(k)s, as little as 1 percent of income more, in the first eight years after they become empty nesters.

During the same time, researchers calculate that more than half of them are at risk of being unable to maintain their standard of living when they retire.

With children gone, money may go for travel or household projects.

"There is often a long list of pent-up projects," from updating kitchens and bathrooms to adding landscaping, says Carol Hoffman, a financial planner in Blue Ash, Ohio.

Another financial planner says that within two years of becoming an empty nester, he and his new wife blew through about half of his nest egg by throwing parties, going on a Mediterranean Cruise, and buying a home theater.

Some empty nesters have empty pockets because they continue to spend on their adult children. They may help them pay for graduate school, health or car insurance, car repairs or a down payment on a house. Some do prepare for retirement by buying long-term-care insurance or paying down debt.

Savings rates can rise by another 2 percent of income due to accelerated mortgage payments. Financial academics make these suggestions.

* Think about what you're spending on and whether it's worth the price.

* Check online programs like Mint and Yodlee's MoneyCenter for advice and budgeting.

* Plan less-expensive indulgences. Do fun things that cost less.

* Increase your automatic savings through payroll deductions that go to your 401(k).

- 1-b, Kit Harington
- 2-a, Nevada
- 3-d, Asia
- 4-a, "Poetry Man"
- 5-d, Boston
- 6-c, Jimmy Durante
- 7-d, Notre Dame
- 8-b, Lisa Simpson
- 9-d, Harriet Beecher Stowe
- 10-a, Anne Murray

Answers to "Let it Snow"



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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 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.

Your fast food will be coming even faster

Technology has entered the world of fast food dining. Some patrons are calling it the "robot restaurant." The co-founder of this San Francisco restaurant, Tim Young, says, "What we've designed creates a sense of mystery, a sense of intrigue."

After customers punch in and pay for their orders on one of nine iPads, they can choose from ingredients like lemon-herb toasted quinoa and many other choices. Screens summon them to a nearby wall of cubbies that flashes their names (taken from their credit cards). It instructs them to "tap" to pick up their food. No humans can be seen.

The restaurant, Eatsa, and its sci-fi aesthetic is definitely intriguing. Young and his founding team have built a cashless 21st century version of the Horn & Hardart automat. They were early 20th century cafeterias where people could survey dishes placed in windowed compartments and pop in a nickel to serve themselves a helping of pie or macaroni and cheese.

Staff Members Making the News

We wish to welcome our newest Assistant Manager, Jasmine Theriot, to our staff. Jasmine comes to us with prior Management experience and we know she will put that to good use. Jasmine is responsible for the success of all our Cleaning Specialists and she is right in the middle of detailed training right now. Jasmine will be out to meet each of you shortly.

"I can accept failure, everyone fails at something. But I can't accept not trying."-- Michael Jordan, basketball star

The glorious lives and myths of dolphins

Dolphins always look like they are smiling.
How can we not love them?

So asks author Susan Casey whose book, *Voices in the Ocean*, is an exploration of dolphin life and their interactions with humans.

According to the New York Times, the book is a mix of science, pseudo-science, and a kind of New Age mysticism.

But Casey's book is intended, in part, to be mystical. Casey fell in love with dolphins during a difficult time after a divorce and the death of her father. Feeling lonely, she went for a swim in Hawaii only to be joined by a pod of spinner dolphins. The experience, she says, was a bolt of lightning, filling her with awe at the fun of swimming with the squeaking creatures. The experience, mystically, lifted her spirits.

Joyous is the way she portrays the gleeful creatures of the oceans. They are clowns, she says, and also incredibly intuitive and empathetic.

Some reviewers say she goes off the deep end saying things like dolphins can tell if a woman is pregnant. This has never been proven but it is treated as fact in the book. At other times, she quotes, without skepticism, people who assert dolphins are mind readers who can transmit messages about opera.

Still, Casey's book offers many examples of dolphins displaying great acts of apparent selflessness, courage and empathy and reviewers say it is a lively read.

Her *Voices in the Ocean* is based on her years of swimming the open seas with dolphins, interviews with leading experts and protectors, and her extensive travels.

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Schedule by January 31st

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Take the Trivia Challenge

The American Heart Association recommends administering CPR to the tempo of which song?

- A – Jive Talkin'
- B – Stayin' Alive
- C – Night Fever
- D – Y.M.C.A.

HINT: The answer is hidden somewhere in this newsletter.