

SPECTRUM CONNECTION

On Time!

I am a great believer in punctuality. I think every person owes it to every other person to not only be on time, but specifically not be late. I think it is both disrespectful and rude to not be on time.

Some people are chronically late. I must admit that I do lose respect for those folks, as they have deemed their time more valuable than that of others. Do you know people like that, that are habitually late, and just say "sorry", like that makes it okay? Lord, I hope you are not one of those folks. If you are, please reflect on how you are demeaning others time and value.

Being late to a personal event is one thing, but being late to a professional appointment is quite the other. However, turning the tables just a bit, an appointment is a mutual thing because at least two parties have entered into an agreement of sorts to come together at a specific time and place. In today's world, when I make a professional appointment with say, a doctor's office, dentist, or other such entity, I usually call and make an appointment for a specific day and time. After that, as the appointment draws closer, the professional office will send me a text to remind me of my appointment, then they will send to me an email, to which I need to respond to confirm my appointment, and finally they call me to confirm the date and time of my appointment. They may even request that I come in earlier than my appointment so I can fill out paper work. After all these prompts, I generally arrive about 10 minutes before my appointment. And then what do I do? I wait. And then I wait some more. My appointment time comes and goes and the reception person, upon my inquiry, assures me that it will be just a minute. And I wait some more. It is not unusual for me to wait 15 to 30 minutes past my appointment time before I am called.

One of the offices I go to has a sign that says if you are not called in 20 minutes past your appointment, come to the desk. What???? So, with that sign, they acknowledge that they are likely going to be running late, and putting the responsibility on me to let them know that "hey, our appointment is well over due". This is happening so often these days that we are all just accepting it. Stop it! Don't accept it. It is rude and avoidable. Sure the doctors have to be sure that their calendar is full, but they know when Heck, I went to an appointment for an oral surgeon where they first scheduled me for a day that they were closed, then rescheduled and ran 50 minutes late on my appointment. Then, on the next appointment, after I waited 30 minutes, AND I already paid, I told them I could wait no more, they said it will be just a minute. I reminded them that is what they said 30 plus minutes ago. I left. I got an email asking me about my experience with the doctor. I told the truth and when it asked if I would like them to follow up with me, I acknowledge YES. It has been 4 months, I never heard from them, and I have not gone back.

I have a friend Ryan, who was concerned that he was going to be late for an appointment due to traffic. He may make it, but he might be 5 minutes late. So, out of courtesy, he calls the office. The office told him that they understand, but they have a 15-minute grace period, and if he was not in the office in time, he would be charged for the appointment and a new appointment would need to be scheduled. What??? This is the same office where we sit and wait for 30 minutes past our appointment, that they texted, emailed, and called to be sure we will be on time. I call BS, and I am asking you to call it to.

I can go on and on with stories of waiting countless amounts of time, and I am 100% certain you have the same stories as well. I have tried the old, make the first appointment of the day method, yet watched as my doctor arrived in the building at the 7:30 a.m. appointment time that I was scheduled for and, you guessed it, was called in 20 minutes later. I try booking late in the afternoon, thinking they want to go home. This seems a little more effective, and when I think about why, I conclude that they value their time much more than they value mine.

My dentist, Dr. Strickland, has never, ever, missed my appointment time. That team values others above themselves, and every time they are on time, I mention that, as proof that it can be done. I think it is time that we stand up for our time and respect and be proactive about our appointments, and call the office, text the office and email the office before our appointments to let them know our expectations and hold them accountable. We must be sure that we are not hypocrites, and we are being respectful of others, and being on time. Right? Make sure our house is in order before we start throwing stones, so to speak.

Well, sorry for the rant, but I just had to get that off my chest. Please join me in helping everyone to be respectful of others time. We CAN make a difference. It starts with us, and then we can change others. You in? Super!! Let's meet Thursday at 1 p.m., don't be late! Ha, just kidding, but do take back control of your time. Happy 2024, I hope you get some waiting room time given back to you in your busy day.

With Respect,
Dave



FROM THE DESK OF: *Dave Smalley*



FROM THE DESK OF: *Melanie Smalley*

Here we are, 2024! Time flies when you're having fun.

The fourth Pillar within THE HOUSE THAT SPECTRUM BUILT is INTEGRITY.

When we have integrity, we gain the trust of our leaders, our colleagues, and our team. We're dependable, and, when we hold ourselves accountable for our actions, we become role models for others to follow. All of this, in turn, directly impacts our success in life.

~ source: world wide web

The quote above says it all. A person of good character is trustworthy and understands the importance of moral accountability. The smallest of actions, or inaction, can have an impact on one's integrity and reputation. We've all heard the line "make good choices" ... and it's true. When we make good choices, we are leaning into our integrity and our code of conduct.

Our INTEGRITY Pillar is comprised of Do the Right Thing Even When No One is Watching, Character, Strong Principles, and Our Moral Compass Guides Us.

When we live our lives with INTEGRITY, it means that we're always honest, and we let our actions speak for who we are and what we believe. INTEGRITY is a choice we make, and it's a choice we must keep making, every moment of our lives.

Here are some great INTEGRITY tools!

- Avoid white lies. They may seem harmless, but tiny lies are still lies. Always tell the truth.
- Learn to take responsibility for your actions. If you make a mistake, own up to it immediately and do whatever it takes to right the situation.
- Keep your word, and don't make promises that you know you can't keep.
- Keep in mind that in times of fear, disaster and chaos, the temptation is even greater to make a wrong choice. Use these opportunities to demonstrate your true character.
- Avoid seeming self-satisfied when you're acting with integrity: stay humble and down-to-earth.

Seems like "honesty really is the best policy"!

In HEART, SERVICE, LEADERSHIP, INTEGRITY, INNOVATION.
Love, Mel



≡Welcome≡

Jennifer Wheatley

TO THE

ARIZONA CATERING TEAM!



I am very excited to be joining the Arizona Catering / Spectrum / OVG team! Everyone has already been so helpful and I feel like I'm joining a family more than a team.

I have a MBA in global business and marketing and I have been in the hospitality industry for over 25 years. My background is in restaurants, nightclubs, and bars. I spent many years working in Sammy Hagar's concepts (Cabo Wabo) and many nights closing down after 4 a.m. because the crowds were waiting for him to make an appearance.

I am originally from Santa Rosa, California, (WINE COUNTRY!! Woo hoo!) but I lived in Las Vegas for 12 years and then relocated to the beautiful South Lake Tahoe for 5 years before heading to Scottsdale Arizona. I am married and I have a 20 year old daughter who attends ASU! We have 2 crazy dogs that are very spoiled. One of my favorite things to do is take a trip to the beach in San Diego with my husband. When we aren't at the beach we like to go to every concert or comedy show possible. We have been to 12 this year! We also love sports and we go to every spring training and fall league game that we can fit in, and don't get me started on Nascar, ha!

I am excited for this adventure and to grow with this company! I can't wait to work with all of you.

≡Welcome≡
Bailey Goodwin
TO THE
ARIZONA CATERING TEAM!



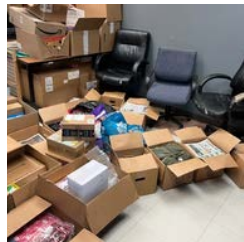
Hi, my names Bailey!

When I'm not working, I'm hanging out with my Chaweenie, Charlie. Him and I are both from Seattle, so we love watching the Seahawks and the Huskies on the couch! We moved to Arizona about five years ago, where I worked at Arizona Financial Theatre before deciding to make the move to event planning and catering! I'm happy to be part of the team!

WOODFOREST BANK CLUB



ANIMAL SHELTER DONATION



DRIVE PUT TOGETHER BY ANNA!

thank you

WICKED WHISK CATERING





JAN

BIRTHDAYS

Dianne Ramirez	1/1
Jesse Grier	1/3
Dave Smalley	1/7
Kari Johnston	1/9
David Arnold	1/11
Denzil Pitts	1/11
Eduardo Ventura	1/12
Corniche Jones	1/13
Rebecca Tolson	1/13
Jason Nelson	1/15
Juan Ayala	1/21
Doris Lozano De Ventura	1/26
Elizabeth Henson	1/26
Manuel Loera Alonso	1/26
Jacki Williams	1/29
Martin Moreno	1/30
Damaris Pedro	1/31

MILESTONES

Denzil Pitts	1/1/2013
Jeremy Price	1/3/2022
Jamilla Dorsey	1/8/2009
Anna Mitka	1/9/2023
Christian O'Neil	1/9/2023
Melanie Smalley	1/12/1998
Walter Ventura	1/15/1999
Gary Ormsby	1/15/2019
Maxx Rodriguez	1/16/2026
Michael McCurry	1/22/2013
Rocio Perez Abundo	1/23/2021
David Kergo	1/26/2022
Adrian Gomez	1/27/2022
Edison Morillo	1/27/2023
Guadalup Villarreal	1/27/2017
Silvia Solorzano	1/29/2020
Eddie Nguyen	1/31/2017

Happy New year

2024 EVENT LIST

Genesis Invitational
The Classic in the Palm Beaches
Arnold Palmer Invitational
Hoag Classic
Bayou City Arts Festival
Houston Open
Valero Texas Open
March Madness Music Festival
Tortuga Music Festival
Dreamville Music Festival
Waterway Arts Festival
Invited Celebrity Classic
High Water Music Festival
Chevron LPGA Championship
Sugarland Arts Festival
Insperity Invitational
Shaky Knees Music Festival
Memphis Fest
Sweet Beats Music Festival
Big As Texas Music Festival
Sugar Land Jazz Festival
Charles Schwab Challenge
Railbird Music Festival
American Family Insurance Championship
Governor's Ball Music Festival
Bonnaroo Music Festival
Country Jam
John Deere Classic
Red, Hot, and Blue
Red, White, and Boom
Freedom Over Texas
American Century Championship
Minnesota Yacht Club
Faster Horses
Fairwell Festival
WE Fest
Watershed
Shaw Charity Classic
BMW Championship
Iron Blossom
Sea Hear Now Festival
Life is Beautiful Music Festival
Pilgrimage Music Festival
Huntsville
Oceans Calling Music Festival
Mempho Fest
Sanderson Farms
Constellation Furyk & Friends
Riverfront Revival
Austin City Limits
Bayou City Arts Festival
Austin City Limits
The Annika Driven
Lighting of the Doves
Lights All Night Music Festival

Pacific Palisades, CA
West Palm Beach, FL
Orlando, FL
Newport Beach, CA
Houston, TX
Houston, TX
San Antonio, TX
Phoenix, AZ
Ft Lauderdale, FL
Raleigh, NC
The Woodlands, TX
Irving, TX
Charleston, SC
The Woodlands, TX
Sugarland, TX
The Woodlands, TX
Atlanta, GA
Memphis, TN
Sugarland, TX
Conroe, TX
Sugarland, TX
Fort Worth, TX
Lexington, KY
Madison, WI
New York, NY
Manchester, TN
Grand Junction, CO
Moline, IL
The Woodlands, TX
Sugarland, TX
Houston, TX
Stateline, NV
St Paul, MN
Detroit, MI
Redmond, OR
Detroit Lakes, MN
George, WA
Calgary, Alberta, CAN
Castle Rock, CO
Richmond, VA
Asbury Park, NJ
Las Vegas, NV
Franklin, TN
Huntsville, AL
Ocean City, MD
Memphis, TN
Jackson, MS
Jacksonville, FL
Charleston, SC
Austin, TX
Houston, TX
Austin, TX
Belleair, FL
The Woodlands, TX
Dallas, TX

February 12 - 18
February 26 - March 3
March 4 - 10
March 18 - 24
March 23 - 24
March 25 - 31
April 1 - 7
April 5 - 7
April 5 - 7
April 6 - 7
April 12 - 14
April 15 - 21
April 20 - 21
April 17 - 21
April 27 - 28
April 29 - May 5
May 3 - 5
May 3 - 5
May 4 - 5
May 10 - 12
May 11 - 12
May 20 - 26
June 1 - 2
June 3 - 9
June 7 - 9
June 13 - 16
June 20 - 22
July 1 - 7
July 4
July 4
July 4
July 8 - 14
July 19 - 20
July 19 - 21
July 19 - 21
August 1 - 3
August 2 - 4
August 12 - 18
August 19 - 25
TBD
September 13 - 15
TBD
September 28 - 29
September 28 - 29
September 27 - 29
TBD
September 30 - October 6
September 30 - October 6
October 11 - 12
TBD
TBD
TBD
November 11 - 17
November 18
December 30 - 31

SPECTRUM CONNECTION IS A PUBLICATION OF:



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