

“SPIRIT” of the Holidays Again Captured at Southeastern

As a newer member of the Southeastern Family I am continually amazed at the warmth and down-home friendly atmosphere that is never lacking. Such was the case as Thanksgiving was celebrated in Fayetteville on November 20. Preparations had been in the works for several weeks and on the day of the Great Feast, guests started arriving early. We were led in a prayer of thanks by **Les Herod**.

Nearly 200 hungry associates and special guests were served a magnificent feast which included the traditional meal of turkey, ham, dressing, sweet potatoes and cranberry sauce. The food was again catered by the wonderful crew of M. J. Taylor Catering Service from Hope Mills, NC. They showed their expertise as meal after delicious meal was served with a smile.

Once again the Southeastern family showed off their love of good food by filling two tables with wonderful homemade desserts.

The highlight of the event though, was not the food or the fellowship, but the heartfelt thanks and appreciation shown by the members of the warehouse as they honored SPIRIT Coordinator, **Daphne Manning**, for her support in implementing a Total Quality Management Program at Southeastern. **Glenn Barnett, Johnny Green, Tom Hester, Larry Page, and John Ward** presented a tearful Daphne Manning with

a plaque from all of the warehouse associates to say “Thank you.” When asked why he and the others felt led to do this, **Tom Hester** replied, “We wanted to tell her how much we appreciated all her hard work and dedication to the SPIRIT process. Her support has been a tremendous help to all of us!” *-Submitted by Kathy Gonzales*

Highlights of the Season

Christmas just wouldn't be Christmas at SEHS without traditions. Here's a few from 1992 -

Hundreds of Christmas cards covered the entire wall behind the operator's desk.

Willie Carroll (HomeCare Manager) gave her annual personalized red apple ornaments to each associate.

Bill Maness (Help Desk) made lots of friends as he gave out his usual “candy cane reindeer” (again, he had help from his fiancée Kim).

A beautiful live Frazier Fir Christmas tree was placed in the front lobby of the Fayetteville office. Its beauty was only enhanced with decorations done by **Shirley Hester** (Service Dept).

Associates were treated to deli trays from Southeastern. Associates had fun building their own deli sandwiches.

Everyone had a great Thanksgiving and Christmas and we're all looking forward to 1993!

3rd Annual Christmas Drive for the Needy

For all at SEHS, Christmas is a time of giving. This was most obvious during our 3rd Annual Christmas Drive for the Needy.

Plans started in early November with a phone call to the “Volunteer Center”. The Vital Signs staff was chosen to sponsor the event. Prior years have seen SEHS associates adopt a family, but due to the large number of people at SEHS, it was decided to give to an organization instead. The Center sorts, wraps, and delivers the needed gifts to the local Salvation Army which in turn distributes them to the recipients.

Flyers went out to each department specifying what age group they should buy for. Several large boxes were placed under the bulletin board to hold the Christmas treasures.

In just three weeks, an abundance of toys, blankets, coats, and clothes poured in from all

departments within Southeastern. Everything from a pair of little boy's overalls to a very

coveted teddy bear with a jingle bell sewn inside his tail.

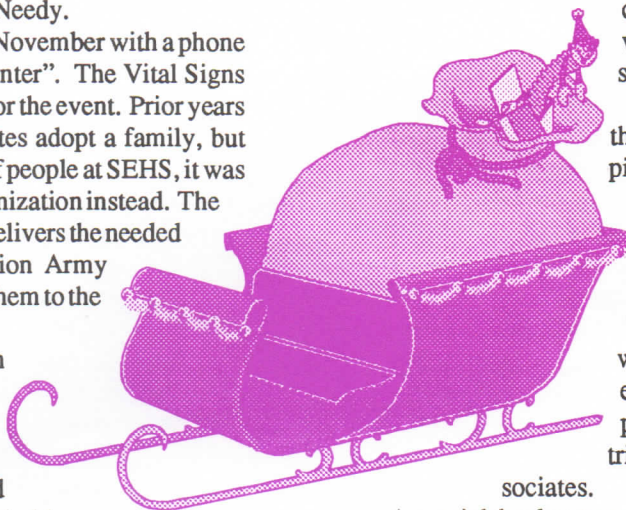
The gifts were then loaded onto a pick-up truck and delivered on December 18th to the

Volunteer Center in Fayetteville. They were to be wrapped with a variety of colorful wrapping papers also contributed by SEHS as-

sociates.

A special thanks goes out to all who helped to make this Christmas a little merrier. Happy holidays to you all!

- Submitted by Rhonda Blankenship





ASSOCIATE OF THE MONTH

NOVEMBER 1992

Congratulations to **Tom Hester** for being selected Southeastern's Associate of the Month for November of 1992!

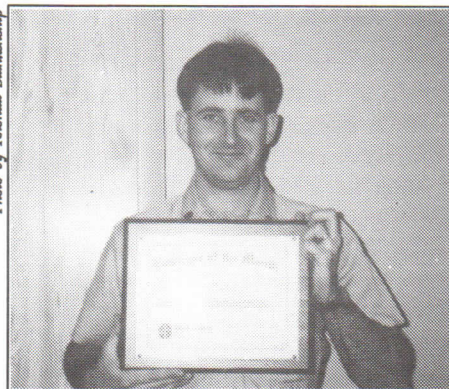
Tom has worked for Southeastern since July of 1991. He started as a Receiving Clerk in the Forsythe Street warehouse. He later transferred to Fayetteville's Distribution Center where he now holds the title of First Shift Receiving Coordinator.

Tom is a very dedicated and loyal worker. He takes pride in his daily duties and is always willing to go the extra mile to get different projects completed.

Tom's co-workers always speak highly of him. One co-worker said, "Even on stressful days when everything looks bad, Tom never loses his temper. He somehow manages to solve what seems to be the unsolvable."

Jennifer Cain says, "He is always willing to help people in every way he can. He responds quickly to anything he is asked to

Photo by Rhonda Blankenship



Tom Hester

do. Whenever there is a problem, he always finds the best solution for it. Even though he is a department coordinator, he works with his co-workers as a team, not as an overseer. He works as hard as any of the rest of us!"

Congratulations again, Tom! Keep up the good work! *-editor*

Welcome to Southeastern!

- Daniel Cardona-
Shipping Order Editor
- Gerri Carpenter-
Accounts Receivable
- Barry Dover-
M.I.S. Night Operator
- Maurice Hale-
Shipping Distribution Center
- William Murphy-
Shipping Order Editor
- Dawn Pariseau-
Accounts Receivable
- James Rowan, II-
HomeCare Sales Clerk
- Donald Swiney-
Warehouse Shipping
- Vincent Tammerine-
Receiving Clerk Distrib. Center
- Wilvin Winfield-
Receiving Clerk Distrib. Center

My New Year's Resolution is...

SEHS FAYETTEVILLE BRANCH-

- ...To lead my family in spiritual growth, and work with the SPIRIT, which is Southeastern - **Glen Carter**
- ...To lose weight and golf and fish more - **Wayne Bryson**
- ...To continue our "Quest" in making our L.T.C. Division the "Best" - **Cliff Christianson**
- ...To GET FIT and pay off all my bills - **Gina McBride**
- ...To get our bills paid, off and remain healthy and happy! - **Krys Furniss**
- ...To become more organized and make more time for enjoying life- **Kathy Gonzales**
- ...To take better care of myself! - **Luanne Hilburn**
- ...To get my AA degree in Business Computer Programming- **Kathy Tucker**
- ...To try to catch up on all my previous resolutions - **Evelyn Vreeland**
- ...Be healthy, wealthy and look good! - **Ray Timbs**
- ...To start a savings account for myself! HA HA! - **Theresa Council**
- ...Same as my Christmas wish!- **Gerald Reich**

- ...I will try to write neater (and that's a BIG task) - **Constance Bowers**
- ...To quit scaring Purchasing II when I come through the door - **Shellie Miller**
- ...To spend more quality time with my son - **Tom Hester**
- ...To do the best I can - **Pat Barber Jr.**
- ...Notto make any Resolutions- **Scott Sholar**
- ...To stay in good health - **Clem Doniere**
- ...For my little girl to be healthy - **Gregory Wactor**
- ...To learn how to care more about others- **Les Herod**
- ...To clean out my IN basket- **Lynne Holzer**
- ...To have more patience with myself and others - **Pat Davis**
- ...To help Stephanie Goodale overcome her fear of Santa Claus! - **Lori Horne**
- ...To help Lori Horne overcome her fascination with my problems! - **Stephanie Goodale**
- ...To not blow all of my income tax check at Wal-Mart- **Rhonda Blankenship**
- ...To be more understanding and patient with my children and to let them grow up - **Sharon Pontius**
- ...To make a run past the border for lunch (like to Burger King) - **Lisa Stephens**
- ...To invest wisely all the millions I plan to win in Vegas! - **Tracey Matthews**
- ...To become more organized - **Jill Spell**
- ...To be a better person - **Bill Bateman**

- ...To lose weight and exercise more!- **Mary Beth Virgin**

SEHS RICHMOND BRANCH-

- To do better in '93 than in '92 - **Russell Carr**
- To always keep the SPIRIT! - **Joan Gray**
- More sleep! - **Billy Day**
- To live long and prosper! **Harvey Campbell**
- To pay all of my bills on time- **Angela Hicks**
- To lose 10 pounds! - **Gigi**
- Simply to strive for continuous improvement both personally and professionally - **Mike Henry**
- To lose 20 pounds and get back in shape - **George Hicks**
- To be more patient with everyone - **Karon Lane**
- To get paid and make my loved ones proud of me - **Marlon Morris**
- To be a better wife and mother to my family - **Kathy Samuels**
- To be the best in my future endeavors! - **Jaz B**
- Start a new life with my new husband and baby - **Jackie Rice**
- To stop smoking! - **Laura Bess**
- To become a better person (not that I am that bad) - **Kim Jordan**
- To buy my first home and listen to my daughter (Curtish)- **Delilah Gibson**



Congratulations and other stuff...

The Executive Team met on Wednesday, December 2 and approved a recommendation from the SPIRIT Steering Team to change some of our terminology regarding individuals employed at Southeastern.

Employees will now be known as "Associates". Those individuals working at Southeastern through Manpower will be called "Contract Associates".

Those leading departments and formerly known as "Supervisor" will be called "Department Director". Former Department Heads will be called "Assistant Director". Within departments other terms might be used such as "coordinator" for specific functions.

The Steering and Executive Teams see these terms as more positive in describing the various roles within Southeastern.

Also, in a continuing effort to decentralize our authority levels (empowerment through SPIRIT), we are happy to announce the following changes in positions within Southeastern. Recently named Vice-Presidents are:

Les Herod-

Vice-President - M.I.S.

Cliff Christianson-

Vice-President - Long Term Care

Daphne Manning-

Vice-President- Organizational Development

Mike Henry-

Vice-President- Greenville Operations

Recently named Executive Vice-Presidents within Southeastern are:

Sammy Short-

Exec. Vice President - Finance

Bud Faircloth

Exec. Vice President - Operations

Jim Williams-

Exec. Vice President- Corporate Sales

Garland Rouse-

Exec. Vice President - Richmond Operations

We look forward to working with each of these folks in their new capacities.

- Copied from inter-office memos

A Customer Says Thank You...

The following is a copy of a letter received from NC Baptist Hospital after a recent visit to Southeastern -

"Thank you for the opportunity to visit Southeastern Hospital Supply on Wednesday. We appreciate your time and hospitality.

Our aims were to meet as many people as possible, view the operations, and learn more about RSVP®. We did all of that, and had a productive and enlightening day.

We were very favorably impressed. From the order entry area, to the bulk distribution center, to the small order pick and ship operation, Southeastern people exhibit a pride and professionalism that evokes confidence in the customer.

We look forward to working with you in the future.

Best regards, and warm wishes for the holiday season.

Sincerely yours,

Paul Spedding, Mgr. Inv. Control

Richmond Driver goes "Scouting For Food"

On November 28th, a troop of boy scouts lead by SEHS Truck Driver, **Jim Grey**, lead a Christmas food drive for the needy. Jim and his troops ventured out on Monument Avenue. They dropped off bags door to door explaining that they were collecting for the Virginia Food Bank for the Needy.

The response turned out so well, Jim had to use the new Southeastern "SPIRIT" Shipment truck to pick up all the canned goods. The bags were then dropped off at a designated area.

Special thanks to Jim Grey and Boy Scout Troup #780 for a job well done.

- Submitted by **Karen Wilkinson**

"TIRIPS" Cookbook Update

The word from the folks working on SEHS's first cookbook is promising. Nearly 100 recipes were received and have been sorted by category. There are sure to be some laughs and a few surprises. Target date for publication is January 31. Contact **Sharon Pontius** (x. 3142) or **Stephanie Goodale** (3176) if you have questions.

For a Good Cause

They came from a variety of occupations, but they came for a good reason. On September 21, 1992, several local business people, some politicians, and a few celebrities made their way down the greens of

Kings Grant Golf course in Fayetteville. They were playing in the Chip Beck Invitational Golf Tournament. The event was planned to raise money for "Habitat for Humanity" and "Friends of the Children."



Players from SEHS were: **Albert Beck** (Chip's brother), **Edmund Buttram**, **Cliff Christianson** (Chip's brother-in-law), **Ray Manning Jr.**, **Scott McInville**, **Joey Sanders**, and **Sammy Short**.

Sammy and Joey played on a team with North Carolina's Governor **Jim Martin**.

- editor

Left (L-R): **Cliff**, **Comedian Lewis Grizzard**, and **Ray Jr.** pause for a moment during the **Chip Beck Invitational Golf Tournament**.



“Congratulations! You have been named...”

It was decided at a recent "Vital Signs" staff meeting to remind everyone of the eligibility requirements for the Associate of the Month Award. Remember, nomination forms are located at each office and they need to be turned in to Personnel by the 20th of each month. Here are the requirements as listed in the Southeastern Associate Handbook-

“Any full-time associate with one year of service, except Dept. Directors and higher, may be nominated for the Associate of the Month Award by any associate.

There is no limit to the number of times a person may be nominated for associate of the month, however he/she may only receive the award once a year. Once nominated, an associate will be considered for 3 consecutive months. After that time, the nomination will need to be submitted again in order to be reconsidered.

The person making the nomination

will be informed by the Committee Chairman immediately upon selection of his/her nominee. The person making the nomination may be responsible for assisting in the preparation of a short biography of the recipient which will appear with a photo in the Southeastern "vital signs" newsletter.

Selection of each Associate of the Month from candidates nominated will be made by an Associate of the Month and Associate of the Year Selection Committee consisting of all Dept. Directors.

Each recipient of the Associate of the Month Award will receive the following:

1. The use of a parking space designated for the Associate of Month from the time of the announcement until a new associate is named.
2. Use of a vehicle license plate signifying award.
3. A certificate signifying receipt of the award.
4. Bonus of \$50.00.

5. Eligibility for Associate of the Year Award.

From the twelve recipients of the Associate of the Month Awards, one person will be chosen as the Associate of the Year. This award will be presented at the annual Southeastern family picnic. Selection of the Associate of the Year will be by secret ballot. Voting on the award will be done by all of the Dept. Directors which make up the committee.

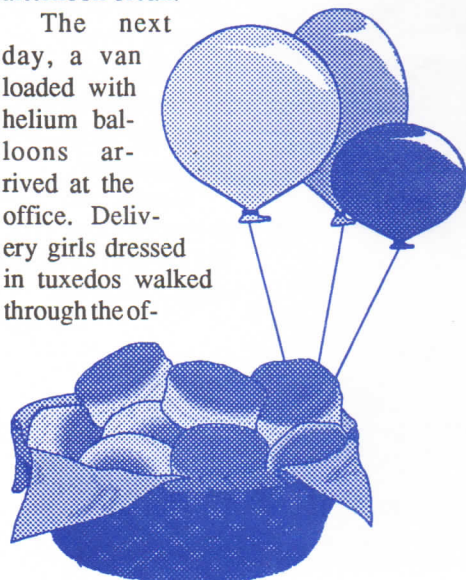
The recipient will receive a plaque signifying the award, and will be remembered on a perpetual plaque to be located in a place of prominence. In addition, the Associate of the Year will receive a bonus of \$100.00. Recipients of the associate of the month awards will be eligible for the Associate of the Year during that year only.”

So there you have it! All the requirements, so get those nominations in to the Personnel Department! -*editor*

Vendor Reps say Thank You to Southeastern

Southeastern's associates have been recently surprised with some holiday treats. On Wednesday, December 2nd, Gary Quinn of Whitestone dropped by Forsythe Street with two gigantic chocolate chip cookies. The largest one read, "Special thanks to the employees of Southeastern from the employees of Whitestone." The cookies were a great snack for the 3:00 afternoon break.

The next day, a van loaded with helium balloons arrived at the office. Delivery girls dressed in tuxedos walked through the of-



fices passing them out to everyone. The card attached to each balloon's streamer said, "Thank You, from Whitestone." Thanks Gary!

December 8th found Bruce Sykes of American Speedy Printing delivering Bojangle's ham and sausage biscuits and Krispy Kreme donuts for the morning break to Forsythe Street and the Dist. Center. Everyone enjoyed a second breakfast that day! Thanks Bruce!

Catherine Cortina of Smith/Kline stopped by on December 10th to deliver four delicious cakes for breaktime. Again SEHS enjoyed an afternoon snack to brighten a very rainy day. Thanks Catherine!

A week later, Mike Kuna and Dick Moorman from Midmark were seen roaming around the offices giving out candy from red "Santa Claus" bags. They were truly a sight wearing their illuminated Santa Claus hats. Thanks Mike and Dick!

On December 18th, Randy Rutherford from Professional HealthSales treated SEHS to three gigantic chocolate chip cookies. Two of them said, "Merry Christ-



Photo by Jan Arnold

Above: (L to R) - Wayne Bryson, Ron Carnighan, Randy Rutherford, and Sarah Bryan hold the giant cookies from Professional HealthSales.

mas Southeastern, From Professional HealthSales. The third cookie was decorated with icing in the shape of Santa Claus' face. Thank you Randy!

While we may all need to diet in '93, the surprises were much appreciated. Thanks again, Gary, Bruce, Catherine, Mike, Dick, and Randy - we like your SPIRIT!

- Submitted by Luanne Hilburn



Customer Spotlight: *Raleigh Community Hospital*

Raleigh Community Hospital began in 1914, when a general surgeon, Dr. Harold Glascock, and an osteopath, Dr. A. R. Tucker, opened a hospital across the street from what is now Peace College. It was called Mary Elizabeth. It contained 15 rooms, including an operating room, anesthesia area, dining room, reception room, and a superintendents office.



It was in the late 60's that the physicians of Mary Elizabeth saw that they needed to expand the hospital to improve equipment and the facility. Just prior to the grand opening, there was a decision made to change the name of the hospital from Mary Elizabeth to the current name of Raleigh Community Hospital.

On June 4, 1978, Raleigh Community Hospital held its dedication and grand opening ceremonies. There were 57 employees at Mary Elizabeth in 1978. Forty-two of the employees helped open Raleigh Community. There were only 16 physicians on the medical staff compared to the more than 460 employed today. The hospital contin-

ues to grow to meet the needs of the changing community. The word "Community" in its name is symbolic of its efforts to improve the health and lifestyle of its fellow citizens. Since Raleigh Community is a medium-sized hospital, their healthcare specialists are able to work together in a productive, personal and caring style.

Raleigh Community Hospital developed a logo and philosophy statement that they believe will continue the tradition that was established at Mary Elizabeth Hospital 75 years ago.

Healthcare with a human face- that's what Raleigh Community Hospital is all about. They treat you like a person before they treat you like a patient.

Southeastern is proud and honored to serve such a needed member of our healthcare industry!

Submitted by Brinda L. Williams

Sales Account Rep-

Jim Burks

Customer Service Rep-

Patti Tolar

A Message from Burke-Taylor

Here's a recent note from Burke-Taylor Associates, Southeastern's Employee Assistance Program Counseling Firm -

"We would like to introduce Robert Prichard, of Burke-Taylor Associates, to our staff. Robert is the new Employee Assistance Program Counselor for our Fayetteville location. He replaces Jim West, who worked with us over the past year.

Robert is a native North Carolinian, and earned his Master's in Counseling from UNC-Greensboro. Over the past 15 years, Robert has gained experience counseling Senior Citizens, adolescents, substance abusers, couples, and families of Alzheimer's Disease patients.

He has also worked as a stand-up comic and a radio DJ, as well as an independent contractor in the construction business, giving him a great variety of experiences to draw on in working with people from all backgrounds.

The Employee Assistance Program is free to all Southeastern employees and also to all immediate family members. Please feel free to call Robert at (919) 323-2596 to arrange an appointment."

News from A/R

As many of you have already noticed, there have been some changes going on in the returns section of Accounts Receivable. Our return clerks have been very busy cross training and learning all aspects of processing returns. Effective December 1st, each clerk started processing all returns for a specific marketing division. Inquiries should be directed as follows:

Joyce Smith-

Hospitals

Gayle Phillips-

Physician & Resale

Kathy Gonzales-

Long-Term Care

We hope that this change will result in more efficient handling of all requests as we continue to strive for quality service.

- Submitted by Kathy Gonzales

SEHS Recognized

SEHS recently received recognition from the Fayetteville Area Chamber of Commerce for "Puttin' Down Roots in Fayetteville". SEHS donated money for landscape beautification at the main highway entrances to the city.

Service Anniversaries

Congratulations to the following Southeastern Associates for their years of dedicated service and loyalty!

JANUARY 1993 # OF YEARS

Ray Manning, Jr.	22
Clem Doniere	20
Betty Rouse	16
Sarah Bryan	15
Patti Tolar	15
Jim Burks	10
Larry Page	7
Debbie Allee	7
Scott McInville	6
Carolyn Williams	6
Kathy Tucker	6
Debbie Locklear	4
Cathy Banks	4
Robert Lorenzo	4
Rhonda Blankenship	2
John Bengel	1



new ARRIVALS

*Congratulations to
these new parents!*

Jordan Lindsay- Born to **Glenn** (Warehouse Operations Director) and **Linda Barnett** (Fayetteville Physician Customer Service) on November 20, 1992. She weighed in at 7 lb. 15 oz. and was 21½" long. Jordan is the couple's third daughter.

Kirsten Janae- Born to **Greg Wactor** (Distribution Center Receiving) and **Velencia Federick** on November 30, 1992. She weighed 6 lbs. 4 oz.

Rebecca Brook- Born to **Robert and Jackie Rice** (Richmond Physician Customer Service) on December 19, 1992. Rebecca weighed in at 5 lbs. 7½ oz. and measured 18" long.

Happy Birthday!

January Birthdays

Hosea Gainer	1/01
Eric Gilliam	1/04
Ed Blackburn	1/07
Anita Sylvis	1/08
Kathy Samuels	1/09
Delilah Gibson	1/11
Tommy Carver	1/12
Jim Short	1/13
Clem Doniere	1/19
Harvey Campbell	1/19
Lori Keir	1/20
Sammy Short	1/21
David Jacobs	1/21
Jim Williams	1/22
Pat Gagnon	1/24
Bonnie Bensman	1/28

Proud Moments

PATTI TOLAR-

Patti's daughter, Samantha, is a cheerleader for the Hope Mills Lions Pee Wee Football Team. Recently she and her squad placed 1st in the Cumberland County Cheerleading Competition. Congratulations Samantha, we know your parents are very proud!

GAYLE PHILLIPS-

"Going through my son Jeffrey's book of accomplishments and certificates from teachers, I ran across this poem that he wrote for a class assignment 2 years ago when he was only 11 years old. Everytime I read it, it seems to touch my heart even more. I wanted to share that feeling with my work associates-

A new world I dream, wish and hope for
too...

Where the sky is not polluted but pretty and
blue...

Where the grass is green and the trees grow
to the full...

Where you will not see a single tear come
from an eye...

Where everyone will love forever and no
one will die...

Where there will not be any crime and
violence...

Where you will have your own peace and
silence...

Where there will not be any
fights...

Where the sun, moon, and stars will be the
only lights...

Where there will be fall, winter, spring and
summer...

And each year the aged will get
younger...

Where everyone is perfect and
strong...

Where everyone is always nice, friendly,
calm and no one is to do wrong...

Where the earth will be beautiful like a
"PEARL"...

And this is how I would like it to be in a
"NEW WORLD"

Southeastern Veterans

Jim Short - 15½-year veteran
(Hospital Sales Rep)

Jim has been with Southeastern for 16 years, this coming March. He began working with the company as a "freight pusher" in the warehouse. He then moved up to truck driver, worked with **Art Capps**, and eventually became the Department Head of the Bids and Contracts Department. This was all done before moving to the position he holds now, as sales representative for the Durham and Chapel Hill hospital market, in 1986. Several of the older offices within the Fayetteville building were built by Jim and Mr. Manning, Sr.

When he's not working, Jim enjoys camping with his wife, Nancy, and children- Amber, 7; Amanda, 12, and Kolton, 15. He also does computer work at home where he creates his own newsletter, "The Southeastern Salesman." He and Nancy, are in the process of remodeling. Since their dining room is finally completed, he says he is free to work on his new home office.

We are proud to have Jim as a member of our sales force, and we congratulate him on his being named a SEHS Veteran of the Month. Keep up the good work, Jim!

- Submitted by **Krys Furniss**

Where are they now?

Barry Dover -

Transferred from Shipping to the Night Operator of the M.I.S. Department

Patty Otts -

Transferred from Section 99 in the Warehouse to Long-Term Care Customer Service

Ronnie McLaurin -

Transferred from Forsythe Street Shipping Department to Service Technician for the HomeCare Store

Oops! Corner

In our December issue, **Willie Carroll** was reported as volunteering as an E.M.T. for the Cumberland County "Rescue" Squad. Oh well, accidents happen...this should have been Cumberland County "RESCUE" Squad (computers aren't perfect). Thanks to **Scott Sholar's** (Distribution Center) sharp eye!

"O.R. Manning, Sr. Memorial Fund" donations should be sent to:

*Duke University Medical Center
in memory of O. R. Manning, Sr.
clo Alan G. Herosian
DUMC Development Office
110 Swift Avenue
Durham, NC 27705*

Weddings...

Sharon Ratley (Section 99) and **Charles "Chuck" Fonte** were married on November 30th instead of December 5th. He is possibly being deployed to Somalia.