

# vital signs

November/December 1991, Volume 3, Issue 5, holiday issue

## Holiday Spirit captures SEHS!

Turkey dinners. Poinsettias. Children's laughter. Family reunions. And, of course, Santa Claus. The Thanksgiving and Christmas holidays were celebrated with much enthusiasm at Southeastern. It is the first Christmas since Desert Storm that many employees have their whole family together for the holidays.

It began in late October with the first preparations for our Annual Thanksgiving Turkey Dinner. **Janice Nettles**, Hospital Customer Service Department Head, began her yearly job of organizing the meal. She makes all the decisions from the food that is catered to all the seating arrangements of the guests.

On November 22, the Fayetteville warehouse filled with SEHS employees, management, and customers. Desserts were once again provided by employees to create a huge array of "goodies". The traditional meal of turkey, ham, dressing, and vegetables was again catered by the great staff and family of M. J. Taylor Catering. The meal was greatly appreciated and enjoyed by all that attended.

Less than two weeks had gone by when departments began putting up their miniature Christmas trees and other decorations. Physician Customer Service put white lights and tiny red apple ornaments on a large plant beside **Linda Barnett's** desk. The apples are a traditional gift to employees

from **Willie Carroll** (Homecare Manager). For the third year, Willie made apples with names painted on one side and "1991" on the other. But, Willie's apples aren't the only gifts everyone looks

forward to getting. **Bill Maness'** "candy cane reindeer" were a huge hit once again. He (with a lot of help from his girlfriend, Kim) takes regular candy canes and adds pipe cleaner antlers, pom pom noses, and eyes to make the reindeer so cute, you can't bear to eat it.

Christmas cards poured in from everywhere. They were displayed on file cabinets, bulletin boards, desks, walls, and even in the shape of a Christmas tree in the main lobby. Poinsettias were placed throughout the building to brighten every room.

Southeastern treated its employees with several gifts. Christmas music was magically piped in through the telephone speaker system. When not on the phone, an employee could press the "\*" key on their phone and listen to the sounds of the season. On December 20, deli trays were brought in for the whole company to enjoy. Again this year, gift certificates to Harris Teeter, a local grocery store, were attached to everyone's paychecks before Christmas.

The main breakroom was definitely the place to be during the holidays. As Christmas goodies arrived for Southeastern, they were placed on the breakroom tables for everyone to enjoy. Everything from the red velvet cake and cookies to chocolate doughnuts and peanut brittle.

As another Holiday Season comes and goes this year, one thing is for sure. The true spirit of giving, love, and friendship is not forgotten by the people who make Southeastern what it is!

Merry Christmas everyone!

-- Written by Pamela Greenhill

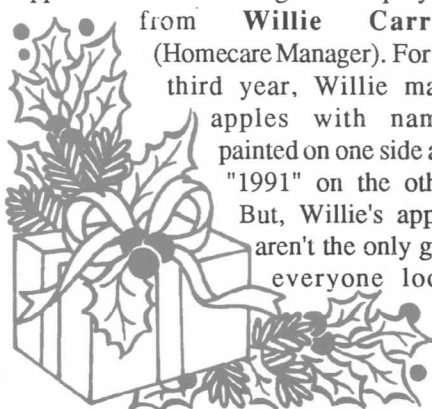


Photo by Pam Greenhill

Above: A beautiful, live Christmas tree greeted everyone that entered Southeastern's front door!

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# DEPARTMENT CLOSE-UP...

## Physician/Clinic Customer Service

Southeastern has been committed to its customers since its beginning in 1948. The best example of this commitment is seen daily in Southeastern's Customer Service Divisions.

Physician Customer Service, located in the front room of the Southeastern offices, specializes in meeting the needs of physicians, clinics, surgery centers, pharmacies, veterinarians, and lots more. Department Head, **Lisa Hood**, says, "We get any customer that doesn't have 'Hospital' or 'Nursing Home' after their name."

This division is made of a three full-time Customer Service Representatives: **Linda Barnett**, **Ursula Harrison**, and **Stacey Johnson**; the main telephone operator: **Cindy Handley**; order entry clerk: **Krys Furniss**, and the mail distribution expert: **Marcia Tarrant**. Each Customer Service Representative (CSR) has certain salespeople and their accounts they help. Linda represents SEHS sales reps **Ed Blackburn**, **Bruce Brown**, and **Scott McInville**. Ursula Harrison represents salespeople **Tommy Carver**, **Virginia**

**Hine**, and **Mike Winfree**. **Stacey Johnson** represents salespeople **Dennis Aldridge**, **Bob Cook**, **Tony Tipton**, and **Wayne Rader**.

Six-year Southeastern veteran, **Krys Furniss**, keys in the majority of

the orders taken by customer service. She gets lots of help from the other ladies when needed for entering new or hand-held orders, picking tickets, revising telecom orders, etc. **Lisa Hood**, **Faith Barnes**, **Stacey Johnson**, and even Customer Service Supervisor, **Sarah Bryan**, can be seen lending a hand whenever needed.

**Cindy Handley** has been the main telephone system operator since she began working with SEHS. She may direct over 500 calls per day. She also helps with



Above: Left to right- **Krys Furniss**, **Linda Barnett**, **Cindy Handley**, **Marcia Tarrant**, **Stacey Johnson**, **Ursula Harrison**, **Lynn Runnels**, and **Lisa Hood**.

opening the mail, stuffing envelopes, and lots more. **Marcia Tarrant** makes sure that all of Southeastern's mail gets sent out. Her proficiency and friendliness helped earn her Southeastern's First Annual "Employee of the Year" Award.

The ladies of Customer Service are sometimes the main contact person that the customer has to Southeastern. It is good to know that they represent Southeastern with such pride, integrity, and excellence.

Keep up the good work! -editor

## Some New Year's Resolutions...

**Bill Bateman**- to be a better person and go fishing a lot more!

**Patti Tolar**- with the help of my H.C.S. co-workers, I'm not ordering anything from anyone, unless I can't live without it and I'll be the judge of that!

**Theresa Council**- to never, never place a bet with **Patti Tolar** again, or at least let her talk me into one!

**Pamela Greenhill**- to make "Grandparents" out of my Mom and Dad!

**Donna Vinson**- to become a better Christian and get more involved in church activities.

**Cole Tichenor**- to vote against any incumbent politicians.

**Kim Jordan**- to pay off bills!!!

**Krys Furniss**- to save money so we can buy our land and build our cabin soon! Also to control my temper and illness.

**Lori Horne**- to be healthy, be happy, and to have a baby! (Editor's note: Since writing this, Lori has found out she is pregnant. Congratulations!)



**Debra Pignatore**- quit smoking! And try to get my daughter in a commercial. Oh! And my 3rd resolution is to keep these other 2 resolutions.

And we hope that 1992 brings with it many more blessings and even more happiness!

## Employees Adopt Two Needy Families

The employees of Southeastern have shown once again how compassionate and caring they are towards those less fortunate than them. Once again this Christmas, employees decided to play "Santa Claus" to two needy families in Fayetteville.

The families were acquaintances of **Joy Winslow** (DP Manager) and **Donna Vinson** (DP Operations). In one of the families, the mother and daughter were diagnosed with cancer.

Flyers were sent out with the names of the parents and children in the families along with their clothes sizes or other needs. As the weeks passed, the presents and food poured into Customer Service. Presents were wrapped so the families would be surprised by the gifts.

On December 23, a few SEHS employees delivered the gifts to the families. Both families were very thankful and appreciative to everyone at Southeastern for their heartfelt gifts of love. -editor

# Employee of the Month

OCTOBER 1991

Congratulations to **Phyllis Page** for being selected Southeastern's employee of the month for October 1991!

Phyllis started with Southeastern in April of 1985 in Fayetteville's Purchasing Department. For four years, she worked in several different positions in Purchasing, learning all aspects of the department.

In July of 1990, Phyllis transferred to her current position as textile coordinator.

*Phyllis Page*



Photo by Pam Greenhill

She handles the majority of the textile ordering and drop-shipping.

Phyllis has single-handedly organized dead-stock sales, textile close-outs, custom Southeastern sweats and T-shirts, and much more. She is never too busy to lend a hand when needed.

Phyllis is a tremendous asset to the SEHS family. Congratulations again Phyllis! Keep up the good work!

*Written by Pam Greenhill*

NOVEMBER 1991

Congratulations to **Cindy Cronin** for being selected Southeastern's employee of the month for November 1991!

Cindy started with Southeastern in August of 1988 in the Customer Service Department. She began working at the Order Desk and was later transferred to the Revisions Desk where she entered Dictaphone orders.

Cindy transferred to her current position in the Long-Term Care Division in November of 1990 (called "Target Divi-



*Cindy Cronin*

Photo by Pam Greenhill

sion" back then). Cindy now works first-hand with many of Southeastern's Nursing Home Customers doing billings, order entry, and answering any questions they might have.

Cindy is always willing to lend a hand to her co-workers. Her unique sense-of-humor and ever-present smile make her a pleasure to be around. Cindy has a tremendous positive attitude towards every situation she is faced with. Southeastern is lucky to have such a valuable employee.

Congratulations again, Cindy!

*Written by Pam Greenhill*

## Southeastern Veterans

A personal look at SEHS employees with ten or more years of service. Names are chosen at random.

**Ray "R.B." Burris- 11-year veteran**  
(Suture Specialist)

A true Fayetteville native, R.B. and his wife, Patricia, have a family they are very proud of. They have three sons: Joshua- 7 years, Joel- 19 months, and Jesse- 2 months. When not working, R.B. says his hobby is recording engineering. He and his family are very active with church activities. He says, "My family keeps me busy, but if I can ever find the time to do it, I enjoy working around the house and doing yardwork."

**Earl Smith- 11-year veteran**  
(Truck Driver)

Earl and his wife of 15 years, Michelle, have been residents of Fayetteville since 1972. They have four children, Sonya, Linda, Zeanta, and Earl Jr. In his leisure time, Earl loves to go horseback riding. When asked whose horses he rode, he replied, "Anybody's that will let me!" He also enjoys basketball (where he says Michael Jordan is his favorite player) and studying the bible. He and his family attend church in East Fayetteville. -*editor*

## A Look Back at 1991

### \* January \*

- SEHS has a new telephone system installed. Automatic Call Distribution (ACD) is installed for Customer Service.

- A representative of Citizens Against Crime visits Fayetteville office.

- Employees and families are affected as Operation: Desert Storm begins.

- Plans begin for re-construction of John Smith Road Warehouse.

### \* March \*

- "Help Desk" is established.

### \* April \*

- Fayetteville employees spend their Annual Picnic at Carowinds. **Marcia Tarrant** is named as SEHS' first "Employee of the Year".

### \* May \*

- Fourth Annual Sales Meeting is held at Pinehurst Country Club. Former NFL player, Rocky Bleier, is guest speaker.

- Richmond employees spend their Annual Picnic at Kings Dominion.

### \* July \*

- **Sarah Bryan** is promoted to Admin. Assistant- Sales and Customer Service.

### \* August \*

- Construction of steel racking system begins at John Smith Road Warehouse.

### \* September \*

- SEHS makes decision to purchase IBM AS/400 and related software in order to keep up with SEHS's rapid growth.

### \* October \*

- Second Annual Founders Day is celebrated in memory of O. R. Manning, Sr.

- Portrait of Mr. Manning is placed in entrance foyer of Fayetteville office.

### \* November \*

- All nursing home related jobs are joined to form Long-Term Care Division.

- First SEHS/Employee campaign for United Way raises over \$8,781!

*Below: SEHS Salesperson, Welford Hart (right), shakes hands with long-time friend, Governor Doug Wilder.*





# new ARRIVALS

Jesse Oliver Burris- Born to Patricia and Ray "R.B." Burris (Suture Specialist) on October 31- 7 lbs. 11 oz.

Cullen Angus Lane- Born to Barry and Karon Lane (Richmond W.H.) on November 12- 7 lbs. 13 oz.

Kristen Michelle Banks- Born to Scott and Cathy Banks (Purchasing) on November 13- 6 lbs. 5 oz.

David Glen Carter- Born to Jan and Glen Carter (Operations Manager) on November 20- 8 lbs. 7 oz.

## "Proverb" Story

One of the teachings of Mr. O.R. Manning that I remember from my earliest days with SEHS (although I probably did not completely understand at the time), was his belief in the importance of being nice to everyone you meet in your accounts. I think he felt this way for several reasons; first, he was a genuinely kind and courteous man who treated all personnel in the same manner, and who never thought we (salespeople) were better than anyone else; and secondly, and more practically, I think he had the foresight to realize that one day one of these staff employees could be a key decision maker.

Recently, I met the new receiving clerk at my account, Richmond Eye and Ear Hospital. We were alone in the Central Stores, so I initiated a friendly conversation - just to be a good kid. I was amazed to find out that he was a retired owner of an automobile supply company who had to sell his business because of stress-induced cardiac problems. Interestingly, the next person who walked through the door gave him a kiss - it was his wife, the operating room supervisor! -Pat Clingenpeel

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

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

# Happy Birthday to You!

## January Birthdays

Frank White	1/01
Clarence Gilliam	1/04
Ursula Harrison	1/06
Anita Sylvis	1/09
Tommy Carver	1/12
Jim Short	1/13
Harvey Campbell	1/19
Clem Doniere	1/19
David Jacobs	1/21
Sammy Short	1/21
Jim Williams	1/22
Pat Gagnon	1/24
Tony Howell	1/26

## February Birthdays

Linda Dunlap	2/02
Bill Martin	2/09
LaSonya Dickey	2/10
Cheri-Lynn Michaelson	2/10
Floyd McMillan	2/17
Jennifer Cain	2/22
Kathy Tucker	2/22
Joy Walker	2/28

Little did we all know that we have a



celebrity among us! This lovely lady and her husband were members of the semi-professional Gospel singing group "The Huntley Singers". Do you know who she is?

He is the reason...



For unto you is born this day  
in the city of David a Savior,  
which is Christ the Lord.

- Luke 2:11

# New Employees

Bonnie Bensman-	Fayetteville Shipping
Connie Bird-	Homecare Sales
Gwen Britt-	Accounts Receivable
Rich Carr-	Homecare Technician
Mike Denny-	John Smith Warehouse
John Gephardt-	Physician Sales Rep
Mark Hester-	John Smith Warehouse
Vickie Hicks-	Richmond Shipping
Kim Kelley-	Fayetteville Purchasing
Susan Lawler-	Fayetteville Purchasing
John Maliff-	Physician Sales Rep
Maurice McDonald-	John Smith Warehouse
Terry Reno-	Clinical Lab Specialist
Scott Sholar-	Fayetteville Shipping
Walter Tolbert-	John Smith Warehouse
Bert Turner-	Fayetteville Receiving

Help protect the  
environment we  
live in...RECYCLE!



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