



“SnyderMAN Says”

EMPLOYEE NEWSLETTER

FEB 2015

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Message from the President

I know it has been a tough winter so far. We have only had about 4 freezing days so far. I hope February will be a little bit better. Even with the weather not cooperating we have been busy in the office getting things ready for the spring. I have three things exciting to tell you about. 1. Snyder A/C selected by the HVAC news as Best Contractor to Work for in the South. 2. Review Buzz online reputation manager and 3. Comfort Zone Magazine.

Thank you for helping us gain this recognition. Check out a copy when you get a chance.

Congratulations on Snyder Air Conditioning being chosen as BEST CONTRACTOR TO WORK FOR in the South. You are one of four such winners nationally (the others being in the North, East, and West) and as such will be featured in the Jan. 26 issue of The NEWS which will also have a bonus distribution at the AHR Expo in Chicago.

I know some of you have heard the Buzz around the office about Review Buzz. Review Buzz is a proven system that will help us increase sales and expand our online Brand by making it easy for our happy customers to post Raving 5 Star reviews about you and Snyder. When we deliver a remarkable experience we get more reviews and referrals. This will help customers not only know what company to trust, but who to trust. It will also give us the ability to track our performance and you can earn recognition also. We have started this in the EMT Department first to see what type of feedback our customers give us and we will be expanding it to other Departments in the coming months. We have included in this month's newsletter two outstanding reviews from January to let you see what kind of things customers are saying about our EMT's and Snyder.

Lastly is the Comfort Zone Magazine that we took all the pictures for during the Christmas Party. We should have final proofs this Month for you to take a look at. We have 10,000 copies coming to us to distribute to homeowners so they can find out all about Snyder and the good things that we do for our community. It will also show products and equipment that we have to offer. We need to make sure they get into homeowners hands.

I hope the newsletter has been a helpful tool so far and that you have found it informative. Please let Gay and Tim know if you have any comments or suggestions. Thank you again for your support.





News from Paul Mortimer...

This month our Service Department will be welcoming in a couple of Preventive Maintenance Technicians for training to become part of our repair team. Remember the better that they become, the better we become as a team. With that being said; any help that you can offer will be greatly appreciated.

We are also looking for 1 more already seasoned technician as well; remember, any Snyder employee that refers an applicant for employment, and that applicant remains employed through the 90 day probationary period will receive \$300.00 cash!! We are looking for "team players", with positive attitudes to be a part of our winning team.

News from Woody Bunch....

"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time."

Thomas A. Edison

Coming up this month, our Maintenance Department will be bringing in two new hires to be part of the Snyder family. Please join me in welcoming Chris Heath and Robert Taylor. Let's show them what makes us the best at what we do! Also; please help inform your clients about our referral program. If a homeowner refers someone to our Maintenance Service, we will take \$15.00 off of the cost of the referring clients Maintenance Agreement.

A big thanks you to all of you that have been giving out the ReviewBuzz cards; we have been getting a lot of terrific feedback from it. I have attached a current list of where everyone stands at this point. Keep up the great work! There are lots of awesome prizes to choose from.

The difference between ordinary and extraordinary, is that little extra.
- Jimmy Johnson



News from Debbie Kennington....

There is some really exciting news out of the Customer Care Center. We are eagerly awaiting the start of construction on our fantastic new space. This new area will be beneficial to all by helping streamline things in dispatching and appointment setting.

We would like to welcome newly hired, Katherynne Rios to the Snyder Account Representative Team; I'm sure she will make a great addition.

A HUGE Thank You and congratulations to each and every one of you! Over the last 4 months, 1,842 clients were served per month as compared to 1,691 during the same 4 months last year. Also, during the past 4 months, 91 (15.2%) of the clients we served that had spent at least \$200.00, purchased Maintenance Agreements. I would love to get that number up, and I know that with the help of all of you, we can make that happen!

News from Bob Hardy....

Those employees taking advantage of the company 401(k) Pension Plan can keep track of their pension account over the internet.

Participants can register on-line at: www.jhpensions.com

- ❖ View your current account balance
- ❖ Build a personalized retirement action plan
- ❖ Access your retirement plan statements

[You'll need our plan contract # 18772, your SSN, date of birth, last name and your address.]

Employees not already participating in the 401(k) Pension Plan can get started today. Everyone is eligible after 6 months at Snyder. You can enroll on-line at www.jhgoenroll.com, or by phone at 1-855-JHENROLL (543-6765) (Snyder's contract number is 18772)

News from Johnny Rand....



Just a couple of items from our Install Department; as of now, Clay County no longer requires window measurements or Manual J inspections for permitting. However, they DO still require concrete pads and programmable thermostats. On that note, if you feel like a Manual J inspection is needed for the job you are quoting, then by all means, please do so. Additionally; please verify availability of ALL equipment before you quote it.

Our Install Department is currently looking to hire someone to take over the warehouse duties so if you know someone, please let Johnny or Daniel know. Remember, any Snyder employee that refers an applicant for employment, and that applicant remains employed through the 90 day probationary period will receive \$300.00 cash!! We are looking for "team players", with positive attitudes to be a part of our winning team.

Safety Spotlight: The Importance of Knowing Basic First Aid

Posted on January 7, 2015 by [Success Group Intl](#)



WHAT WOULD YOU DO if a co-worked or employee called and said someone was injured? Have you taken first aid training so you would KNOW what to do? The contractor industry is a leader in accidents and the injury rates continue to be high, so knowing basic first aid is a must.

The following is a list of helpful hints when first aid is needed.

1. Act promptly but not hastily — look for breathing and airway obstructions, and check -for bleeding and/or broken bones.
2. Start mouth to mouth resuscitation if necessary, and don't forget to use a one way mask.
3. Stop the bleeding — a snug bandage or a pressure dressing will usually stop the bleeding. Use direct pressure, not a tourniquet. Avoid direct contact with blood — use gloves.
4. Look for shock — skin cold and moist, weak pulse, face drained of color and fainting. Wrap the victim in blankets, have them lay down and try to calm them.
5. Caution, handle with care — a person with a suspected neck or back injury should not be moved until professional rescue personnel are on the scene. Assist them if requested.
6. Splint broken bones — a splint can be made from any firm object that is long enough to reach beyond the broken bone. Immobilize the joints above and below the break.
7. Never give liquids to an unconscious victim.
8. Bandage wounds to help protect against infection — the wound should be covered with a sterile dressing before the bandage is applied.
9. Remember to wear universal precaution protective equipment.

Forgotten what you learned a while back? Resolve to upgrade your first aid skills. Contact your local Red Cross Chapter or Rescue Squad, they have regularly scheduled courses covering FIRST AID and CPR.

Raving Fans from



January 14, 2015

I feel very confident when using Snyder Heating & Air to get quality service and products. My service technician today was Mauricio G. This is the second time I've had Mauricio do my service cleaning and maintenance check. I have had many companies do my AC service over the years. But, I've never seen anyone so thorough at his job as Mauricio. He will always be my Service Pro when it comes time for my yearly AC maintenance service. Mauricio is very professional and very personable. Snyder Heating and Air is very fortunate to have an employee like **Mauricio** working for their company.

January 16, 2015

I've had **Rich** do my semi-annual cleaning/check up for several years. Rich is very professional, very knowledgeable, always has a great attitude, and lets me know of anything he finds that could be a future issue. Since I have wood floors and carpets, he's very careful and makes sure they're exactly the way he found them. With Rich as my technician I know exactly what to expect and the timeframe needed - I gladly have him scheduled every six months, it's no inconvenience to me. (Also extremely happy with Snyder as a reliable, honest company.)



Snyder Air Conditioning
Review Points
 January 19, 2015 - January 25, 2015

Employee	Available Points	Cumulative
Nick Caruk	3,800	3,800
Gary Woods	3,250	3,250
Rich Riches	2,400	2,400
Jason Gillard	2,100	2,100
Randy Bass	1,800	1,800
Tom Schuman	1,500	1,500
Danny Homan	1,250	1,250
Gary Everhart	950	950
Ken Heller	900	900
Chris Wiggins	800	800
Ben Batten	600	600
Eric Gravish	500	500
Tim Wood	450	450
Andy Furneaux	450	450
Mauricio Gonzalez	350	350
Jesse Ham	350	350
Mark Finnegan	300	300
George Irizarry	150	150
Marty Pendergraft	150	150
Chris Durbin	0	0
Woody Bunch	0	0
Pete Danish	0	0

Company Goals

	Jan 2015	MTD Totals	YTD Totals	MTD Goal	YTD Goal
PM Contracts		59	6518	150	8250
Emails		106	6792	165	8650
Face Book Likes		15	1551	50	2150
Customer's Served		1742	10530	1291	15500

From the Desk of David Pickett...

We have some exciting news coming out of the office this month. Construction on our new call center begins next week, so be sure to stop by and check it out; it's going to be awesome!! Another bit of awesomeness from the office is that we currently have 6,750 Maintenance Agreement holders. That's fantastic! Thanks so much to all of you who helped make that possible.

Maintenance Agreements are so hugely important for us because, when the slow season is upon us, that's what helps to keep us busy and working. Those appointments often lead to new system sales, Service turnovers, duct system sales, etc. Please keep up the outstanding work of offering those Agreements to everyone. Not only are they beneficial to all of you and us, but as you all know, they are beneficial to our clients as well. It's a great way for the homeowner keep their system in peak running condition, and save some money while doing it.



"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."

Babe Ruth

Birthdays and Anniversaries

Amber Thompson	Feb 10
Jesse Ham	Feb 15
Jason Lanier	Feb 20
Christine Wood	Feb 21
Marge Curry	Feb 22
Marty Pendergraft	Feb 25
Mike Whittenburg	6 years
Dan Bolena	6 years
Will Fleming	2 years
Chris Durbin	1 year



Upcoming Events

Company Blood Drive Dates	Jun 26 & Dec 11 th
Company holiday	May 25
Company holiday	July 4