

GRAYT NEWS

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Work Buddies Do A Body Good

FROM [HTTP://KNOWLEDGE.WPCAREY.ASU.EDU](http://knowledge.wpcarey.asu.edu), 06/04/08

We all know that having a healthy social network is good for us. Now there's even better news: forming close friendships at work can be good for our career – and for our organization's bottom line.

Tom Rath heads the Gallup Workplace and Leadership Consulting unit. His new book, *Vital Friends: The People You Can't Afford to Live Without*, centers around the importance of strong workplace friendships. Detailing true stories and enforcing the stories with statistics, Rath tells us that friends at work are not only enjoyable to have, they are essential to employee productivity, contentment, and engagement on the job.

Without a best friend at work, Rath says, the chances of an employee being fully committed to his/her job are 1 in 12. Additionally, the author advises that employees who have a close friendship with their manager are more than twice as likely to be satisfied with their job, and people with at least three close friends at work are 96% more likely to be extremely satisfied with their life in general.

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Rath identifies eight major roles our friends can play: Builders, Champions, Collaborators, Companions, Connectors, Energizers, Mind Openers, and Navigators. Rath argues that the roles you play in your friends' lives may differ greatly from the roles you expect from them (and vice versa), and that some friendship troubles arise when someone expects one friend to fulfill all or most of the roles.

Workplace friendships are key to a happy office atmosphere, so make a new friend today!

Spotlight On: Anna Alexander



Grayt News proudly presents Assistant Controller **ANNA ALEXANDER**, who joined our company June 2, 2008.

"I am a second generation accountant, as my father is a CPA in California. He runs his own practice, primarily doing taxes, but he also does the books for some clients. In high school, I would spend my summers helping him. After graduating from collage, I went to work for a government contractor who, aside from selling flooring under GSA contracts, did GC work remodeling military barracks. I was assigned to a project manager to assist with keeping the costs in line on the jobs. I fell in love with the construction industry and the rest is history."

Before coming to GDG, Anna worked for a small home builder in the valley pretty much doing the same things she does here, at least initially. Because of all the downsizing, at the end of her time with them, she was the entire accounting department, as well as part of purchasing. She was there for 3 years.

Anna grew up in the San Fernando Valley in Los Angeles, and says her parents still live in the same house she grew up in. She attended private school for 12 years; her high school graduating class consisted of 351 people. She moved to Tucson to go to the University of Arizona.

Anna says she enjoys all sports. "I am a season ticket holder for the Diamondbacks and enjoy going to the park to watch games – even if I just stay a few innings. I love going to the old parks, especially if I am not cheering for either team and am just able to cheer for the sport. I follow football and basketball, but mostly at the college level."

Anna and her husband have been together for 16 years (married for 9+) and enjoy spending time with their twin nephews. Outside of work, her main hobbies are "working out and running . . . and running some more. I am a complete health nut. I am currently training to do the San Antonio Marathon on November 16th. I will also be running the PF Chang Marathon in Phoenix in January. I have started playing around with the idea of competing in a triathlon either in late 2009 or early 2010." She also designs and makes stained glass pieces.

August Birthdays

August 2	Taylor O'Connor (GRIGIO Tempe Town Lake)
August 5	Billy Place (GRIGIO Tempe Town Lake)
August 6	Sace Rydberg (GRIGIO Tempe Town Lake)
August 6	Nan van der Steur (Corporate)
August 7	Doug Guilkey (Trianna)
August 10	Randy Anfinson (Pavilions on Central)
August 12	Rose Lindsey (Trianna)
August 15	Amanda Moore (Corporate)
August 22	Paul Fannin (Corporate)



August Anniversaries

August 1	Drew Schmidt, Corporate (1 year)
August 6	Gabrielle Riddle, GRIGIO (1 year)
August 8	Charles Smith, Biltmore Club (3 years)
August 14	James Richter, GRIGIO (2 years)
August 16	Ryan Waller, GRIGIO (7 years)
August 20	Felix Haro Jr., GRIGIO (1 year)
August 20	Brooke Millsaps, GRIGIO (1 year)
August 23	Brenna Backer, Pavilions on Central (4 years)
August 27	Tage Peterson, Biltmore Club (1 year)
August 28	Derek Cayton, Corporate (8 years)
August 28	Stephanie Cox, GRIGIO (2 years)
August 28	Kristen Heiple, Pavilions on Central (2 years)
August 28	Taylor O'Connor, GRIGIO (2 years)

**HAPPY
ANNIVERSARY!**

Recent Team Additions

Gray Development Group extends a warm welcome to these associates, who joined the team in July:

July 7	John Cady (Leasing Consultant, Pavilions on Central)
July 21	Jeanette Papoff (Office Assistant, Corporate)
July 21	Alex Polanco (Service Technician, Pavilions on Central)
July 21	Brittany Tarnow (Ambassador, GRIGIO Tempe Town Lake)

**WELCOME
TO OUR
"GRAYT"
TEAM!**

PROPERTY MANAGEMENT UPDATE

August's Training Tips

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

Closing Tips 8, 9 and 10 to help get more "YES" answers:

#8 Maintain a positive, confident approach: A can-do attitude at all times is key.

#9 Be sure you're satisfying every need you possibly can: "Kate, is there something you are still looking for that I may have missed?"

#10 State the agreement you've reached, then ask for the commitment: "Kate, since we've found the apartment you are looking for, and it's within your budget, let's go ahead and get the paperwork started, Okay?"

BONUS TIP: You'll lose 100% of the sales you don't ask for. "Pushiness" only occurs when you try to sell people something they don't want or need. Remember, your customers come to YOU with a need. Be certain you are ASKING for the Sale.



Condo Craze Cools

BY MIKE CLOW, SR. VICE PRESIDENT

The condo conversion craze, so hot just three years ago, seems to have cooled considerably.

In 2005, Montecito Property Company (which purchased Camelback Square and Bacaro on Princess Drive from GDG), boasted of selling 312 condominiums, converted from apartments, in less than four hours for a combined \$60 million. Times have certainly changed: only 80 Scottsdale condo-conversion units sold in the first four months of this year, and that's down

from 340 sales for the same period a year ago.

The good news for us is, all planned condo conversion projects have been put on hold; but the bad news is, this has created what's termed a "shadow" leasing market that competes with us to lease the units.

Obviously, the problem with the failed conversions is that they are not professionally managed or maintained, and residents and surrounding neighbors pay the price. Our opportunity is to share with our prospective

Star of the Month

Congratulations to GRIGIO Tempe Town Lake Housekeeper/Suite Attendant **GEORGIA MENDOZA**, who receives Star of the Month recognition for July. Sace Rydberg provided this thoughtful nomination:

"Georgia is one of the hardest working people I have ever met. She is what I would call Little Cleaning Turbo! She enjoys her job, never complains, and she does an impeccable job of keeping GRIGIO looking its finest.

"During one of our recent rain storms, part of Tempe - including GRIGIO - had a power outage. Even when we didn't have electricity, Georgia continued about her cleaning day and vacuumed the entire office with a non-electric vacuum. Nothing will stop this gal from doing the job that she does so well.



GEORGIA MENDOZA, "Star of the Month" for July, 2008.

"Without Georgia's elbow grease, GRIGIO would not shine as well as it does. Georgia does this consistently every morning and always has a smile on her face. Her appreciative and lively spirit makes it enjoyable to be around her, and to work with her. She is the type of person we are lucky to know, and to have her working for GDG is a privilege. Georgia is the BEST of the best."

Congratulations on receiving this Star award from your peers, Georgia!

residents the advantage of living in a world class property professionally managed by Gray Clow Residential.

Experts say that people seeking to buy a condo in Phoenix's current market are nervous, because they want to be sure their investment

will be safe.

Interestingly, at least one local developer is marketing its condos specifically to Canadian buyers, primarily in Alberta. The Canadian dollar is strong here, and Alberta's economy is currently booming with oil and gas profits.

CONSTRUCTION UPDATE

Barossa at The Park

The grand opening of our newest community took place the first week of August.

Residents signing a 14-month lease have the choice of a laptop computer, or an LCD/flat screen television! (At press time, the community already had 19 leases). In addition, one lucky resident will win a brand new 2008 Ford Escape. Rents at The Park start at \$859.

Congratulations to everyone on the BATP team, and best of luck on a successful launch:

- Jessica Ryan, Manager
- Jan Rayburn, Assistant Manager
- Aaron Greene, Service Manager
- Antonio Estrada, Leasing Consultant
- Cole Grantham, Leasing Consultant
- Rachel Rose, Leasing Consultant



The shots on this page show what a fantastic job both the Construction and Project Coordination teams did. After a few minor tune-ups were finished, the welcome mat was officially put out.



With 18 apartment homes pre-leased before the community had even opened, it is obvious the West Valley is more than ready for GDG's vision, style, and commitment to service.

DEVELOPMENT UPDATE



GDG Corporate staff and guests enjoyed Famous Dave's BBQ and good ole' fashioned fun at Trianna's western-themed Wild, Wild West Ground Breaking event held Friday, July 25th.



Cowboys (L-R) **DAVID KAUFMAN**, **CLAY RICHARDSON**, **GREG KERRICK** and **DREW SCHMIDT** chow down.

Trianna

Round-up



Assistant Controller **ANNA ALEXANDER** shows everyone how to dress like a real cowgirl.



Look out . . . Sr. Development Manager **DAVID FRAZIER** may be the new sheriff in town!



Investing in Our Future: OnBoarding Program Rolled Out

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING & MARKETING (AND “ONBOARDING CAPTAIN”)

An investment in effective Onboarding is an investment in employee retention, morale, and productivity.

“Onboarding” refers to the process of integrating new employees into your organization so they are prepared for success by being fully engaged, productive members of the organization from the onset. Our new Onboarding Program includes talent recruitment, initial orientation and many integrating activities that guide the new team member through his/her first 60 to 90 days of employment.

Welcome aboard Gray! We have designed an Onboarding process that

not only better prepares our people for success, it will leave them feeling inspired and welcomed into our organization. When it comes to Onboarding, everything matters: every choice, every action, every communication has potential consequences. GDG recognizes the importance of having a program that reflects and supports our company’s culture of excellence.

In an attempt to ensure all new team members receive the same introduction into Gray, elements of our Onboarding Program include, but are not limited to:

- Welcome letter, favorite Starbuck’s drink and one-on-one time with

our COO and CEO on an associate’s first day.

- Taking a new team member to lunch on his/her first or second day.
- Friendly introductions to all co-workers and fellow teammates.
- Assigning a new team member a Gray Ambassador to help guide him/her through the first 90 days.
- Personalized computer screen saver, Welcome Gift and card, which send the message we’ve been waiting for you and we’re happy you’re here!
- Online eLearning training opportunities.
- One-on-one chats with GDG Departmental Vice

Presidents.

- Grand tour of Gray’s past, present and future developments.

So the next time you hear the word “Onboarding” . . . think *experience*. Those involved in an effective Onboarding experience have a greater chance of being captivated by an organization’s culture. Our goal was to create ongoing experiences that welcome our people, make them feel comfortable, valued, important, proud, and excited to be a part of our exceptionally “Grayt” team, and we believe we have accomplished that goal.

This is your Captain saying to all new associates, “Welcome aboard!”



Spotlight On: John Cady

Gray Development welcomes Leasing Consultant **JOHN CADY**, who started at Pavilions on Central July 7, 2008.

John was managing a gas station when he made friends with a regular customer who happened to be a manager at a nearby apartment community. One day he mentioned to her that he was anxious to get into another line of work, and she suggested he look into leasing and property management. That customer got him his first job in the apartment industry, and he says he’s loved it since day one.

Before coming to Gray Development, John worked as a leasing consultant for AIMCO for just over a year and a half. In addition to that, he’s done everything from insurance company data entry to steam cleaning carpets. Of all the jobs he’s had, John says he likes leasing the best.

John is a Phoenix native, born and raised, and attended North High School and Phoenix College. He loves to play most any sport, but basketball is definitely his favorite to watch. Like every true Phoenician, he’s a die hard Suns fan.

When not working, John enjoys hanging out and playing sports with his friends. He also exercises a lot and reads just about any book he can get his hands on (especially history). He enjoys everything having to do with movies and likes, he says, “wasting my time playing video games.” John says he spends the rest of his free time working on his new house.

Of the places he’s traveled, John says Hawaii is definitely his favorite for its clean air and beautiful beaches, and also because it has “plenty of the dorky history stuff I love.”

Interestingly, John is currently involved in the production of several low budget independent films. He also belongs to a medieval combat re-enactment group called the SCA, and he has a lot of tattoos. (John says the tattoos are usually what surprise people about him).

Welcome to GDG, John!



Seasoned Associate: FAE KUEHNE



FAE KUEHNE has been with Gray Development since July, 2007. She is the Administrative Assistant in the Planning Department.

Where did you grow up? What schools did you attend?

I grew up on a dairy farm in Ontario, Wisconsin. I graduated from SW Wisconsin Technical School in 1982 with a Certificate in Cosmetology.

Do you have kids?

I have one daughter, Jessica, who is 13. She is a wonderful young lady who

possesses the same crazy sense of humor her mother does. (The apple doesn't fall far from the tree). She starts 8th grade in August and yes, I do have the 'shotgun' ready – LOL!

In your position, what are some of the things you do for the company?

I'm responsible for managing the plans, shop drawings and various other documents that need to be distributed throughout the entire company, and to consultants for all the projects that Gray Development is part of.

Do you have any hobbies?

I enjoy a variety of things in my free time, and am truly a Jack of all Trades. I believe you should know something about everything that will simply one's life. My hobbies include biking, hiking, cooking, sewing,

home improvements projects and weight lifting, and I continue to make my clients' worlds better with my hair creations.

Do you have pets?

I don't have a pet at this time, unless you count 3 goldfish, but they are a little difficult to cuddle with and to play fetch with. My Bichon Frise of 11½ years passed away in February, and I'm not ready for another pet yet.

What sort of music do you like?

I appreciate just about all types of music, except hard rock and rap.

What are your favorite foods?

I can't say I have any favorites because as long as it tastes good, I'll eat it. (I'm not a picky eater).

Do you have a personal slogan?

"Everything is Negotiable!"

What's the most beautiful or

unusual place you've ever been?

I have traveled via motor home across all of the states west of the Mississippi; gone to Bermuda on a Lear Jet, and cruised the eastern Caribbean Islands. Boston, MA and Alexandria, VA in the fall are breath taking. They all are very beautiful in there own way.

How would others describe you?

Very outgoing, personable, helpful, charismatic, kind, dependable, multi-talented, sarcastic, clever and fun.

How do you want to be remembered?

As an independent, successful, hardworking woman who is strong, caring, and funny. Also, that I was the best possible role model for my daughter!

Thanks for letting us get to know you better, Fae.

EDITOR'S NOTE: Please see page 8 for an example of Fae's impressive skills in the kitchen.

New Grayt Face: Linda Coronado

Payroll/General Accountant **LINDA CORONADO**, who joined our company on June 30, 2008, was kind enough to provide the following biography to us:

"I was born in Florida. My Dad was in the Air Force and we moved to England when I was three, where I attended first grade. When my Dad retired, we moved to Tucson. I moved to Mesa in November of 2003 and I absolutely love the Valley." Linda's dad was from Pennsylvania and she has inherited his love of the Steelers. "My dad never strayed from the Steelers, and now it's my turn."

Linda got into the Accounting game back in 1980, when she and her now ex-husband started a plumbing company. She has acquired her accounting knowledge through past work experiences.

Linda is the proud mom of daughter Kristen, 25 and son Andrew, 22, both of whom graduated from ASU in May. She also has three dogs – Luke, Bridgett and Zoie – and admits, "My dogs are also my kids, not just pets." She has traveled to the Dominican Republic and said it was blast.

An interesting fact not everyone would know about Linda is that she attended school for massage therapy but "could not complete the course as my hands developed contact dermatitis. I have a table and give massages to my friends. I've been told that I very strong hands."



GRAYT EVENTS

Project Engineer **JOHN SAWYER** became a proud papa last month. Beautiful Riley Claire (below) was born on July 14th at 1:00 p.m., weighing in at 8 lbs., 2 ounces. Congratulations, John!



For **BRIAN CASSIDY**'s birthday, **FAE KUEHNE** showed off her culinary talents in a most unusual way: an impressive 3-layer dessert. You wouldn't know it to look at it, but the burger at right is actually a cake, with condiments made of frosting, wedge "fries" cut from pound cake, and strawberry "ketchup".

Says Brian: "The cake was a pleasant reminder of my first 50th birthday, and I was thrilled to see that as a connoisseur of perfectly seasoned and charbroiled ground beef (preferably a gourmet hamburger within a lightly grilled bun, served medium rare, with cheese and occasionally bacon, with crispy fries, and often a chocolate shake), that my fellow workers share my passion for a great burger.

"Thank you Fae, for your creative baking skills, and thanks to everyone at GDG for sharing the moment and a bite with me".



Brian's love of all things meat-related has become legendary among his fellow GDG associates. He has even been given the honorary title of Editor of Ground Beef Magazine (and yes, there truly is such a publication).