

# GRAYT NEWS

Gray Development Group • 2555 East Camelback Road, Suite #1050, Phoenix, Arizona 85016 • (602) 954-0109



## New Community Names

Because some people may have found the word Areté difficult to pronounce correctly, it has been replaced. Accordingly, our projects previously known by the Areté moniker have changed:

- Areté Desert Ridge is now **90 Degrees Desert Ridge**.
- Areté Paradise Ridge is now **90 Degrees Paradise Ridge**.
- Areté Tempe Transit is now **Equinox Tempe Transit**.

Please note when writing the new name for Desert and Paradise Ridge, the name can be written out – as in 90 Degrees – or it can appear with the degrees symbol – as in 90°. Either form is acceptable.

Equinox will be built around a parking structure and will have a more urban style, while 90 Degrees will be built with surface parking in the more traditional garden community style.

The name change is now in effect so if you're not already using the new terminology in your day-to-day business, please begin to do so.

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## Important Payroll Reminders

In order to have adequate time to input and review payroll, all PIFs (Payroll Information Forms), Expense Reports, Mileage Reimbursement forms, Vacation Requests and Sick Pay Requests must be submitted to Louise Harris by 3:00 p.m. on the Friday before each payroll week.

Approved time sheets are due to Louise by 11:00 a.m. the Monday (the next day, in other words) after the pay period ends.

## Introducing . . . Rose Lindsey

Rose M. Lindsey is a Project Superintendent at Barossa & Indigo at Triana. She joined Gray Development on December 31, 2007.

"I grew up in West Texas, where I completed High School and then joined the Military, working in the Law Enforcement, Canine Handling Division. After leaving the military in 1998, I 'fell' into the field of Construction, starting off in the 'dirt work' stage of things, progressing to vertical construction, and finding that I both enjoyed and had a 'knack' for it. I have now been in Construction for about 10 years, most recently coming to GDG from Cachet Homes.

"I have one 18 year old son just getting ready to graduate from high school. When not at work, my hobbies are drawing western and wildlife art, and working with my horses. My favorite saying is, I believe: 'There's nothing I can't do, just a few things I won't do.'"



*A beautiful Lindsey original (above) shows Rose's talent for nature studies.*

## March Birthdays

- March 7 Tom Baldonado (GRIGIO TTL)
- March 9 Ken Blackburn (Barossa Paradise Ridge)
- March 10 Jose Morales (GRIGIO TTL)
- March 10 Jacqueline Day (GRIGIO TTL)
- March 16 Brandi Hunt (Consultant)
- March 17 John Dudek (Barossa Paradise Ridge)
- March 19 Tage Peterson (Biltmore Club)
- March 20 Rob McMahon (Barossa Paradise Ridge)
- March 21 Judy Eisner (Corporate)
- March 23 Robert Villarreal (Areté)
- March 26 Enrique Guevara (GRIGIO TTL)
- March 30 Ashley Mellor (Corporate)



*"The man who views the world at fifty the same as he did at twenty has wasted thirty years of his life."*

*- Muhammad Ali*

## March Anniversaries

- March 6 Joann Richardson, GTTL (8 years)
- March 13 Benny Agosto, Corporate (2 years)
- March 13 Sarah Wade, Corporate (2 years)
- March 26 Jim Kiel, Corporate (1 year)
- March 27 Gregoria Mendoza, GTTL (7 years)



## Employee Survey Coming Soon

BY BRIAN KEARNEY, CHIEF OPERATING OFFICER

The executive team at Gray Development is committed to making this company one of the most desired places to work in Greater Phoenix and beyond. This commitment reflects our belief that taking the company to new heights requires a team that is truly fulfilled by the workplace environment and the work they do.

One way of measuring our success in meeting this goal is to participate in the Phoenix Business Journal's annual "Best Places to Work" competition. Winners are determined solely by survey results of employees who work at the companies that participate in the competition. The confidential surveys are administered online every September. Our goal is to make this list by 2009.

As a first step along this path, we would like to conduct an employee survey later this month to gather your feedback in a variety of areas. This will provide us with a snapshot of what we look like today and guide our actions as we work to achieve excellence in the work environment. The survey you will be participating in is called Team Pulse and is the exact same survey used in the "Best Places to Work" competition. Individual responses will be kept strictly confidential by our research partner, Quantum Market Research, and will not be available to anyone at Gray Development.

Look for more information regarding the details of the survey soon. We value every employee's opinion and our goal is to have 100% participation. Thank you in advance for the role you will play in making Gray a "Gray" place to work!

## PROPERTY MANAGEMENT UPDATE

### February's Community Stats

**Highest Average Occupancy:**  
BILTMORE CLUB (91%)

**Highest Average Percentage of Vacant Apartments Ready for Move-in:**  
PAVILIONS ON CENTRAL (55%)

**Lowest Average Delinquency:**  
PAVILIONS ON CENTRAL (3.25%)

### Training Tip o' the Month

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

#### Closing Tip #2 to Help Get more "YES" Answers:

**Closing Question:** "Kate, we seem to have found exactly what you are looking for. Would you like me to reserve your new apartment for you today?"



### GCR Makes AMA Tributes Finals

Property Management has finalists in four separate categories of the Arizona Multihousing Association's Tributes awards:

- ✓ Apartment Manager 200+ Units: **Mary Marin**
  - ✓ Leasing Consultant: **Rachel Rose**
  - ✓ Best Team & Community for Properties Built 2001-2007: **GRIGIO Tempe Town Lake**
  - ✓ Developer's Award: **GRIGIO Tempe Town Lake**
- Congrats and best of luck to all of you!

### Honing Our Performance

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

High Performance Leasing Training challenges 'traditional' selling models and techniques. High Performance Leasing is an integrity-driven, behavioral style sales approach that identifies customers' needs, satisfies wants, and resolves problems. The program is designed to help leasing professionals achieve greater sales and increase closing ratios by using a "flex-style" approach to selling.

In the photo at right, we are "Flexing" our Styles. 😊

### Star of the Month

Winner of February's Star of the Month award is GRIGIO Tempe Town Lake Engineer **MIKE STENTZ**. He was nominated by three different people, and comments about him included the following:

"The work orders have been on the increase, and Stentz has been working extremely hard to keep up. He takes a lot of pride in completing the requests. This time is challenging, and Stentz has stepped it up."

"He shows outstanding dedication to the property and company, and is a team player."

"Mike is a very hard working individual with a positive attitude. He has shown his willingness to help and encourage his peers. For example, he coordinated the Secret Santa to enliven our



Mike Stentz, "Star of the Month" for February, 2008

holiday spirit at GRIGIO. He knows how to have fun, but he still gets the job done.

"No one is like him and we need more of his spirit in the world. Mike is an asset to GRIGIO, but most of all, to GDG."

Congratulations on this honor, Mike.



**Back row**, left to right: Jonel Kern, Manager of Pavilions on Central; Kristen Heiple, Leasing Consultant at Pavilions on Central; Rob McMahon, Assistant Manager at Barossa Paradise Ridge; and Erik Larson, Manager of Biltmore Club. **Front row**, left to right: Ashley Fiala, Leasing Consultant at Areté; Bretta Nelson, Community Specialist at GRIGIO; Amanda Phillips, Leasing Consultant at Biltmore Club; and Dawn Liko, Community Specialist at GRIGIO.

## Name that Newsletter

February's newsletter invited associates to submit suggestions for re-naming this publication, and voting took place earlier this month. With 42 votes, the winner is . . .

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That's right: those who took part in our poll voted overwhelmingly to keep the name of our newsletter unchanged.

Thanks to everyone who participated.



## Seasoned Associate:

### LOUISE HARRIS

**LOUISE HARRIS** (pictured at right) joined Gray Development in January of 2005.

Louise's dad was in pipeline construction so while growing up, she had the opportunity to spend time in several places, including New Jersey, Louisiana, Georgia and England. She and her husband of 22 years, Richard, were introduced by a mutual friend as an April Fools' joke and it was, Louise says, "love at first sight." They have two daughters: Tisha (26) is a stay-at-home mom to son Kyle, and Angelica (21) currently attends Mesa Community College and is planning her wedding in October.

Louise's varied career includes working for a long haul trucking company, a catering firm,



a vending company, an electronics manufacturer, an injection molding company, a plastics corporation and a flower shop. She's been in the Accounting field for 31 years, and in HR/Payroll for 20 years.

As GDG's Payroll Accountant/Human Resource Assistant, Louise processes the payroll and benefits. "But mostly I try to be sure everyone is happy," she says.

Her favorite foods include elk, crawfish and crab legs. She loves Cajun and Jamaican foods, the spicier the better. She enjoys

## Kustomer Kudos

Congrats to Member Director **BRENNA BACKER** (pictured at right), who received the following e-mail from one of our GRIGIO Members:



*"I wanted to take a quick moment to express my thanks to Brenna in Member Services. Every time I have had a request or even a simple question, Brenna is always polite and eager to assist. Every work order that I have requested through her has been completed within 24 hours and done to perfection. But most importantly, Brenna is genuinely concerned with my requests and her desire to ensure that I am receiving the best service GRIGIO has to offer.*

*"I know there are many times when things go wrong and the complaints start to come in, but having a wonderful employee like Brenna makes the situations bearable and I always know they are temporary and that she is doing everything in her power to correct them in a quick manner and one that has the least impact to my daily life.*

*"Thank you, Brenna, for your promptness and great attitude."*

WAY TO GO, BRENNNA! Your superior customer service makes us all look good. Keep up the "grayt" work.

hunting, fishing, camping, cooking and skeet shooting. Not surprisingly, Louise says she loves being outdoors as much as possible, and she enjoys spending time with family and friends.

"In general, I just love to have fun," Louise says, "and I believe you should laugh as often as possible. Also, there are no strangers in this world, just people I don't know yet. I get a kick out of meeting and getting to know people."

Louise enjoys baseball (go Diamondbacks!) and football (go Saints!) and considers *To Kill a Mockingbird* a favorite book. The Rolling Stones is her favorite band, and *Animal House* is a favorite movie.

If she could adopt a personal slogan for herself, Louise says it would be LET'S HAVE A GOOD TIME. (Now that's a fun slogan!)

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

## Sinful Sweets Submitted by Amanda Moore

### SCOTCHEROOS, A 'NO BAKE' TREAT

6 Cups Rice Krispies  
1 Cup Karo Syrup (light)  
1 Cup Peanut Butter  
½ Cup Sugar  
1 Bag Chocolate Chips  
1 Bag Butterscotch Chips

Melt the Karo and sugar together until the sugar dissolves. Stir in the peanut butter while still over the heat. Add the 6 cups of Rice Krispies. Pour/press this mixture into a 13 x 9 inch buttered pan, or a 13 x 9 inch cookie sheet lined with waxed paper.

Melt the chips in a separate pan and ice the mixture. Let stand until firm, then slice.

Makes about 6 dozen 1 x 2 inch treats!!

### CHOCOLATE CHIP PUMPKIN BREAD

3 Cups flour  
2 tsp. ground cinnamon  
1 tsp. salt  
1 tsp. baking soda  
4 eggs  
2 Cups sugar  
2 Cups canned pumpkin  
1¼ Cups vegetable oil  
1½ Cups chocolate chips

Combine the flour, cinnamon, salt and baking soda.

In another bowl, beat the eggs, sugar, pumpkin and oil. Stir into dry ingredients just until moistened.

Fold in chocolate chips.

Pour into two\* greased 8x4x2 inch loaf pans. Bake at 350° for 60–70 minutes, or until a toothpick comes out clean.

Cool for 10 minutes before removing from pans to wire rack.

\* I have made this in one large loaf pan, but you'll need to increase the time.

## Two GDG Associates Play Cupid

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

Here are pictures from a very special and quite elaborate Valentine's Day turndown service prepared by James Richter and Sace Rydberg at GRIGIO Tempe Town Lake. The service was requested by one of our Members for his sweetheart. (She said "Yes" to his proposal, by the way). A sumptuous rose petal and champagne turndown is just one of the "Your Wish, Our Pleasure" services offered at GRIGIO.

On a side note, the gorgeous, decorative strawberries pictured

here were handcrafted by Sace herself – Wow!



# GRAYT EVENTS

**CONGRATULATIONS!**

A pat on the back is due **LARRY RUSSELL**, who graduated from Crestcom on February 20, 2008. Crestcom is a training program that focuses on sales, recruiting, employee retention, customer service and management skills development. The program is available to members of management, and some other employees depending on the job position they hold. As of March 5th, 21 GDG associates have graduated from Crestcom so far.

Way to go, Larry!

**DON'T FORGET:** On March 27th from 11:30 a.m. to 1:00 p.m., we will be hosting a "Picnic in the Park" for approximately 40 residents of the Arizona State Veteran's Home. We need 40 cheerful volunteers to join in the fun; the event will give everyone an opportunity to meet some great Americans who honorably served to protect our freedom. We will take residents from the home to Steele Indian School Park where we will participate in beach ball volleyball, horseshoes, wheelchair baseball, or a leisurely stroll in the park. We plan to provide lunch with potluck desserts.



This activity is taking place in lieu of our regular corporate luncheon, and all associates are welcome! If you want more info about the event, contact Julie Elliott via e-mail at [Julie@graydevelopment.com](mailto:Julie@graydevelopment.com), or by phone at (602) 954-4739. Kristina Metz has sent an e-mail invitation for the Veteran's Home event, and **she must receive your RSVP to the electronic invitation by 5:00 p.m. on Monday, March 17th.**

**SITE TOUR:** Prior to the community service event on March 27th, a tour of Pavilions on Central will take place from 10:30 to 11:30 a.m. If you plan to attend both events, bus transportation will be provided; if you plan to attend only one event, you will need to arrange your own transportation. Lunch will be furnished to those attending both events. Kristina Metz has sent an e-mail invitation for the POC tour, and **she must receive your RSVP to the electronic invitation by 5:00 p.m. on Monday, March 17th.**

GRAY  DEVELOPMENT GROUP

**COMPANY PICNIC**



- DATE:** Saturday, April 19th
- TIME:** 12 Noon to 4:00 p.m. (all communities may close for the day at 1:00 p.m.)
- PLACE:** McCormick-Stillman Railroad Park (SEC Indian Bend and Scottsdale Road) in the Rotary Ramada
- WHO'S INVITED:** All GDG employees, their spouses/significant others and children
- EATS:** Delicious Honey Bear's BBQ accompanied by beer, soda and water
- ACTIVITIES:** Public playground, train ride  
For Gray Development only, there will be volleyball, face painting, and games

Please bring a blanket and/or lawn chairs, as the Ramada only holds 100 people. The invitation has already gone out, and all RSVPs are due to Nan van der Steur by Monday, March 31st.