

OFF-THE-CUFF

PUBLISHED BY THE EMPLOYEES OF PRUDENTIAL OVERALL SUPPLY
Los Angeles • National City • Riverside • Vista

Volume I, Number I

November, 1959

JOYCE LOGAN WINS CONTEST



The winning name for this newsletter was submitted by Joyce Logan, switchboard operator at Los Angeles. "Off-the-Cuff" was chosen by the Board of Directors (consisting of John D. Clark, Wally Shoberg, Leonard Nowakowski, Frank Bailey, Merle Morris and Harold Pridhon) on October 6 from over a hundred suggestions received from sixty different Prudential employees. Since this particular name was submitted by only one individual, Joyce will receive \$25.00 cash prize as outlined in the

contest rules.

Joyce has been employed by Prudential Overall Supply since July 20, 1959. She and her husband live at 4805-3/4 Santa Anna Street, Cudahy.

In addition to operating the switchboard, Joyce now has been assigned additional clerical duties by Mr. Frank Baily after her "colossal goof" (as she calls it) of remarking to the President of our Company that she "had nothing to do except scheme up names for the newsletter."

There were many excellent names submitted in addition to the one chosen; however, after considerable deliberation it was decided to keep the name on a somewhat lighter side. From the names submitted it was certainly evident that many employees spent a great deal of time in consideration of this subject. We wish to take this opportunity to thank each and everyone of you for your interest. Our congratulations to Joyce--both for submitting the winning name and finding something else to do!

News from National City

Before I tell you a little of what has happened in San Diego this summer, I would like to thank John D. Clark for organizing our Company house organ. I am sure this is going to be the link that will help bind our Company closer together. Prudential Overall Supply is fast becoming the most respected company in our industry.

By letting each other know what's going on in each of our operations, we will feel we are one. We are all working for one goal and that is to make for our Company (yes, yours and mine) a fair profit, a happy place to work, and a sound organization. Your Company is the best



in the world to work for. If you don't think so, you're working at the wrong place!

Now, for what has happened in San Diego. We are happy to announce that Joe Rodriguez has become our new office manager. He's a good one, too. We hope you make this your home, Joe. I know everyone who has worked with you has been very much impressed. Oh, yes--I almost forgot--Joe's going to be a proud father in March. Hope you live through it, Joe!

We also want to welcome Kelvin Reid into our fold as a new route salesman. He has a wife and one child. Speaking of weddings--two of our routemen took the vows on October 3--George Sothras in National City and John Stockli in Fresno. Good luck to both George and John. We hope you have a very happy life and also about twelve dependents each. This should keep your noses to the grind-

stone. This leaves us with only two routemen who are looking for the right girls--Joe McCaffrey and Ed Chevalier. If you know two of the right kind, crate them up and ship them to San Diego.

Last, but far from least, I want to take my hat off to our Vista branch. Our new District Manager there, Lloyd Sikes (formerly one of our route salesmen in the San Diego area) and his three new routemen have increased their volume \$87.20 in only four weeks. Lloyd, you and your boys are doing a great job! Keep it up--we're proud of you. Before you know it, we're going to have a laundry in that area. It makes us feel good to see someone take over an operation and really get it rolling. Lloyd Sikes came here the first of this year from Ohio. If there are any more like him in Ohio, tell them to come and see us.

Al Newmayer, our salesman, will have an operation on Monday, October 19. We wish you Godspeed in your recovery. Get back to work; we need you.

Howard Andrewson

NEW OFFICE MANAGER



JOE RODRIGUEZ

On September 8, Joseph Rodriguez assumed the duties of Office Manager in National City. Joe has a Master of Science degree in Business Administration from Long Beach State College. He taught business courses in college last year. In the years prior to that, he was self-employed with his father in income tax service.

NATIONAL CITY REPORTERS



Mrs. Eleanor Castro is our news reporter for inside workers. Eleanor has worked for Prudential and its predecessor for about 10 years. Her husband works for a cement contractor. They live in Chula Vista.



That cheerful voice our customers hear when telephoning us belongs to none other than Farris Erwin, one of our reporters for the Sales Department and Office. Farris is originally from Oklahoma and has worked at Prudential for three years. Her husband, Harold, drives a bus for San Diego Transit System. They and their two children reside at 324 D Avenue, National City.

NEWS BRIEFS

New faces in the National City office belong to Shirley Bain, new payroll clerk; and Dolly Phillips, new accounts receivable clerk. Lydia Sweet went on vacation October 12. Bill Varner has been hired as a new route salesman for the Vista area. Helen Cota, in charge of the Supply Department, has a new addi-

(Continued on Page 3)

BOWLING CHAMP



On Wednesday evening, September 23, San Diego Plant Manager Jack Tackett, bowling in scratch league competition against Telefix TV's team, bowled 190-256-234 for a three-game series of 680. "Genial" Jack literally bowled them over, in that this score represents high series for the year in this league, and brought his personal average up to 191. Jack says, "Don't get any idea that this is a push-over either--the same night in the league, ten other individuals had three-game series of 600 or better."

Captain Jack", as the boys now call him, has as a supporting cast on our Prudential team Howard Andrewson, Ed Chevalier, George Sothras and Don Sorenson. Our team is currently in second place in the league.

All Los Angeles employees will remember our boy Jack, and extend our congratulations. Jack is not only a well-qualified bowler, but might be called a "jack-pot family man"--having sired 4 children, including a set of twins.

NEWS BRIEFS

(Continued from Page 2)

tion to her family. Eleanor Castro's daughter is going to be married in June. Mary Sanchez Cordona expecting a visit from the stork. Jesus Garebay, who formerly worked at Prudential in Los Angeles, going to be married but doesn't know when--says he will find somebody with a blanket. Mrs. Irena Remund, a mender, who's worked here some eight years, back to work after a short absence. Elaine Marcus has a new car--wants vacation at special time so that they can celebrate her husband's birthday during the vacation. Juan's wife is in the hospital at Santa Monica.

Material Control

The article is written to better acquaint the employees of Prudential Overall Supply with the functions of the Material Control Department.

Material Control as a department was formed in 1953 for the purpose of setting up controls on garments and shop towels. The department works in conjunction with sales, service, production and accounting departments.

Basically the control of material is a joint effort of all departments of the company with the single purpose of getting every bit of life out of all our rental merchandise that is possible.

This effort starts with the proper selling of an account by the Sales Department. Proper selling includes adequate inventory of merchandise, the correct class and type of merchandise to serve the customer's needs, and a complete understanding by the customer of our service agreement.

This effort is continued by our service department in maintaining a regular delivery schedule, in seeing that the customer is adequately but not overstocked with rental merchandise, and in seeing that replacement of merchandise is made when needed, in compliance with the rental agreement and company policy.

Maintaining a regular delivery schedule is not always easy or convenient. Our route salesman must literally train our customer to have his rental merchandise ready for pick-up in order to maintain this regular delivery schedule.

This same effort must be carried on daily in our production department. Rental merchandise, whether garments, towels, dust control or linen supply, must be processed in a manner to protect its life and maintain quality. Every plant employee is responsible to help carry out this joint effort.

Rental merchandise is actually scattered throughout our service area, and is found in service stations, back rooms of small plants, tool cribs, wash rooms, rest rooms, lube racks, back seats and trunks of automobiles and hundreds of other places.

Often damage other than ordinary wear and tear is caused when rental merchandise is improperly stored by our



DARREL HOGAN

Darrel Hogan has been associated with our company since August 8, 1949. He resides in Temple City with his wife Faye and son Stephen. His educational and accounting background combined with his many years of experience with our department qualifies him to head up this all-important department of Material Control.

customers. Our route salesman must keep our customer informed of any improper storage conditions that cause damage to rental merchandise.

Basically as a company we are interested in four principal cost items which in the end control our profit:

1. Sales and delivery costs
2. Laundry processing and production costs
3. Accounting and administrative costs
4. Rental material costs. This includes original inventory investment as well as replacement costs.

Of the four cost factors listed above, our Accounting Department has proven time and time again the fact that material costs are the most elusive. Invariably any steep fall-off in profits is directly traceable to a steep increase in costs of material placed in rental service.

A portion of our original material cost is retrieved each time that we service a rental item and a charge is received from the customer for this service.

(Continued on Page 4)

Sales Progress

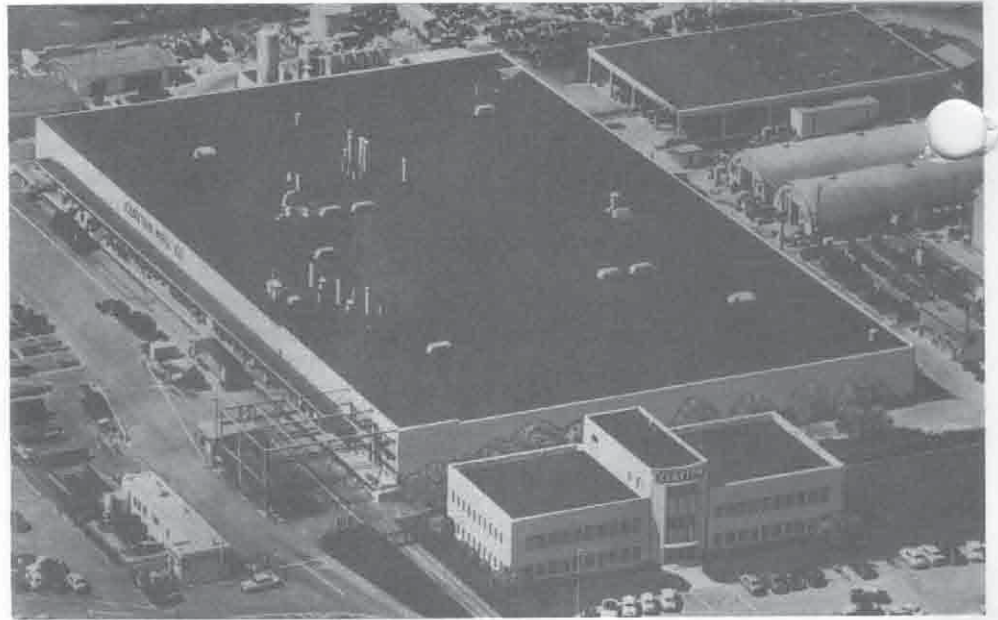
Through the continued efforts of our Sales Department, headed by Frank Clark, we have added Clayton Manufacturing Company to our growing list of uniform rental customers. For many years we have supplied shop towels and laundered on an NOG basis uniforms for Clayton. Some 265 employees will soon be sporting new uniforms with a newly designed company emblem, supplied by our Company on a rental basis. We quote parts of a personnel letter from J. J. Brownell, Industrial Relations Manager of Clayton:

"Originally the laundry program was based on a standard work uniform which the employee would purchase through the Personnel Office and which would be sent out each week for laundry service. This program has, as we all know, deteriorated considerably and the wide variety of clothing found in the laundry makes it extremely difficult, if not impossible, to have complete control of our laundry program, thus making this a program from which neither the company nor the employee is getting full benefit. Continuation of the program in this manner would be very impractical.

"In checking the laundry industry, we find that most companies such as service stations, utility companies, and those requiring certain uniforms, have found it far better to have a rental program. With this in mind, we approached Prudential Overall Supply with whom we have been doing business for some years, and in view of the fact that they use Clayton equipment in their operation of the laundry, they have developed an excellent program for us.

"We have been assured and have seen similar programs in action, as mentioned above with the utility companies and other service organizations, that this program is a benefit that is not normally available in a manufacturing organization.

"It has been determined that the light grey uniform would be best suited to our requirements and is therefore being recommended as the standard uniform.



A suitable uniform has also been developed for the female employees."

We wish to thank the Clayton Manufacturing Company for this additional volume of business and congratulate our Sales Department in their efforts in the development of this uniform rental service for Clayton. We are contracted to supply the same type and number of uni-

forms for each employee at Clayton each week.

Our experience has proven that Clayton's employees will appear cleaner and more uniformly neat. In any clean-up or renovating program, a uniform appearance on the part of employees always proves to be most outstanding and beneficial to the company involved.

MATERIAL CONTROL (Continued from Page 3)

Excessive inventories in the hands of customers (which are not necessary for their regular weekly service requirements) prolong the recovery of our investment. Likewise, loss or damage other than ordinary wear and tear make it impossible for us to recover our merchandise investment.

The Material Control Department attempts to maintain records and know the whereabouts of all rental merchandise, whether in the hands of the customers, in the delivery cycle to and from the plant, or in the cleaning process in the plant. The department works with all other departments of the company to this end, and its success depends to a great deal on the co-operation of the other departments.

We are constantly testing various types of garment fabric and toweling and making recommendations to management as to the types best suited for regular use. We supervise purchasing of all rental merchandise used by the company.

In the event of loss or damage to merchandise other than ordinary wear and tear, we estimate loss and damage

charges. Every attempt is made through our department to prevent the misuse or misappropriation of rental merchandise.

We have set up a complete test file on the various synthetic types of garments in use in the industrial field today so that we might keep informed as to the possible use of such items as orlon, dacron, acrilon, etc.

After working for several years in the control of our merchandise, it seems as though there is always some new way for our merchandise to disappear. Try as we may, it seems that the success of our department depends in the end upon every employee in Prudential Overall Supply.

Because of space limitations in this first issue, reporters' photographs and news bits from the Los Angeles plant and Riverside branch will be in the next issue.

Some of us have a good aim in life, but somehow never seem to pull the twigger.