



Off-the-Cuff

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Vista Plant Gears Up For Expansion



Inside this issue:
Tom Watts Promoted
to President

Don Lahn and Tom Watts Promoted To New Positions

Don Lahn, Vice Chairman

Dan Clark, Chairman of the Board of Directors at Prudential, announced the promotion of two executives effective January 1, 1999.

Don Lahn has been promoted to Vice-Chairman, a newly created position. Don has been President of Prudential since August 1989 and prior to that was Secretary-Treasurer since joining the firm in August 1967.

Don is a 1954 graduate of the University of Denver. He and his wife, Wanda, live in La Habra and have two daughters. Don has been a Certified Public Accountant for over 42 years.

Don says he has some key projects that he wants to devote his energies to that will take Prudential into the next century.



Don Lahn, with wife Wanda.

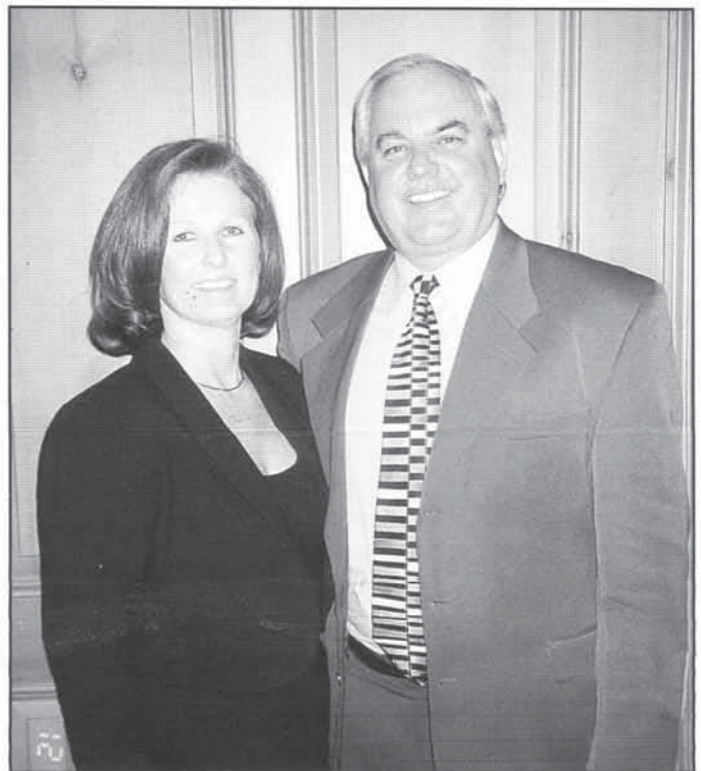
Tom Watts, President

Tom Watts has been promoted to President of Prudential Overall Supply. He is only the fifth President of the Company since it was founded on April 11, 1932.

Tom started with Prudential as a Route Sales Trainee on September 8, 1975. During his years at Prudential, Tom has worked his way through the ranks, serving in many capacities, including: Utility Driver, Customer Sales Rep., Assistant District Manager, District Manager, Sales & Service Manager, General Manager (in two different plants), Regional Manager and most recently Vice President of Operations. Tom truly knows the business from the ground up.

Tom resides with his wife, Marcy, in Corona. They have a son and a daughter and two grandchildren.

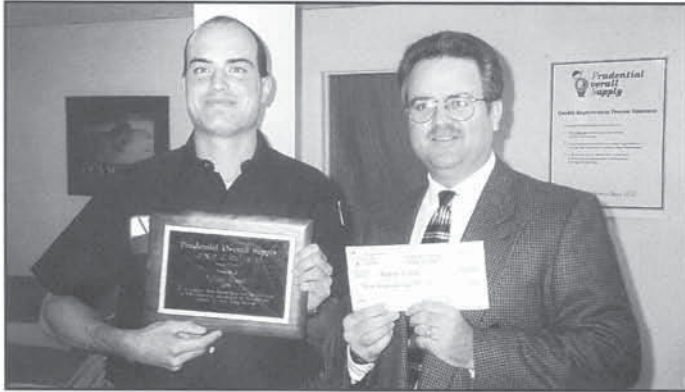
Tom says the Company has been steadily growing in the last 67 years, and he plans on guiding POS to additional growth in the future.



Tom Watts, with wife Marcy.

1998 Achievement Awards Presented

John D. Clark Award



Nathan Russell, Dust Control CSR at Riverside, has been presented the 1998 John D. Clark Award for the Dust Control Sales Rep of the Year. The Award is named after the Founder of Prudential Overall Supply.

In the photo above, Nathan (on the left) receives the Award from Riverside General Manager Jay Boyer (02/07/84). Nathan joined Prudential on December 10, 1997.

All 1998 Achievement Award winners were selected based on new customer sales and customer retention, bonus program results, route sales development, team effort, leadership, accomplishment of goals, and dedication to personal development and community interests.

Plant Superintendent Award



Paul Thompson of the Los Angeles Plant has been awarded the 1998 Plant Superintendent of the Year Award. Paul (right), is presented the Award by Regional Manager Brandon Blanchard (06/08/92).

Paul joined Prudential on November 8, 1993.

President's Award



The 1998 President's Award for Customer Sales Representative of the Year was presented to Gary Broadwater of the Van Nuys Plant. In the photo above, Gary (on the left) is presented the Award by President Tom Watts (09/08/75).

Gary joined Prudential on December 1, 1994.

Sales & Service Manager Award



Scott Richards of the Vista Plant has been presented the 1998 Sales & Service Manager Award. Scott (right) was presented the Award by President Tom Watts (09/08/75).

Scott joined Prudential on July 12, 1994.

Nominees - Congratulations to all 1998 Achievement Award Nominees: Dust Control Customer Sales Rep. Award - Orlando Corral (07/31/95), Chula Vista; Rick Valdez (06/11/91), Vista. President's Award - Gary Brooks (03/14/88), Vista; Steve Elias (04/25/88), Riverside. Plant Superintendent - Elizabeth Pfeuffer (08/15/96), Austin Cleanroom; Ray Stockdale (03/04/85), Vista. Sales & Service Manager - Rob Cesario (10/07/85), Riverside; Tom Swegles (06/20/83), Cerritos; Mark Bickel (10/08/86), Irvine.

1998 Outstanding Achievement Awards Presented by Prudential

Riverside Wins For The 5th Time!

Prudential Overall Supply has announced four winners of the 1998 Outstanding Achievement Award. Three Industrial Plants and one Cleanroom won the prestigious award.

The Riverside Plant has won the Outstanding Achievement Award for the fifth time. The Plant also won the Award in 1986, 1989, 1990, and 1997.

In the photo at right, the Riverside staff took some time to celebrate their fifth win.



From left to right: Skip Eastham (10/26/94), Sales & Service Manager; Robert Leyerly (03/27/95), Route Manager; Tom Stillwagon (07/28/80), Sales & Service Manager; Rocio Ortega (10/23/91), top, Supply Supervisor; Nita Dennis (11/30/71), Office Manager; Jay Boyer (02/07/84), General Manager; Rob Cesario (10/07/85), Sales & Service Manager; Bobbie Davis (07/20/92), Plant Superintendent; Dave Harder (03/23/92), Maintenance Supervisor; and Danny Martinez (12/04/95), Route Manager.



From left to right: Chris Kalert (03/23/90), General Manager; Andrew Anschutz (03/02/98), Plant Superintendent; Marcelino Rivera (01/31/95), Maintenance Supervisor; Cindy Douglas (10/18/93), Office Manager; Bill Story (05/06/85), Route Manager; Bill Trujillo (02/03/97), Corporate Sales Representative; Mark Bickel (10/08/86), Sales & Service Manager; Scott Boothe (07/30/96), Route Manager; and Frank Rich (01/29/90), Corporate Sales Representative.

Irvine Plant Wins Again In 1998

The Irvine Plant won the Outstanding Achievement Award in 1998. The Plant also won this Award in 1987 and 1997.

The Irvine Plant was headed by General Manager Gary Newberry at the beginning of the year. Chris Kalert took over as the new General Manager on November 23, 1998.

Congratulations Irvine Team!!



From left to right: Chris Welch (12/14/95), Sales & Service Manager; Lorraine Martinez (05/29/96), Supply Supervisor; Mike Blazek (05/21/90), General Manager; Mike Shores (07/25/94), Plant Superintendent; and Jack Swan (11/17/97), Corporate Sales.

Albuquerque Earns It's First Award

General Manager Mike Blazek is thrilled about the Albuquerque Plant earning its' first Outstanding Achievement Award.

Congratulations Albuquerque! Let's see you win again next year!

Los Angeles Cleanroom Accepts Award

The Los Angeles Cleanroom, headed by General Manager Bill Stoner, won for the sixth time!

The Cleanroom also won in 1987, 1988, 1989, 1990, and 1997.

With this track record, we're bound to see Los Angeles Cleanroom win again next year too!



From left to right: Bill Stoner (09/15/88), General Manager (holding plaque); Jennifer Layton (10/03/97), Q.A. Technician; Emily Cook (09/04/90), Regional Sales Rep.; Perry Alcudia (10/17/90), Office Manager; Adriana Dansereau (04/16/92), Supply Supervisor; Brad Schultz (06/01/76), Sales & Service Manager; Mike Blazer (07/30/92), Plant Superintendent; Jim Scichilone (01/30/95), Sales & Service Manager; and Arnold Stein (04/03/89), Sales & Service Manager.

Vista Comes In Close!

The Vista Plant, which has won the Outstanding Achievement Award five times in the past, came in close this year. Jeff Nelson, General Manager, was thanked for his teams' efforts by President Tom Watts. "The fact that you put on the business even though it was obvious that it would cost you the Award speaks volumes for the long range vision and team attitude that your whole plant maintains," said Tom. "With efforts like yours, Prudential is able to continue to reach it's goals for the future."



1998 Prudential Super Star

Mike Grieco



Each year, the Super Star Award is presented to all CSRs achieving CSR of the Month three times in a calendar year. Above, Mike Grieco (03/16/87) of Riverside received the Award.

Rick Valdez



Rick Valdez (06/11/91) of Vista has attained Superstar status for the fifth year in a row. Wow!

Miguel Armenta



Miguel Armenta (10/04/93) of Tucson was CSR of the Month five times in 1998.

Rafael Cerda



Rafael Cerda (02/13/95) of Vista was CSR of the Month five times last year. He is married and has two daughters. He was promoted to Route Manager April 12, 1999.

Barbara Miller



Barbara Miller (05/04/92) of Riverside was also a Superstar in 1997.

Gary Broadwater

Gary Broadwater (12/01/94) of the Van Nuys Plant was CSR of the Month four times in 1998.

This is Gary's second award for Superstar.

Gary can be seen on page 3 as winner of The President's Award.

Mike Garcia



Mike Garcia (09/02/87) of Riverside was CSR of the Month three times in 1998. He was promoted to Route Manager August 31, 1998.

Gary Brooks



Gary Brooks (03/14/88) of Vista was CSR of the Month three times last year. Gary has been the CSR of the Year in Vista for the past four years.

Nathan Russell

Nathan Russell (12/10/97) of Riverside was CSR of the Month four times in 1998. This is impressive since this was Nathan's first full year on the route.

Nathan can be seen on page 3 as winner of The John D. Clark Award.

Awards Presented to 17 Employees

Ben Sterling



Ben Sterling (07/05/95) of the Bakersfield Service Center earned the Superstar Award this year.

Scott Camp



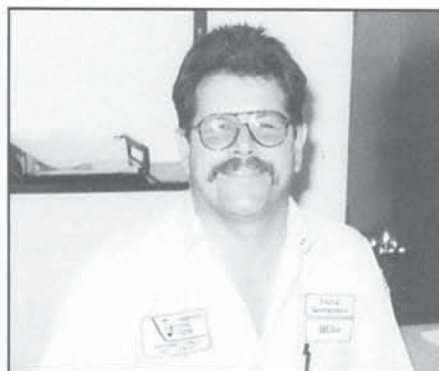
Scott Camp (08/21/97) of Tucson was CSR of the Month three times in 1998. Scott is married and has two sons. He enjoys golf.

Duke Sevilla



Duke Sevilla (06/10/96) of Milpitas Industrial earned Superstar status this year, and was also recognized with the letter at right. (See letter on page 27.)

Mike Harrill



Mike Harrill (05/04/92) of Las Vegas was CSR of the Month three times in 1997. He enjoys golf and NASCAR racing.

Ed Miller



Ed joined Prudential Overall Supply on February 23, 1998. He made Super Star at Cerritos Dust Control in his first year of employment.

Dan Kulstad



Dan Kulstad joined Prudential on July 22, 1996. He was CSR of the Month at Moorpark three times in 1998. Dan is striving for a repeat performance.

Brandon Fountain



Brandon Fountain (01/08/96) of Van Nuys was CSR of the Month three times in 1998.

Ross Geller



Ross joined Prudential on December 15, 1997. He was CSR of the Month at Moorpark five times in 1998. Ross has been promoted to Area Sales Rep. effective January 18, 1999.



Sales Department Presents 1998 Awards

Gold Star Award - Industrial Division



The Gold Star Award for the Industrial Division was presented to Roger Rague (04/09/79) of Phoenix. Roger (on left, above) was presented the award by Jerry Martin (04/20/92), Director of Sales and Marketing. (See page 16.)

Cub Award



The Cub Award was presented to Doug Hoskins (09/02/97), left, of Fresno by Geoff Otts (07/29/96), District Sales Manager.

Annual Top Pro Award



Bill Evans (04/07/97), right, received the Top Pro Award from District Sales Manager Dean Killion (03/06/95).

Gold Star Award - Cleanroom Division & Annual Clean Pro Award



Peter Travis (06/06/83), left, General Manager at Fremont Cleanroom, presented both the Gold Star Award Cleanroom Division and the Annual Clean Pro Award to Wizzi Wisilinski (05/30/89).

Dan Clark Award



Chairman Dan Clark (09/23/68), center, presented the Dan Clark Award for highest plant sales average to Steve Turigliatto (11/18/91), left, and Bill Evans (04/07/97) of the Vista Plant.

1999 Selling Period Top Pro's

Selling Period 1 - Top Pro: Bill Trujillo, Irvine.

Selling Period 2 - Top Pro: Tom Osteen, Moorpark.

Selling Period 3 - Top Pro: Richard Villarreal, Phoenix.

Selling Period 4 - Top Pro: Kent Jacobson, Phoenix.

Selling Period 5 - Top Pro: Winson Wong, Milpitas;
Clean Pro: Tom Laws, Austin.

Selling Period 6 - Top Pro: Steve Turigliatto, Vista.

1998 Presidents Club Awards Given



Corporate Sales Reps in the 1998 Presidents Club received their awards from Don Lahn, in photo above on the far left. From left to right are: Don Lahn (08/28/67), Bill Evans (04/07/97), Vista; Wizzi Wisilinski (05/30/89), Milpitas Cleanroom; Steve Turigliatto (11/18/91), Vista; Emily Cook (09/04/90), Los Angeles Cleanroom; Mike Ivers (11/08/93), Sacramento; Frank Rich (01/29/90), Irvine; John Lange (03/31/97), Van Nuys; Doug Hoskins (09/02/97), Fresno; Roger Rague (04/09/79), Phoenix; Jeff Zeidman (10/10/85), Tucson; and Jerry Martin (04/20/92), Director of Sales and Marketing.

1999 Sales Conference Held

Prudential held the 1999 Annual Sales Conference on February 23 and 24, 1999. The theme was "Know thyself/Know thy competition."

Each salesperson and sales manager gave a five minute presentation outlining what they believe are some of Prudential's special selling points. Competitor profile presentations were made by each sales district.

Other speakers included Jerry Martin (top picture), Director of Sales & Marketing, who introduced new promotional materials, Don Nordstrom, Vice President of Human Resources, Chairman Dan Clark, and President Tom Watts.



Vista Plant Gears Up for Expansion

Since opening its doors in 1989, the Vista Plant has experienced steady growth. Ideally located between San Diego and Orange County, the Vista Plant has benefitted from the economical expansion of Southern California.

Two key employees, General Manager Jeff Nelson and Plant Superintendent Ray Stockdale, joined the Vista Plant on day one. "Both Jeff and I decided we wanted to have a truly successful plant. We wanted it to be safe, profitable and efficient and we have achieved all of those things," said Ray.

The Vista Plant focused on safety right from the start, and was the first

Prudential Plant to hold safety barbecues. As this issue of *Off-the-Cuff* was going to press, the Vista Plant had 425,000 hours without a lost time accident. New employees are educated about the importance of safety and teamwork.

"We treat our employees well and with respect; and are rewarded with a great safety record and low turnover," said Ray. "The company located next door went out of business because they couldn't get and keep good employees. We don't have that problem here," he added.

Now with 60 employees, Vista is bursting at its seams. "We are surrounded by other office buildings here, so the only way we can grow

is up," said Ray. "We plan to build a second floor inside the production area to add additional storage space. In the next year, we will spend about \$350,000 on expanding the facility," he added.

The Pechanga Indian Casino in Temecula, California is one of Vista's newest clients. Corporate Sales Representative Steve Turigliatto (11/18/91) worked for over six months on the account before making the sale.

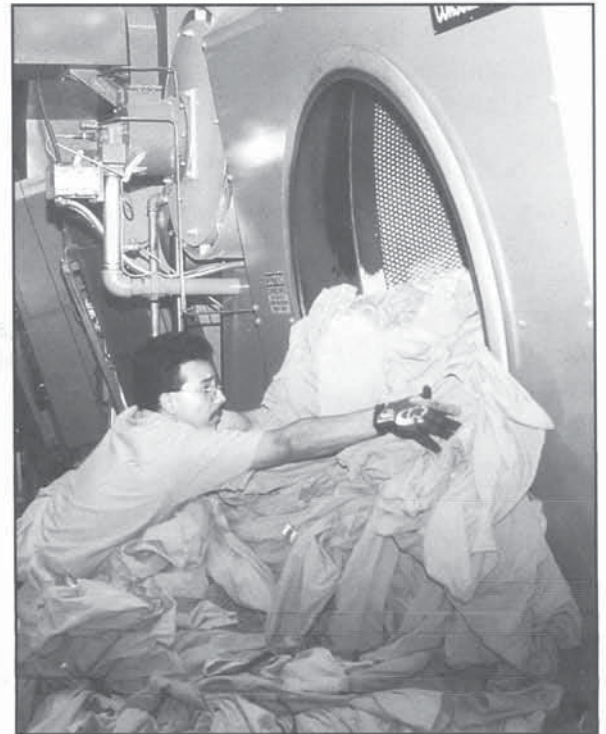
"All of our competitors were going after the account too. I basically camped out on their doorstep. I guess my persistence paid off, because now Pechanga is one of our largest accounts, and they plan to triple in size in the next few years," said Steve.



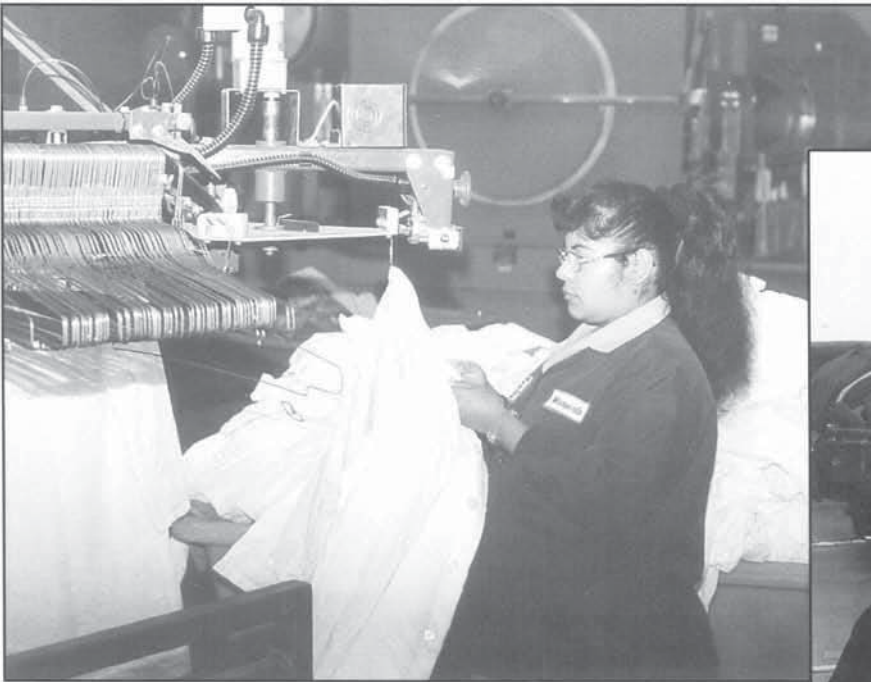
Left: Rigoberto Sanchez (11/22/91), Head Washer.



Graciela Trujillo (05/22/98), Presser.



Jose Alcantar (05/27/98), Washer.



Margarita Montiel (12/17/96), Presser.



Jose Alcantar (05/27/98), Washer.



Now 425,000 team hours!



Magdalea Palominos (11/06/89), Lead Person.



Susana Perez (05/11/98), Folder.

Meet the Vista Management Team

Jeff Nelson

General Manager

Jeff joined Prudential on August 8, 1989 and trained in the Riverside and Irvine Plants. He was assigned as General Manager in Vista in January, 1990, when the Plant opened. "I enjoy my job because of the people we have on staff. Over the years, we've developed a successful team with a family flavor to it," he said.



Jeff Nelson,
General Manager

Steve Turigliatto

Corporate Sales Representative

Steve was hired on November 18, 1991, and has been in the Presidents Club for the past 3 years. He attended Long Beach City College and USC.



Steve Turigliatto,
Corporate Sales Rep.

Bill Faraimo

Route Manager

Bill (07/08/96) was promoted from CSR to his current position on January 11, 1999. "As a CSR, I enjoyed being out in the field and socializing with the clients. As a Route Manager, I look forward to the day-to-day challenges and assisting the CSR's," he said.



Bill Faraimo,
Route Manager

Chris Brinker

Route Manager

Chris was hired June, 23 1997, and assigned to a Dust Route in August 1997. He was promoted to Route Manager in March 1999. "I like the feel of working as a family at Prudential," he said.

Bill Evans

Corporate Sales Representative

Bill joined Prudential on April 7, 1997. He has been married for 19 years and has two daughters, ages nine and 13.



Chris Brinker,
Route Manager

Paul Diaz

Route Manager

Paul joined Prudential on February 20, 1996. He is engaged to be married. In his spare time, Paul likes to play golf.

Gary Staley

Sales & Service Manager Trainee

Gary joined Prudential just a few months ago, on November 9, 1998. He is working in the Sales & Service Manager Trainee Program. Gary has degrees in Psychology and English from San Diego State University.

Scott Richards

Sales & Service Manager

Scott was hired by Prudential July 12, 1994 as a CSR. He was promoted to a Route Manager in April 1996, and Sales & Service Manager in January 1997. (See page 3.)



Bill Evans,
Corporate Sales Rep.



Paul Diaz,
Route Manager



Gary Staley,
Sales & Service Manager Trainee

**Ray Stockdale
Plant Superintendent**

Ray joined the Engineering Department at Prudential on March 4, 1985 and was promoted to Plant Superintendent in June 1989. Like Jeff Nelson, Ray has been with the Vista Plant since day one. "I enjoy working with the management staff at the Plant, and helping other Plants when needed," he said.

**Margarita Guevara
Production Supervisor**

"I started working for Prudential on February 12, 1996 as a Pant Presser, and on September 23, 1997, I was promoted to Floor Supervisor," said Margarita. "I enjoy learning a lot about the different jobs that we perform. I'm also learning to be a great supervisor," she added.



Office Manager Pam Flores.



Plant Superintendent Ray Stockdale poses with a cart he designed and fabricated.

**Esmeralda Serrano
Supply Supervisor**

Esmeralda joined the Company on November 23, 1992 as a Supply Room Clerk. After a year, she was promoted to her current position.

**Stephen Voros
Maintenance Supervisor**

Stephen was hired on December 3, 1990 as a Maintenance Mechanic, and promoted to Maintenance Supervisor in June 1991. He served eight years in the Marine Corp and is married, with two children.

**Pam Flores
Office Manager**

Pam was hired by Prudential as an Office Clerk on 01/17/90 and was promoted to Office Manager just three months later. Pam is married to Vista CSR Mike Flores (06/13/88). She enjoys playing bingo at Pechanga.



(left to right): Esmeralda Serrano, Supply Supervisor; Steve Voros, Maintenance Supervisor; and Margarita Guevara, Production Supervisor.



Scott Richards, Sales & Service Manager.



Garment CSRs, from left to right:

Rich Grace (10/18/76), Joel Turman (02/08/99), Victor Velazquez (11/09/98), Mike Flores (06/13/88), Randy Garrett (06/27/97), Dave Pruden (02/08/99), Mark Owen (06/20/94), Marlon Wilkins (12/30/96), Gary Brooks (03/14/88), Tim Miller (01/05/99), John Stewart (07/13/98), and Lou Hazen (02/10/94).



Dust Control CSRs, from left to right:

Jeff Hartmayer (07/11/95), Jorge Garcia (11/10/97), Jeff Micheloni (05/20/96), Rick Valdez (06/11/91), James Medina (11/30/93), Larry Sanchez (09/19/90)

Pechanga Entertainment Center

The November 1998 election was important to many, but no more important than to the Pechanga Indian Tribe of Southern California. On the ballot was Proposition 5, which would expand the Tribe's rights to offer additional gambling on their Reservation property.

"Although we were allowed to have gambling before the election, Prop 5 would allow us to expand and become financially independent," said Stephanie Briscoe, who is the Uniform Coordinator at the Casino (in photo bottom left, with her assistant Bonifacio Nano.)

As luck would have it, Proposition 5 passed easily. "We were all ecstatic when it passed," said Stephanie. "Now we could begin working on plans for growth," she added.

The Pechanga tribe has inhabited the Temecula Valley of California for over 10,000 years. The Pechanga Entertainment Center generates jobs and revenues that allow the Pechanga people to reverse years of poverty. Tribal income is used to support governmental programs, including construction of facilities. Individual tribal members pay federal taxes on all income.

The Casino is now undergoing a



Randy Garrett (06/27/97) is the Prudential CSR who services the Pechanga account.

major expansion, with a second casino, restaurant and hotel under development. The size of the staff, which currently stands at 1100, is expected to triple in the next few years.

Prudential Overall Supply has been the main supplier of uniforms for the Pechanga Casino since September 1998.

"We used another vendor for the first two years we were in business.

We had poor quality and lousy service," said Stephanie. "With Prudential, we never have any problems. They have been wonderful to work with," she added.



Fact Sheet PECHANGA ENTERTAINMENT CENTER

Location

Pechanga Entertainment Center, exclusively owned and operated by the Pechanga Band, is located at 49000 Pala Road, off Highway 79 South, Interstate 15 in Temecula, Riverside County, California.

Features

Pechanga Entertainment Center, open 24 hours daily, offers more than 70,000 square feet of gaming and hospitality space. Facilities include:

- 3,200 video machines
- Full service card room featuring poker and Pechanga 21
- 1,200-seat, 20,000 square-foot bingo hall
- Pechanga Cafe, a 24-hour restaurant, offering great food at reasonable prices, including steampunk lunch and dinner buffets, and "all-you-can-eat" buffets
- Broadway Bar, offering snacks and specialty cosmopolitan drinks and coffee
- Pechanga Gift Shop, featuring authentic Native American handicrafts from local artists, as well as Pechanga logo-apparel and gifts
- Live entertainment most weekend afternoons and evenings

1997 Financial Projections

- Approximately \$64 million in purchases of goods and services
- \$12.9 million payroll
- \$1.3 million in payroll tax payments
- \$6 million in Pechanga Entertainment Center facilities

Employment

Pechanga Entertainment Center with 1,230 employees is one of the largest employers of Temecula Valley residents. 80 percent of the employees are Indians, 20 percent are Native Americans.

For More Information

For more information about the Pechanga Entertainment Center, please call toll-free, 1-800-PECHANGA (1-800-732-4264).

Gambles On A Vote — And Wins!



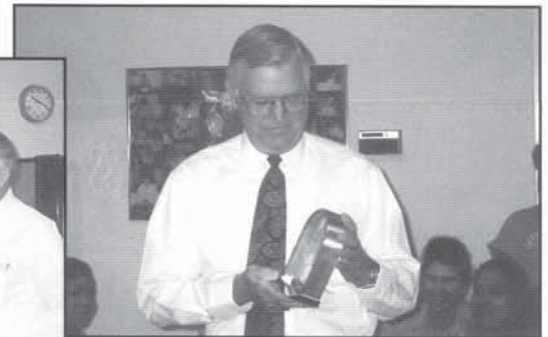
Although many of the people who visit the Pechanga Entertainment Center are senior citizens, the Center welcomes people of all ages. To attract the Senior Citizen population, the Pechanga Entertainment Center sends buses into neighboring cities and counties to pick up residents and bring them to the Center. They even give each person some free "chips" to spend.



Roger Rague Retires

Nine President's Club and Nine Gold Star Awards!

Roger Rague, Corporate Sales Rep. at Phoenix, has retired after 20 years with Prudential. He joined the Company on April 9, 1979, and left on April 9, 1999. The Phoenix staff threw Roger a wonderful retirement party, with gifts, cake and lots of fun. We wish Roger the best in the future. (See page 8.)



Ray Delgado Retires

Ray Delgado, CSR at the Los Angeles Plant, retired on January 5, 1999.

Ray joined Prudential on November 13, 1989.

Ray received a fond farewell by Los Angeles Plant employees. The Plant presented gifts and a cake to Ray.

Good luck in the future, Ray!



Jesus Casas Retires After 37 Years!

After 37 years with Prudential, Jesus Casas has decided to take it easy.

Jesus joined Prudential on May 15, 1962 as a shirt presser and retired on February 12, 1999 from the Van Nuys Plant.

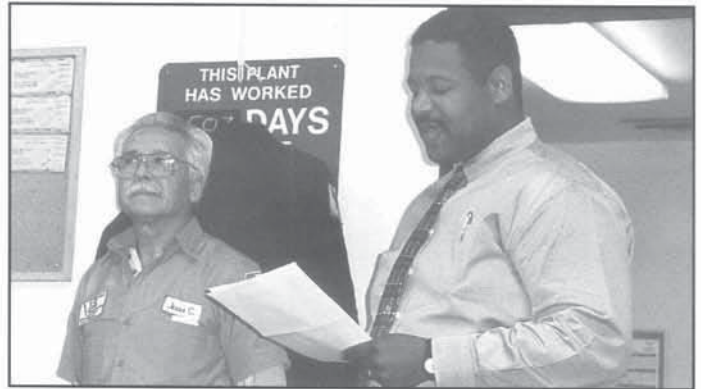
Best wishes in the future Jesus!



Jesus enjoyed lots of good food and fun at a luncheon thrown by the Plant in his honor.



No it is not Christmas -- just some great retirement gifts for Jesus.



A fond farewell from Regional Manager Brandon Blanchard.

Martha Zinn Retires After 20 Years



Martha Zinn (above left) retired from the Milpitas Industrial Plant on January 15, 1999. She worked at Prudential for 20 years having joined September 11, 1978. In the photo above, Martha is presented with a cake by General Manager Jerry Brigham (07/21/97).

Silvina Hernandez Retires After 18 Years

Silvina Hernandez (07/12/82) of the Riverside Plant retired on March 26, 1999. She worked at Prudential for 18 years. Show in the photo are (left to right) Eileen Snyder, Bobbie Davis, Silvina (with cake) and Jay Boyer.



Two Employees Celebrate Many Years With POS

Dale Bain



Dale Bain just celebrated his 39th year with Prudential Overall Supply. Dale is the Personnel Director at the Corporate Office. He joined the Company on March 21, 1960. In the photo above, Tom Watts presents Dale (on right) with a recognition of his many years of service. Dale is the longest service employee in the company.

Margaret Cano



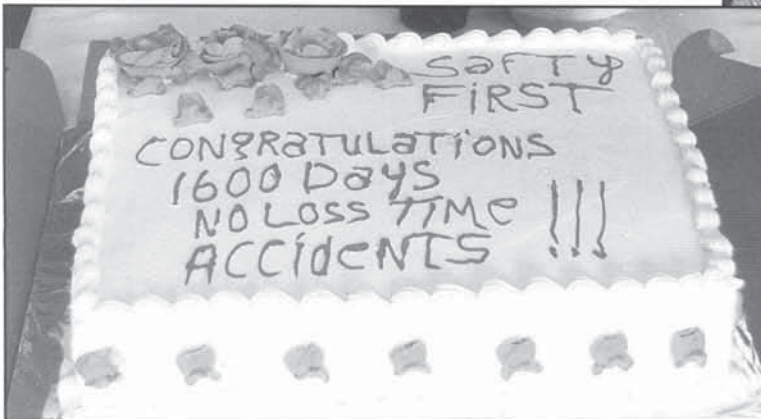
On April 17, 1999, Margaret Cano celebrated 25 years with Prudential. Margaret works in Alterations at the Chula Vista Plant. She joined Prudential on April 17, 1974. In the above photo, Margaret is presented with a watch by Regional Manager Marc O'Leary (12/07/77) in honor of her years of service.

Central Garage Celebrates Safety

The employees at Prudential's Central Garage know all about safety. They recently celebrated 1600 days without a lost time accident, an outstanding achievement. In the photo at right, Central Garage employees take a moment to pose in honor of the achievement.



At left: employees at Central Garage enjoyed cake and refreshments in honor of their excellent safety record.



Sales Promotions In The News

The Sales & Marketing Department announced two District Sales Manager promotions. Gary Shipp, formerly the District #05 Sales Manager, has taken on the increased responsibilities of Sales District #03. Gary rejoined POS on January 20, 1998.

John Lange has been promoted to District #05 Sales Manager. He joined the Company on March 3, 1997.



(left to right): John Lange and Gary Shipp.

John Lange helps save a life!

On February 11, 1999, District Sales Manager John Lange (03/31/97) was driving back to the Convention Center in Las Vegas with District Sales Manager Gary Shipp and Corporate Sales Representatives Bill Harris and John Schmidt when he saw a taxi cab that had gone out of control and driven onto the median portion of the road.

At first the group thought that the driver had simply lost control of the car, but soon they realized that the driver was having a medical condition. John quickly administered CPR with the assistance of another unknown person. The cab driver was revived, due to their efforts.

John learned CPR and other rescue procedures as a member of the U.S. Air Force Special Forces Para-Rescue Operations. After leaving the Air Force, John decided not to become a paramedic, but is thankful for the training he received.

This is the second time that John has had to administer CPR.

Jacket Contest Winner

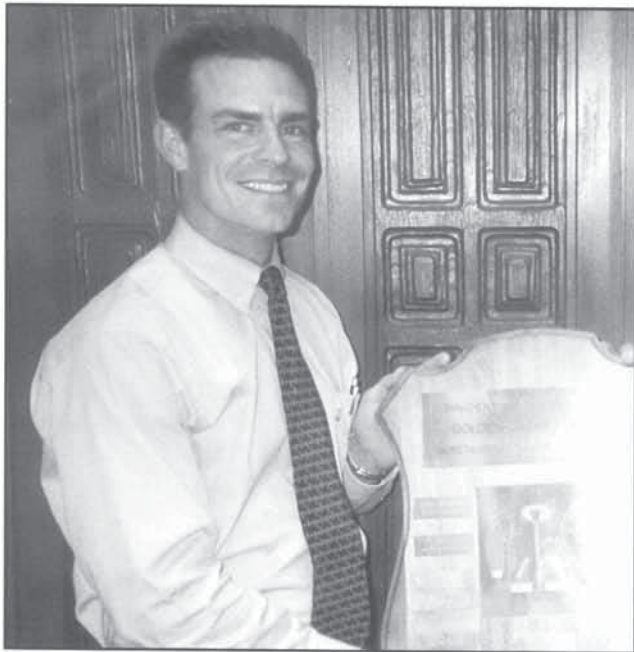
The presentation of the annual award plaque for the highest CSR average for jackets sold at each plant was presented to the Vista Plant.

In the photo below, General Manager Jeff Nelson (08/08/89), right, accepts the plaque on behalf of the Plant from Regional Manager Marc O'Leary (12/07/77).



Management Changes In The News

Mike Blazek Transferred to Chula Vista



Mike Blazek will be transferred to General Manager at the Chula Vista Plant. "I lived in Chula Vista before, so it's like going home," says Mike.

Mike joined Prudential on May 21, 1990. He serves now as General Manager at Albuquerque, and was instrumental in converting that Plant from a Cleanroom to an Industrial Plant.

In his spare time, he enjoys rock climbing,

mountain biking, and backpacking. He also has a German Shephard named Dylan.

Congratulations Mike! Good luck at Chula Vista!

Jim Hoskins Transfers



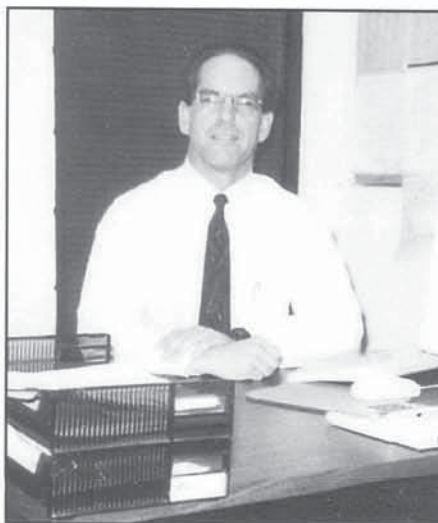
Jim Hoskins, Corporate Sales Rep., has transferred from the Vista Plant to the Riverside Plant, effective November 23, 1998. He joined POS on March 11, 1996.

Rebecca Koury



Rebecca Koury (06/23/91) has been promoted to Plant Superintendent Trainee effective April 19, 1999, at the Mesa Cleanroom from Quality Assurance Technician.

Elden Miller



Elden Miller has been promoted to Bakersfield Service Center Manager, effective November 30, 1998. He joined the Company on February 23, 1981.

John Kinsella



John Kinsella has been promoted to Plant Superintendent at the Phoenix Plant effective April 17, 1999. He joined POS on September 21, 1998.

Data Processing Announces January Promotions

Fawn Tao



Fawn Tao has been promoted to Network Information Manager in Data Processing at the Corporate Office in Irvine. Fawn joined Prudential on July 12, 1995 as Systems Analyst. Fawn is married and has a daughter.

Walter Delgado



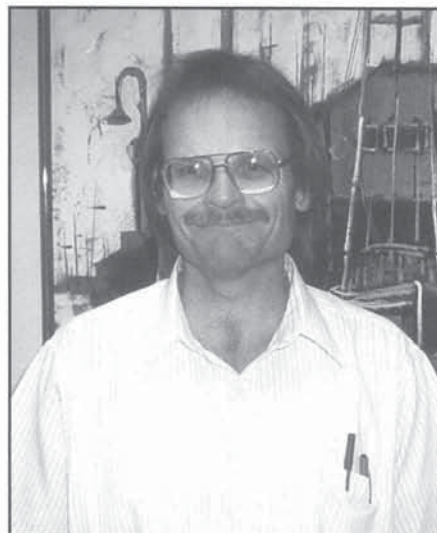
Walter Delgado has been promoted to Senior System Analyst in Data Processing. He joined POS on January 22, 1979. He is married and has a son and daughter. In his spare time, Walter enjoys reading and mechanics.

Evelyn Monleone



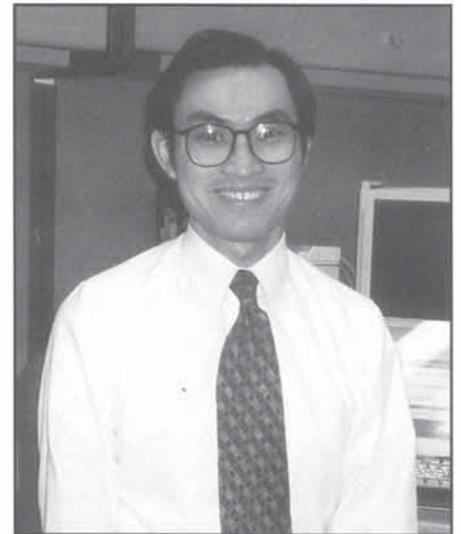
Evelyn Monleone has been promoted to System Analyst in Data Processing. Evelyn joined Prudential on December 15, 1997 as a Computer Programmer. "I enjoy programming and like seeing results," says Evelyn.

Chuck Freese



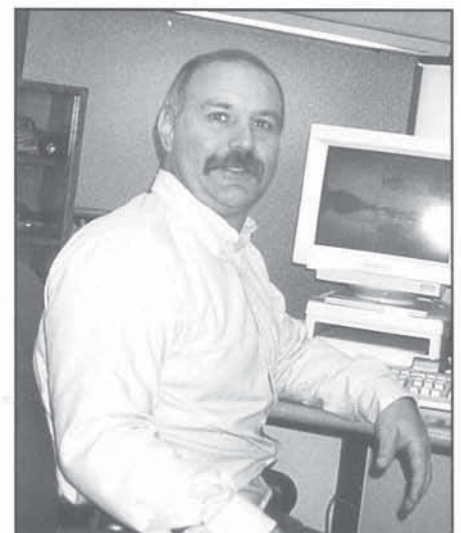
Chuck Freese has been promoted to Systems Analyst. He joined the Company on September 29, 1980. In his spare time, Chuck enjoys traveling.

Augustine Chung



Augustine Chung has been promoted to System Analyst in Data Processing. Augustine joined Prudential on September 16, 1997.

Jorge Sotolongo



Jorge Sotolongo has been promoted to Senior Systems Analyst. He joined Prudential on November 13, 1978. Jorge is married and has a daughter and a son. He enjoys restoring cars and water skiing.

What's News?

Chula Vista Steak & Beans Contest

The Chula Vista Plant recently completed its annual Steak & Beans Contest. The competition was spirited and the results were outstanding. District 1, led by Lee Tyler, were the winners for 1999 and enjoyed a steak dinner with all the trimmings. District 2, led by Ed Querin, placed a close second but in this contest, second means a plate of beans!

Overall, the Plant generated an excellent \$1,758 in new business for an \$18.31 per CSR weekly average.

The highest total sold for the contest by a CSR was \$407.50 by Robert Lovell. This earned him the \$100 prize for being the top selling CSR. Robert also won a random drawing for a day off with pay.



Above, Sales & Service Manager Lee Tyler (01/29/86), right, with Sales & Service Manager Ed Querin (02/05/96).

At right: Regional Manager Marc O'Leary (right) with CSR Robert Lovell (06/25/90).



Frog Croaks In Texas

Senior Systems Analyst Jorge Sotolongo recently arrived at work to find an urgent message to call the Austin Cleanroom. Jorge called Austin General Manager Mark Derington, who explained that all of their computers went down when the "frog got into the computer." Thinking this was some sort of Texas slang for a computer problem, Jorge asked Mark more questions, until he determined that a "real live frog" had somehow climbed inside a computer and electrocuted itself. Jorge thinks the frog heard about some bugs in the computer and went looking for a meal. After replacement of the motherboard, all computers were once again up and running.



Bob Spector On Board

Bob Spector (02/12/96) Director of Sales, Prudential Cleanroom Services, has been invited to join the Cleanrooms Editorial Advisory Board of Cleanroom Magazine. Congratulations Bob on your great honor!

Fresno Plant Sees First Snow In 30 Years!

The Fresno Plant saw the first Fresno snow in 30 years.

On December 20 and 21, 1998, the area received a good snow. The last time Fresno received snow was exactly 30 years before, on December 20, 1968.



1998 Christmas Memories

Riverside Plant Gets In The Spirit By Distributing Toys

Riverside employees got into the holiday spirit by distributing toys to children at a local hospital. Everyone enjoyed the smiles on the kids faces!



Dan Clark On His Knees!



Chairman Dan Clark missed one of the Corporate Office ladies when he was handing out his traditional Christmas roses. When he realized he missed her, Dan got down on one knee to give one to her.



LOMA LINDA UNIVERSITY CHILDREN'S HOSPITAL

Child Life Services

11234 Anderson Street, Room 2816
Loma Linda, California 92354
(809) 558-8212
FAX: (809) 558-0211

December 29, 1998

To: Prudential Overall Supply,

On behalf of the children and families at Loma Linda University Children's Hospital, I would like to say "Thank You!" for all the wonderful toys that were donated to the Pediatric Intensive Care Unit.

Your group was very friendly, organized and they brought an abundance of toys to pass out to the children. We are very grateful.

Sincerely,

Michelle Minyard
Michelle Minyard
Child Life Specialist

A thank you note to
Riverside employees.

Van Nuys Holiday Party



The Van Nuys Plant enjoyed food and refreshments as part of a Christmas party.

Milpitas Consumables Holiday Party



The Milpitas Consumables employees enjoyed the holiday season by holding a Christmas luncheon.

Quality Improvement Process

Alive and Well at Prudential

There were four Corrective Action Team (CAT) projects in 1998 that were submitted to the Regional Managers' Meeting Group for consideration and approval. Each of the responsible managers was asked to present their project to the group. Each Regional Manager took their respective team to lunch. The four Corrective Action Teams were:

Purchasing

Bret Bielefeld and Lilli Hunter presented their CAT team's efforts to cut down on the number of new merchandise codes that are being issued. They explained that there was some amount of confusion as to whether or not a new code was needed to obtain a sample garment. Their results showed a dramatic decrease in the number of new identification codes that are needed.

Data Processing and Accounts Receivable

Marlan Bigler worked with the Data Processing and Accounts Receivable Departments in an effort to identify and correct the number of unsigned invoices at the CSR level. This problem has the potential for lost revenue due to an inability to collect for services rendered without proof of delivery.

Albuquerque

Mike Blazek reviewed his plant's CAT team plan to reduce costs for merchandise. They undertook the project to try to control the overall expenses for merchandise in order to stay in the hunt for the Outstanding Achievement Award.

Mesa Cleanroom

Chip Fiandaca showed how his people were able to address the problem of not enough OFI's being turned in for consideration. He reviewed the format, findings and problem resolution of the group.



Purchasing: Left to right: Mary Olsgaard (03/21/95), Buyer; Lilli Hunter (06/12/79), Purchasing Agent; Karen Munizich (08/01/96), Buyer Assistant; Anita Woodruff (11/14/96), Buyer Assistant; and Bret Bielefeld (02/06/84), Director of Purchasing.



Data Processing and Accounts Receivable: Left to right: Patrick Neely (04/07/86), Accounts Receivable Manager; Katherine Ivester (05/23/88), A/R Collection Supervisor; Marlan Bigler (11/26/84), Computer Programmer Trainee; Lonnie Thi Tran (01/04/93), Accounts Receivable Clerk; Eileen Sommers (05/11/98), Accounts Receivable Clerk; Alice Lee Go (08/16/93), Accounts Receivable Clerk; Julia Vega (10/29/90), Accounts Receivable Clerk; Connie Ly (05/16/88), Accounts Receivable Clerk; Paula Johnson (04/01/85), Supervisor; Karen Stewart (10/12/70), Data Processing Manager; Kyong Lee (05/07/90), Input Operator; Ruth Fox (02/07/94), Input Operator; and Elzbieta Ciejka (07/25/88), Data Cont. Clerk.



Left to right: Marlan Bigler (11/26/84), Mike Blazek (05/21/90), Lilli Hunter (06/12/79), and Chip Fiandaca (06/26/95).

SMTTP Held In April



A Supervisory Management Training Program was held at the Corporate Office April 12-16, 1999. Participating were (left to right): Dean Killion (03/06/95), District Sales Manager at Vista; Alfredo Dominguez (08/09/95), Route Manager at Riverside; Richard Barraco (08/31/98) Sales & Service Manager Trainee at Riverside; John Lange (03/31/97), District Sales Manager at Van Nuys; Juan Johnson (01/26/98), Route Manager at Phoenix; John Goldenberg (12/04/95), Route Manager at Prescott, AZ; Gary Staley (11/09/98), Sales & Services Manager Trainee at Vista; Larry Norlander (03/18/91), Route Manager at Riverside; Edward Ferguson (08/18/97), Plant Superintendent Trainee at Irvine; Paul Turney (08/15/94), Sales & Service Manager Trainee at Irvine; Randy Laine (09/15/97), Sales & Service Rep at Fresno; Ramiro Miranda (06/30/97), Project Engineer at Corporate; Douglas Rix (07/05/95), Sales & Service Rep at Fresno; David Hiroshige (10/19/98), Plant Superintendent Trainee at Los Angeles Cleanroom; Freddy Uriarte (07/20/98), Night Supervisor at Cerritos Dust Control; Mike Romeyn (09/07/93), Sales & Service Manager at Milpitas Cleanroom; Eric Melendez (07/25/94), Route Manager at Moorpark; Dave Moore (07/18/94), Route Manager at Los Angeles; Mickey Haynes-Connor (09/12/90) Office Manager at Mesa Cleanroom; Bruce Arola (12/29/97), Route Manager at Milpitas; Rebecca Koury (06/24/91), Plant Superintendent Trainee at Mesa Cleanroom; Mark Hamilton (06/02/97) Route Manager at Cerritos; Alex Serrano (07/15/96), Route Manager at Cerritos; Jeana Born (09/03/97), Supply Supervisor at Austin Cleanroom; Adam Walker (01/30/95), Route Manager at Cerritos; Don Nordstrom, SMTTP Leader. Not shown: Kathy Renfro (08/26/97), Office Manager at Austin Cleanroom.

Mechanics Training Seminar Held at Central Garage

A Mechanics Training Seminar was held recently at the Central Garage. Mechanics from all Prudential plants and cleanrooms attended the seminar.



Above and left: Mechanics participating in the Training Seminar held at the Central Garage in Los Angeles.

From the Prudential Mailbag

Marlon Wilkins (12/30/96), CSR at Vista, received this letter of appreciation from SenDx Medical.

March 18, 1999

Jeff Nelson
Prudential Overall Supply
2485 Ash Street
Vista, CA 92083

Dear Jeff,

I have worked at SenDx Medical for about two years now. Every now and then the Route Manager will bring in a "Service Check" sheet for my opinion. I have always filled in the spaces with an "S" for Satisfactory. But in my honest opinion, our driver, Marlon Wilkins is much more than "Satisfactory". He is one of only a few vendors that I would gladly give a good recommendation for. He is always cheerful and courteous and does a very good job for me. He takes the time to explain and answer any of my questions regarding our account. I'm sure that I am not the only customer that feels this way about him. His service is impeccable.

I just wanted to take this time to let you know that Marlon's services do not go unnoticed. He is definitely an asset to your company and I for one am very grateful that you have such employees.

Very Sincerely,

Paulette Lee
Buyer



Joe Davis (09/04/90), CSR at Carson, received this note of appreciation.

FIBERNETICS
1418 SOUTH ALAMEDA STREET
COMPTON, CALIFORNIA 90221-4802
OFFICE #: (310) 639-9870 // FAX #: (310) 632-5879

February 24, 1999

Prudential Overall Supply Company
1151 East Sandhill
Carson, California 90746

Regarding: Joe,
Delivery Person

Dear Mr. Mellick:

Please accept this letter as a written confirmation that Prudential Overall Supply Company's driver/delivery person, Joe, is truly an asset to your company. Joe is always in such a cheerful mood and is always professional with regard to conducting himself when delivering and picking-up our Company's overalls. I trust that this letter can be used for future reference with regard to Joe's upcoming performance review.

Sincerely yours,



Russell L. Hokama,
Human Resource Manager

The date of hire is listed after each employee name throughout *Off-The-Cuff*.

Off-the-Cuff

A Quarterly Publication of Prudential Overall Supply

Dedicated to the improvement of employee morale and the broadening of customer relationships

Editor: Mary Kirkpatrick • Layout & Design: Marketing Plus, Inc. • 1-800-554-7587

Please address all correspondence and address changes to:

Prudential Overall Supply • Human Resources Dept. • 1661 Alton Pkwy. • Irvine, CA 92606
(949) 250-4855 • Fax: (949) 261-1947 • Web: www.pos-clean.com

The CHAMP Co.

1150-B Dell Ave.
Campbell, Ca. 95008
408.379.6550

March 30, 1999

Prudential Overall Supply
1429 N. Milpitas Blvd.
Milpitas Ca. 95035
408.263.3464

Manager/ Supervisor,

I am writing this letter to you on behalf of the superior service we have been receiving from Duke Sevilla.

In October of 1998, we were running into problems with our previous uniform supply company, who shall remain nameless, on small issues like getting X-large work smocks. Believe it or not, it took three (3) months to receive our request. Our shop rags were always short on the count every week. Office rugs were not changed per schedule and I could go on with more if I had more time, but this is not why I am writing this to you.

By chance I ran into Duke Sevilla as he was on the job servicing Ionics Purified Water, which shares our parking lot and drive-way easement. I asked him to see me after he finished with Ionics. When Duke arrived, I told him our problems with the previous service company and he assured me that Prudential did not operate that way. This made me very happy and I decided to give Prudential a chance, it couldn't be any worse.

The CHAMP Co. has been serviced by Prudential and Duke since February 16, of this year and we don't have any problems with our requests of Duke. He is a pleasure to talk to and he has a great "can do" attitude, something we managers try to instill on our employees. Duke projects a positive image, he communicates with credibility and confidence, and most importantly maintains a high level of curiosity to our needs. If Duke Sevilla was a machinist, I can assure you that Prudential would loose him to the CHAMP Co.. Employees like this are hard to find.

Thank you,
Carlos M. Viegas
Production Manager

CSR Duke Sevilla (06/10/96) of the Milpitas Plant was recognized in this letter. (See page 7.)

Big 4 Farming, L.L.C.

December 10, 1998

Prudential Overall Supply
Mr. Doug Hoskins
1260 East North Avenue
Fresno, CA 93725

Dear Doug:

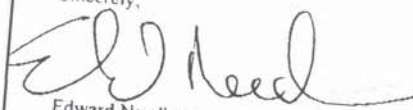
It is very seldom I find a company that provides service at a level that can be recognized. Many times I find it very dissatisfying to work with companies like this, but your is an exception.

On December 9 one of my employees brought to my attention, he had left \$200.00 in his uniform shirt pocket. The uniforms had been picked up that morning. I called our representative, Ben Sterling and informed him what had happened. Ben told me he would do what he could but not to get our hopes up.

The following morning I received a call from Ben and he had dug through all of the dirty uniforms and found the money. \$200.00 is not a lot of money, but to a farm worker this cold amount to a week of pay during the winter.

I want to commend you on the quality of your employee, **Ben Sterling**.

Sincerely,



Edward Needham
Manager, Big 4 Farming

CSR Ben Sterling (07/05/95) of Bakersfield received this letter of appreciation for helping customer Big 4 Farming find some lost money.

Prudential Overall Supply

Garment Control List

YOUR COMPANY
5 01 12 777

Why our hands on approach is best!

Each delivery, a Prudential Service Representative personally inspects and counts all turned in garments.

457	WHI	SANCHEZ	5	2R	3C
461	WHI	TREJO	3	5	
465	WHI	EDDIE JUAREZ	3	2R	1
466	WHI	BETTY JOHNSON	3	5	
470	WHI	LUIS BAUTISTA	3	5	
476	WHI	ADAM MORFIN	5	5	
480	WHI	JOSE GARCIA	4	5B	
483	WHI	JOHN CLARK	3C		
483	WHI	NOG JACKET WASH	3C		
485	WHI	TRACY SMITH			
490	WHI	JOSE & SALAZAR			
	WHI	REGAN			
	WHI	ANDRADE			
	WHI	KEY			

The Prudential Heritage - 67 Years
April 11, 1932 - 1998

1. An increase in sales revenue every year. Never a decrease.
2. A profit every year. Never a loss.
3. Steady employment, year after year.

In 1998 Prudential had \$117 million in revenue (as compared to April 11, 1932 when Prudential's revenue was \$4.86 in its first week).

1999 Plan: Grow 10%

Prudential's new Garment Control List brochure (front and back).

NEWS FLASH!

The new Milpitas Cleanroom is now open for business. Watch for more information in the next issue of *Off-the-Cuff*.

Garment Control List Advantages

Since 1932, Prudential has continued a philosophy of smaller and more personalized service delivery routes.

Prudential's more manageable routes afford service representatives the time for greater face to face contact with our customers. The benefits from this include individual counting and inspecting of garments, and an extremely efficient customer service response time.

	Prudential Overall Supply Individual Hand Counting	Other Methods Bar Code / Radio Frequency Chip
Accuracy	<ul style="list-style-type: none"> Highly accurate. Garments individually counted at time of pick-up and prior to next delivery. The merchandise count is recorded onto the Garment Control List (GCL). A copy of the GCL is left with the customer for verification. The customer always knows the quantity of garments being processed. Thus, ensuring that terminating employees return garments before leaving. This controls any lost charges which equates to customer savings. 	<ul style="list-style-type: none"> Bar code imprints fade with launderings and are often obscured by dirt, soil, grease and chemicals. This increases the risk of shortages and defects its purpose. Radio Frequency chips can become separated from garments or malfunction. Bar codes and Radio Frequency chips are scanned at the laundry plant with no count copy left at pick up. Therefore, the customer has no way to verify the accuracy of their delivery.
On-Site Inspection	<ul style="list-style-type: none"> At your location, each permit is inspected for any necessary repairs or upgrades. The GCL route on the GCL any needed repairs, upgrades, size changes, or cancelled employees. A copy of the GCL is left with the customer for verification. 	<ul style="list-style-type: none"> Garments are not individually inspected on-site (bulk handling). How can the accuracy of the garment pick up be verified when no receipt is left?
In Plant	<ul style="list-style-type: none"> Garments sorted by individual identification labels. Garments are recounted after processing, ensuring what was turned in is returned. Ensures that prior to delivery, necessary repairs have been completed. 	<ul style="list-style-type: none"> Garments processed in bulk. Bar codes and Radio Frequency chips are essentially designed for the laundries to provide internal tracking data, (benefits them not you) but is considered as a customer advantage. Needed repairs and upgrades go unaddressed.
Results	<ul style="list-style-type: none"> Smaller routes require to require customer service, which assures your company's image is never sacrificed. 	<ul style="list-style-type: none"> Larger routes require to have personal attention. Bulk handling leads to missed repairs, upgrades and shortages. An operational unmet laundry program.