

# The Collection Notice

## Vacation Time, and Why Your Staff Needs Some

If your staff is like Fairway's, you have a variety of personalities. Some are introverted, some outgoing. You know workers who are self-starters, others who need a nudge to get going in the morning. An e-mail we received this week reminds us of another general type: the employee who has vacations planned for the next two years and the team member who never takes a vacation. We believe that vacations serve a valuable purpose for both you and your employee.

Lisa Earle McLeod makes the point in an e-mail that no one has a separate work life and personal life, that we all bring some of both to each moment of the day. Just as the lumberjack makes work more efficient by sharpening their saws, we can make our work life more efficient by strengthening our minds and our bodies.

Vacation gives us the opportunity to try new things that interest us. New skills and knowledge outside the workplace can lead to new insights to our work. Could something new in our lives trigger new thoughts about an old problem? This month the Edi-

tor will be testing his new camera and lens on the solar eclipse; we will see what that teaches him about problem solving and about creativity.

Time away from work also helps recharge our energy levels. Rest is important to this process, and so is the increased exercise levels vacations often include. As we ride a bike or take a hike we gain physical benefits that it can be difficult to achieve during a work day. Getting the body moving more regularly makes staying in motion at work that much easier.

Now, for a practical management take on this subject. Vacations create a problem in the workplace (how will we cover for this absence? Who will take care of our customers?), but also create an opportunity. Staff absences can uncover training needs, as well as reveal policies and procedures that need revision. If the employee on vacation handles money regularly for your company, this is a great time to audit their performance with a goal of reducing the chance of problems.

Like most things, balance is important. One should work when it's time to work. We believe that vacations are an important part of being ready to do our best when the lights come on and the front door to your business is unlocked. Staff that is mentally and physically at their best will shine when placed into the spotlight of serving your customers.



Company president Leila Luhn and Everett, the Collector of Hugs, enjoying a post-run evening under a full moon.

Fairway Collections' mission is to achieve distinction in the debt collection industry  
By using state-of-the-art technology, techniques, and training to provide superior recovery  
By aligning our business practices with our client's interests  
By treating consumers, employees, vendors, and clients with dignity and respect

# The August Edition of “News You Can Use”

Welcome to August! Boy, the dog days have arrived, although it is wrong to complain about warm, sunny days after such a wet winter and spring. There's been plenty of great weather for enjoying creation; hiking, camping, and the like have been wonderful. The excitement of the eclipse (and the annual meteor showers mid-month), the return of football, and backyard BBQ's figure to make this an interesting month. Now, if the Mariners can just avoid breaking my heart again...

On a personal note from the front office: Greg and Leila Luhn celebrate their 40th wedding anniversary this month. Greg says that it's been an incredible adventure and that he's treasuring each day. Leila adds that she's looking forward to spending more time together. The Luhn's appreciate having the unique opportunity to work together, serving Fairway's staff and clients every day.

On a different note: August is National Goat Cheese Month, Get Ready for Kindergarten Month, August 12 is International Lefthanders Day, and August 4 is International Beer Day. Be careful if you try to celebrate these together!

The Editor continues to note the many benefits of drinking coffee, in addition to the obvious zip it adds to his writing. A recent study in the *Annals of Internal Medicine* says that the average person drinking two to four cups of coffee a day had an 18% lower risk of death than non-coffee drinkers. This finding was consistent regardless of ethnicity. The study made no mention of the health results of hiding this coffee in a venti Frappuccino.

Cyber security stories keep hitting our inbox...it's enough to make a guy turn off the PC and hide in a dark, quiet spot. Today's example from the Internet of Things department: Roomba robotic vacuum cleaners have been building a map of your home, and it's thought that those maps are soon to be sold to folks like Google or Amazon. It's bad enough to have pop up ads that seem to know what we're thinking, sometimes before we really realize we are thinking. But to have merchants know that much about us? As our favorite bear would say, "oh, bother."

As you can see, August is going to be great! What can September do for an encore? We can only wait and see...meet you back here next month.

## They Said It

The secret of joy in work is contained in one word—excellence. To know how to do something well is to enjoy it.

Pearl Buck

The sad truth is that excellence makes people nervous.

Shana Alexander

Every job is a self-portrait of the person who did it. Autograph your work with excellence.

“Commitment to Excellence”

I am careful not to confuse excellence with perfection. Excellence, I can reach for; perfection is God's busi-ness.  
Michael J Fox

Time flies like an arrow. Fruit flies like a banana.

Groucho Marx

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