



# TRICOR NEWS

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## State Senator Ed Jackson Tours TRICOR operations at Turney Center

Senator Ed Jackson and Capt. Tom Rudder, corrections and jail administrator of the Madison County Sheriff's office, recently visited the Tennessee Department of Correction (TDOC) Turney Center Industrial Complex (TCIX) in Clifton. They toured TRICOR's Cumberland Products Group (CPG) wood flooring operations and building trades program, along with CEO Hart, CPG President Don Finkell and TCIX Warden Genovese.

Senator Jackson, of Jackson, is a member of the Senate State and Local Committee, which provides oversight of the penal and correctional institutions.



Senator Jackson trying his hand at wood scraping



CEO Hart explains TRICOR operations and programming to Senator Jackson and Capt. Rudder

## TRICOR Program Participant Lands QC Job Post Release

Pamela worked for TRICOR for several years at Mark Luttrell in the Sports Balls program and eventually worked her way up into a quality control position. In addition to her occupational skills training, she also completed Life Skills, Leisure and Recreation, Successful Living Plans, Thinking for a Change and received her received Fork Lift certification.

Prior to working for TRICOR, she had never had a real job; instead, she sold drugs from a very young age, resulting in her incarceration. Now in her 30s, Pamela was about to enter the workforce for the first time in her life, fresh out of prison. Soon after her release, she had an interview at a manufacturing plant in Dyersburg, TN for a fork truck position, but she didn't get the job.

"When she found out she wasn't offered the job, she called me and was very disappointed," said Jordan Clark, offender service coordinator. "But then she told me that they had asked her to return the next day to interview for a quality control position. I reassured her that this was a good thing, and told her she must have made a good impression on them."

As Jordan said, it turned out that her second interview was a very good thing, because after interviewing with the quality control manager and telling him about her experience with TRICOR, she was hired on the spot for a QC position. She is still working there today and doing very well!

Congratulations to Pamela, and thank you Jordan for doing a great job supporting Pamela, as part of our post release services.

# Customer Service is Priority!

Constance (Connie) Martinez, customer relations specialist, has served in various roles since joining TRICOR more than five years ago. She has worked in fiscal as an accounts receivable tech before moving to sales and marketing, but it seems she's found her niche when it comes to customer service.

She does such a great job that a customer felt compelled to send an email to a product manager commending her, who then shared it with others. Here is what he said:

**"...so delighted to have contact with Connie once again. Connie was a great asset to TRICOR two to three years ago when we couldn't get enough clothing items. Her commitment and calm reassurances were invaluable."**

This is a great reminder that the customer is our most important asset, and we should always go the extra mile to provide excellent service.

Congratulations Connie and thank you for representing TRICOR so well, and thank you for all you do to serve our very important customers!



## TRICOR Hosts Townhall Meetings

In an ongoing effort to improve and increase internal communications throughout TRICOR, the leadership group recently held three town hall meetings in Knoxville, Nashville and Jackson. The purposes of the meetings were to provide employees with the latest information, give employees a chance to ask questions, and offer valuable face-to-face time with fellow employees.

The overall feedback was very positive, as expressed in the survey distributed to employees. Most of the comments were simple, "good job," and "great meeting." While others were more detailed and hit specific points, such as "When ordering box lunches, I suggest packets of mustard/mayo vs. mayo on sandwiches." Needless to say, that is duly noted for next year.

Here are some other comments received:

**"Well organized, informative and enjoyable."**

**"I think the meeting provided good information with time for questions and feedback. It's nice to have a CEO you can talk to."**

**"It's good to see coworkers that you don't get to see very often and get updates on how the company is doing."**

**"This was time well spent. I wish we did these quarterly."**

Some of the less positive comments were mainly related to requests for more detailed information and an improved parking situation (which was specific to the Nashville meeting and downtown venue). The other more specific comments are being addressed, both positive and negative, and will be considered for future meetings.



CEO Hart presenting at the Knoxville Town Hall meeting