Welcome to the second edition of the PHS Newsletter!

PHS – Now an Approved Parking Enforcement Agency

Purple Hearts Security is now certified and approved to issue City Municipal / Police Tickets on Private Property in the following Ontario cities: Toronto, Mississauga, and Brampton.
Making Headlines...

Mark Seenarine recently had the honour of contributing articles on Changes in Ontario’s Security Guard Industry in both the Condominium Manager Magazine (a publication by ACMO – Association of Condominium Managers of Ontario) and the Canadian Security Association Magazine (CANASA).

Visit our website to read the full articles:
www.purpleheartssecurity.com
Giving Back to the Industry

Mark is recognized by CCI for his volunteer efforts in the Condo Industry.

As a board member and resident at TSCC#1799, Mark invested his personal time in creating an informative newsletter for his condo corporation residents (Spring 2013) to improve communication and build community.

PHS supports the Toronto Crime Stoppers Event.
Supporting Our Clients

We continue to maintain high visibility at all of our sites to support staff and address our clients’ questions and concerns. Our managers, Artem Katsaga and Craig Wharwood, continue to meet weekly to discuss the PHS Operations.

A special thank you goes out to Artem and Craig for their hard work and dedication in managing the business.
Management Lesson for Security Guards on Duty

Contributed by: Reeshav Mittal, Purple Hearts Security Guard

One fine day, a bus driver went to the bus garage, started his bus, and drove off along the route. No problems for the first few stops - a few people got on, a few got off, and things went generally well.

At the next stop, however, a big hulk of a guy got on. Six feet eight, built like a wrestler, arms hanging down to the ground. He glared at the driver and said, "Big John doesn't pay!" and sat down at the back.

Did I mention that the driver was five feet three, thin, and not the strongest fellow? Well, he was. Naturally, he didn't argue with Big John, but he wasn't happy about it. The next day the same thing happened - Big John got on again, made a show of refusing to pay, and sat down. And the next day, and the next.

This grated on the bus driver, who started losing sleep over the way Big John was taking advantage of him. Finally he could stand it no longer. He signed up for body building courses, karate, judo, and all that good stuff.

By the end of the summer, he had become quite strong; what's more, he felt really good about himself. So on the next Monday, when Big John once again got on the bus and said, "Big John doesn't pay!"

The driver stood up, glared back at the passenger, and screamed, "And why not?"

With a surprised look on his face, Big John replied, "Big John has a bus pass."

Management Lesson/Moral of the Story: Be sure there is a problem in the first place; be cautious and diagnose it before getting into a confrontation to solve it.
An Enhanced Level of Customer Service

Contributed by: Mohammad Muzaffar, Purple Hearts Security Guard

Working at the Concierge, we deal with one of the most sensitive and delicate tasks (e.g. handling of incoming mail/parcels from different courier companies on behalf of the residents.) Most of the time, mail contents are either Passports, Electronic Devices or other important and confidential mail that needs to be delivered to the addressee promptly.

To help with this, I have added a weekly routine task to my Saturday shift that as soon as my shift starts (1200 - 2359), I once again call all the residents who did not come to collect their package despite the fact we already called them initially when their mail had arrived. Indeed the result of a second call certainly pays off as residents are encouraged to ensure that mail has been collected during the weekend. As such, when the Site Supervisor arrives on Monday after the weekend, he is pleased to note that there are no unclaimed packages or mail that has not been collected. Although a small task, this is a gentle reminder that going that extra step is very beneficial towards our goal in rendering excellent customer service.

Keeping Current

On June 5, 2013 - Purple Hearts Security went through its Ontario Security Ministry Inspection and passed with flying colours. We continue to stay relevant and up-to-date with all security ministry regulations.
A Word of Thanks & Acknowledgement

We would like to take this opportunity once again to thank our Purple Hearts Security staff who is our family and team, we couldn’t do it without each and every one of you!

We would also like to thank the leadership and management teams of our valued clients for giving us the opportunity and trusting us to provide security for their sites.

“We (Purple Hearts Security) are only as strong as its staff. We provide a service to our customers that is about building and fostering relationships. We need to treat one another as we treat our customers so we can continue to create an environment where success can be achieved.”

Mark Seenarine