

WHAT ARE YOU DOING IN 2016?

All of the letters that I have written for the newsletters in the past have been on the topic of customer service. I believe that now more than ever we need to focus on customer service but today we are going to focus on something different, YOU. Yes that's right, YOU!

Too often we get so caught up in the daily rat race of life and work that we fail to plan ahead and before we know it another year goes by. Then another and another and ...so on. We all have a SOMEDAY list. Someday I want to travel to a certain place or learn a new language or lose some weight or get in shape or ? The list goes on. But we keep putting it off.

What have you been putting off?

Figure out what it is you'd like to do. Then set a date and commit to it.

Your goal does not need to be a trip around the world or a new house or car.

It could be several smaller things that you would like to do but never find the time for. For example going camping or fishing to a lake you haven't been to, or maybe going to a major sporting event, taking music lessons, visiting friends and family in another province, starting an exercise program, volunteering at a local charity, or planting a garden. Whatever it is that you decide to do, be specific with your goal and have a start date. It doesn't have to be expensive but it should either be fun or rewarding or both.

What are your plans for 2016?

And remember the difference between a goal and a wish.

A wish starts with SOMEDAY!

If you start each day with determination, you will end the day with satisfaction

All the best in 2016!

Don Flaman

Don Flaman



Sled'N Snap is taking off!



Let your friends and family know to support their love of sledding by submitting your photos for your chance to win, and your club! Go to <http://sledsnap.com/> for more information about the contest!



Upcoming Events!

Upcoming Events from January - March

Ag Expo, Exhibition Park, Lethbridge Alberta
February 24- March 6, 2016

Flaman Foundation 2016 Gala, Edmonton
Alberta March 18, 2016

Putting Flaman to the Test

Solve the 5 Riddles below and email your solutions to pam.schaan@flaman.com. All participants with the correct solutions will be entered to win 1 of 5 \$10 Tim Cards!

Email your name, store, and your solutions. All correct answers received by 12:00 Midnight CT March 4, 2016 will be entered into a draw. Winners will be contacted and shortly after the prize will be sent out.

1. What 5-letter word becomes shorter when you add two letters to it?
2. A bat and a ball cost \$1.10. The bat cost one dollar more than the ball. How much does the ball cost?
3. What letter comes next in the following sequence? D R M F S L T _
4. A clerk at a butcher shop stands five feet ten inches tall and wears size 13 sneakers. What does he weigh?
5. What's full of holes but can still hold water?

Working hard to achieve our Number one Goal: Customer Responsibility

We received this message from a satisfied customer who had purchased a trailer that he picked up from the factory directly and there was some miscommunication on where and when he was supposed to have paid GST on the product. We might add that he gave extremely good compliments of the ATC team as well... he said they treated him like gold, gave them a tour!



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Setting Fitness Goals

WHAT DO YOU WANT TO DO?

Consider this your journey into fitness: some of you know what street address you want to get to, while others know the type of scenery you want to see. When deciding what to do along your fitness journey, clarify what your goals are, then pick (1) the most efficient route and (2) decide how you will get there, including mode of transport and luggage.

By efficient route, we mean choose the exercises or activities that are proven to primarily achieve your goals; some are better suited or more focused on one goal than another.

Decide what you want to do - just because a program, exercises or activities might be proven to be "the best," if you stop doing it after a few sessions, then it is not the best for you. The best for you is something you will actually do and that will achieve your goals efficiently. Consider this "what to pack for your trip" and don't take too much, you might get tired and quit.

TYPES OF FITNESS GOALS

What kind of goal do you want to set for yourself? The only "right" answer to this, is in your own mind. Imagine a fitness commercial you are staring in - what are you doing, what are you wearing, who is there, who is watching, who is not there, and most importantly, are you smiling? You don't need to plan the exact route right now, but you need to start in the right direction.

There are 4 possible types of fitness goals - you may have one or more of them:

1. Feel better about yourself
2. Lose weight or reveal a muscle you have through fat loss (i.e. see your stomach muscles or abs)
3. Build a muscle(s) you want (i.e. round up your butt, build your arms, round your shoulders)
4. Make your body do something better (i.e. heart, lungs, speed, endurance)

The "Learn" section to our website at [FlamanFitness.com](http://learn.flamanfitness.com/articles/reaching-your-goals) has "how to achieve these goals" at <http://learn.flamanfitness.com/articles/reaching-your-goals>

Flaman Fitness Kelowna helping local Women's Shelter

The first annual Flaman Fitness and Kelowna Women's Shelter Golf tournament was a huge success, as the fundraising campaign raised \$38,500 for the local shelter.

The donation will help to support the shelter's ongoing work and will also pay for an upcoming presentation by renowned anti-violence speaker Jackson Katz. The presentation was in October and was geared toward local high school students.

Since opening in 1980, the Kelowna Women's Shelter has provided free housing, food, clothing, counselling, and support to women and their children who have experienced domestic violence.

This event has raised the most money for the shelter to date. Way to Go Flaman Fitness Kelowna, making things better for people in your community, this is a huge Accomplishment!



November

Frank Flaman Sales challenged all our male Flaman team members to participate in Movember again this year. For every man who got involved and grew their 'stache for the month of November Frank Flaman Sales donated money to the Movember Foundation.

This year Flaman donated \$7500 to the Movember Foundation; this foundation brings awareness to men's health issues and the importance of going to the doctor and getting checked.

Movember

Moustaches

Employee Spotlight: Shirley McKay



Tell us about you do at Flaman? How long have you worked at Flaman?

In April, it will be 10 years that I have worked for Flaman in Lethbridge. I answer the phones, greet customers, process all of the rental contracts for Southern Alberta and US, Daily Sales Reconciliations, Bank deposits, Accounts Receivable and other miscellaneous Office Administrative duties.

What did you do before you joined the Flaman team?

I worked at AGT/Telus for 22 years. They closed the Lethbridge office and I spent some time off with my children for a few years before starting at Flaman.

What is your favorite part about your job?

First, I would have to say everyone I work with. It is like a second family. We all get along and have fun while we work. It is a very happy place to be. Second, I really enjoy our customers, in person and on the phone. We have wonderful customers.

When you're not at work what do you like to do?

I do 5-pin bowling every Tuesday. I also enjoy being out camping in the summer...I love being in the forest with the clean, fresh air. I am also quite busy renovating and fixing up my home. This year I think I might try my hand at some gardening :)

What did you do over the Christmas Holidays?

I made a Ham dinner on Christmas Eve and on Christmas Day I made a Turkey dinner. I really enjoyed having the family around and otherwise I just relaxed and enjoyed the extra days off! :) (I did go shopping on the 27th at the mall to spend my gift certificate that I received at the Flaman Christmas party for being voted Employee of the Year!) :):):)

Working hard to achieve our Number One Goal: Customer Responsibility

"Terry,

That was quick!! Thank-you very much. The customs agent thought I'd be paying the GST twice but I told her that I wasn't the least bit concerned. Terry and Flaman would make it right for me and you did.

You've been a class act throughout my dealings with you. There are certainly lots of places who don't live up to your level of professionalism. Thank-you very much Terry, Ron"

We received this message from a satisfied customer who had purchased a trailer that he picked up from the factory directly and there was some miscommunication on where and when he was supposed to have paid GST on the product. We might add that he gave extremely good compliments of the ATC team as well... he said they treated him like gold, gave them a tour!



"Today my husband and I went to Flaman Fitness in Nisku. We spoke to Roman - who I had spoken to previously on the phone. He was extremely helpful, professional and honest. He showed us a number of options for treadmills and explained the differences between each. We ended up purchasing one of the recommended treadmills. He completed the paperwork and told us that Coralee would be in touch to arrange delivery. She contacted us within two hours. This is the second treadmill we have purchased with Flaman Fitness and would not hesitate to do so again and to also recommend the amazing staff to others looking for any exercise equipment. Overall an amazing experience! KUDOS to all!"

-Patrica

Halloween 2015!



Moosomin Moonlight Madness!

Moosomin has a "Moonlight Madness" event where all the stores in town stay open until 9pm in Moosomin so everyone can shop. The Flaman staff went into town with Santa Clause and the little elves and drove around on a wagon Mark redid while they gave out Hot Chocolate and Candy Canes. The whole store decorated the sleigh and everyone contributed - Melanie had a reindeer costumer, they got elf hats, staff brought their kids - everyone had a blast! People were asking for rides and following the wagon around in their vehicles so their kids could see Santa. Merry Christmas!



Mark Steinger



Jesse Jackson



Darren Kindlein, Melanie Ikert, Calista Ikert, Donovan Matichuk, Mike Matichuk

Flaman Service Awards 2015

Congratulations to everyone that received Awards in 2015! Thank you for your service and dedication, we are happy and thankful you are part of the Flaman Team!

5 Year Awards

Ramon Palma - Lethbridge
 Clint Pratch - Kelowna
 Gwen Spencer - Kelowna
 Joe Deneve - Nisku
 Jeff Luciw - Nisku
 Derek Smith - Prince Albert
 Gerwin Dalangin - Saskatoon
 Colin Katchuck - Southey
 Brian Holyoak - Southey
 Bernard, Carmen - Yellowhead
 Jason Kinsella - Yellowhead
 Mike Neumeier - Yellowhead

10 Year Awards

Chris Harper - Lethbridge
 Jon Paul Blenke - Nisku
 Roman Drahokoupil - Nisku
 Timothy McMullen - Nisku
 Barrett Prokopie - Prince Albert
 Ellery Erb - Saskatoon
 Jeff Schwabe - Yellowhead

15 Year Awards

James Usselman - Saskatoon
 Mike Schmaltz - Saskatoon
 Roy Ritchie - Saskatoon
 Lorri Lalonde-Schmidt - Southey
 Darrell Bauer - Yellowhead

20 Year Awards

Les Bachinsky - Nisku
 Kevin Brehon - Saskatoon
 Jody Kemp - Southey
 Jim Reader - Southey

25 Year Awards

Al Lingelbach - Saskatoon

Alberta Specialty Awards

Rookie of the Year

Dextor Croft - Nisku
 Cory Albert - Nisku
 Michal Mielnik - Yellowhead

Employee of the Year

Roland Charest - Nisku
 Greg Sevcik - Yellowhead
 Shirley McKay - Lethbridge

Congratulations





Happy Holiday's!

Flaman Stores celebrated Christmas in fine fashion and fun! Hope you all had a wonderful holiday season.

Seasons Greetings



Flaman Sales Awards 2015



Around The Water Cooler

Flaman employees were asked:

What's your New Year's Resolution?

"Spend as much time as I can in Mexico"

-Donna Bilewitch
Flaman Sales
Prince Albert

"To try and have a more positive outlook and be kinder, as you never know what someone else is going through; learned that first hand this year"

-Joeleen Rasmussen,
Yellowhead Trail NW

"Sample more craft beer"
-Scott Sangster,
Nisku

Club Sales Awards

Million Dollar Club

Trystin Pell - Lethbridge
Kevin Kulak - Nisku
Barney Bartley - Prince Albert

Bronze Award

Joe Kemp - Southey
Al Lingelbach - Saskatoon
Darrell Knash - Yorkton
Derek Smith - Prince Albert

Silver Award

Phil Flaman - Southey
Brian Holyoak - Southey
Sheldon Sleeva - Yorkton
Mike Schmaltz - Saskatoon
Paul Mialkowski - Saskatoon



Top Sales Awards 2015

Alberta (Lethbridge) - Ryan Steinley
Saskatchewan (Saskatoon) - Paul Mialkowski

The Flaman Link

Edition 14: January 2016

Our Newest team Members



Bob Morrison
Burlington
Shipping Receiving



Brodie Whaley
Burlington
Service Manager



Adam Maynes
Burlington
Fitness Sales



Brett Feltan
Langley
Labourer



Terrance Day
Langley
Warehouse Driver



John Turcato
Lethbridge
Ag Sales



Justin Harwood
Lethbridge
Fitness Sales



Kevin Reimer
Moosomin
Sales



Jeannot
St. Pierre
Nisku
Rentals



Andrew Klatt
Nisku
Labourer



Chelsea Buck
Nisku
Reception



Robin
Greory-Daus
Nisku
Administration



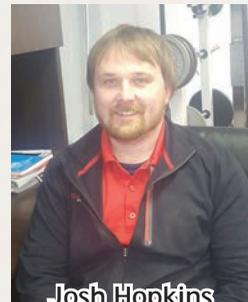
Dexter Croft
Nisku
Caretaking



Cody Hagstrom
Nisku
Rentals



Trevor Dix
Prince Albert
Fitness Service Tech



Josh Hopkins
Regina
Fitness Sales



Shawn Flynn
Regina
Delivery



Callie Tweedie
Saskatoon
Graphic Designer



Erin Oleksyn
Reception
Saskatoon



Michelle Corry
Brand Lead
Saskatoon



Jackson Adams
Vernon
Delivery & Service



Rebecca Hanson
Vernon
Fitness

Do you have a great idea for the next newsletter?

Any ideas, questions or stories can be emailed to pam.schaan@flaman.com



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