

Fall 2018

## No Sweat: The Madison Serves Up Comfort With Direct Install

**W**hen you think about a positive dining experience, delicious food, stellar service and ambiance are likely at the top of your list. But what about comfort? After all, it's no fun sweating or freezing while trying to enjoy a nice meal.

The Madison, an upscale restaurant in Riverside, N.J., which hosts countless weddings and other special events throughout the year, is constantly looking for ways to improve the customer experience, and that includes a comfortable environment for its patrons.

The Madison turned to **Hutchinson**, a participating contractor for Direct Install – offered through the N.J. Office of Clean Energy. Hutchinson performed a free energy assessment and analysis of energy efficient upgrades and determined that The Madison was qualified for Direct Install, which covers up to

70% of energy efficient upgrades.

"You can't take a chance for your patrons to be uncomfortable," says Tim Eliason, The Madison's general manager. "It was important for us to make this



investment and we found great value working with Hutchinson and the Direct Install program. The savings were significant."

The Madison's 12-year-old HVAC equipment was upgraded to four new, high-efficiency units, and all interior and exterior lighting was replaced and upgraded to LED lighting to reduce utility costs.

Hutchinson also updated The Madison's refrigerated walk-in units by installing controls to increase efficiency—ensuring food is stored at the proper temperature.

To learn more about Hutchinson and its energy service offerings, contact [Dicoordinator@hutchbiz.com](mailto:Dicoordinator@hutchbiz.com) or call us at 888-777-4501 to schedule an assessment.

## Project Spotlight: Laurel Creek Country Club



Laurel Creek Country Club looking great in the final stages of completion. Hutchinson was pleased to a partner on this project with the fine team at Grace Construction.



A look inside Laurel Creek Country Club.

# Domesticated Dog Remains Are Oldest in the Americas

Dogs may have been man's best friend for longer than we thought. The remains of three dogs uncovered at two sites in Illinois have recently been radiocarbon dated to show that they were buried 10,000 years ago, making them 1,500 years older than previously thought. That makes them older than dogs found at a Texas site, which had been killed and eaten 9,300 years ago, according to an article on the *Science News* website.

The findings at the Illinois sites suggest that the dogs were domesticated—there's no evidence of their having been killed, suggesting they died of natural causes and were buried after death.

They're believed to be the oldest known domesticated dogs in the Americas. (A dog buried at a German site 14,000 years ago was included in a grave with two people).

Scientists studying the remains found that the lower jaw and teeth of two of the dogs share similarities to modern-day wolves. Another dog showed traits found in present-day coyotes, suggesting some ancient interbreeding.



"Science is the great antidote to the poison of enthusiasm and superstition."

—Adam Smith

# Take Charge of These Elements For Successful Change

Taking charge of change in the workplace means paying attention to the factors that support a new vision—or that, if ignored, can undercut and cripple it. Here are four major areas to address:



**Tasks.** Focus on the specific actions you plan to take and what effect you expect them to have. They should be visible and concrete so people know what's going on and what to plan for as the change continues.



**Reasons.** Explain why the change is necessary. Even if people are uncomfortable with what's going on, they'll usually accept it once they understand the reasons behind it. Enlist their help—ask for suggestions and support so they feel a sense of ownership and have the opportunity to shape the overall result.



**Emotions.** Pay attention to employees' feelings, whether they talk about their emotions or not. Listen to what they say and what they don't say, keeping in mind that nobody enjoys being pulled out of his or her comfort zone no matter how urgent the need is. Acknowledge their fears and their hopes. Don't make promises you can't keep; just be honest and open about what's happening and what's possible. and have the opportunity to shape the overall result.



**Values.** Change puts stress on ethical behavior up and down the org chart. When people are uncertain and frightened about the future, they're more likely to make poor decisions. Your job is to reemphasize the value your organization places on ethical behavior: Discuss issues surrounding the change with honesty and trust, and act as a role model for the behavior you want to see.

# Avoid Common Troubles That Plague Teams

Selecting the right people for your task force or committee is important, but it's no guarantee of success. Be ready to deal with these issues that can smother the team's potential:

- **Going off on tangents.** Creative, intelligent people can sometimes get caught up in a new idea and lose track of the original goal. Redirect your team as needed, reminding them of what you want to accomplish. Talk privately to those who seem unable or unwilling to focus.
- **Complaining.** Obstacles and difficulties can cause anger and resentment. You can't eliminate them altogether, but take steps to shut down complaints and whining before they start sucking the energy from your team. When people complain, ask what they could do to improve the situation. They'll either find a solution or see the futility of dwelling on frustration.
- **Lack of communication.** Some team members hoard information by nature; others just get too busy to share what they're doing or consider how it affects everyone else. Remind your people that they have a responsibility to work together; show how their individual strengths contribute to overall success; hold team-building workshops that feature exercises teaching the importance of sharing information.

SPEED BUMP

Dave Coverly



# Consumers Nervous About Online Data

If you're worried about how well businesses are protecting the data they collect from you, you're far from alone. A survey from IBM found that 77 percent of consumers say that an organization's ability to keep their personal data secure is a factor in their buying decisions—and only 20 percent say they "completely trust" businesses to ensure their privacy.

The survey also found that 75 percent of buyers refuse to purchase from companies they don't trust, regardless of the quality of their products. Another finding: Almost three-fourths of consumers believe that sellers are more concerned about profits than about privacy and data protection.

## Reduce Anxiety Over Performance Reviews

It's almost a cliché to say that no one likes performance appraisals, but have you ever stopped to think about why managers and employees alike have negative feelings about them? Here's what people are afraid of—and some tips for making reviews more positive for both of you:

- **Bad experiences.** Chances are many of your employees have suffered through a botched appraisal or two during their careers, and you may have had your own disasters. Don't ignore the fear. Let your employees know you want the review process to be as painless and positive as possible.
- **Lack of benefit.** Some managers view appraisals as a chore with no payoff, and employees pick up on their bad attitude. Explain how evaluations can help your people do their jobs better and advance in their careers—and plan your discussions with an emphasis on improvement, not blame.
- **Poor management training.** The performance appraisal meeting, like a candidate interview, calls for specific skills. Get some training on how to deliver feedback appropriately so you don't send employees the wrong message.
- **Inadequate job descriptions.** If employees don't know what to do, how can they avoid doing it wrong? Go through job descriptions regularly to make sure they're up to date and reflect what the employee does. Use job descriptions as a guide when performing evaluations so your comments and feedback make sense.



## Getting Unstuck

Three men were driving in the woods in a pickup truck when they became stuck in the mud.

The driver became angry and began to shout and curse. He pounded on the steering wheel and then sat fuming about their bad luck.

The second man climbed out of the truck and took refuge under the shade of a large tree. "I'm going to hang out here until someone comes along who can tow us out," he said.

The third man retrieved an ax and a saw and found a felled tree. He cut pieces to wedge under the tires so the truck could drive out of the mud.

We all get "stuck in the mud" at times while we are traveling down life's road. Will you melt down, walk away, and do nothing? Or will you embark on a course of action for getting unstuck?



## Famous "Valleys"

- 1) Which of the following phrases appears in the Hidden Valley Ranch logo?
  - a) California, USA
  - b) The Original
  - c) Salad Dressing
  - d) With Buttermilk
- 2) What area of Los Angeles is mentioned in the lyrics of Frank and Moon Zappa's 1982 hit "Valley Girl"?
  - a) Bel-Air
  - b) Brentwood
  - c) Encino
  - d) Van Nuys
- 3) The *Sweet Valley High* young adult novel series focused on what twin sisters?
  - a) Serena and Blair
  - b) Elizabeth and Jessica
  - c) Kristy and Claudia
  - d) Georgia and Louise
- 4) What laundry additive was the long-time sponsor of the TV series *Death Valley Days*?
  - a) 20 Mule Team Borax
  - b) Purex
  - c) Downy
  - d) Mrs. Stewart's Liquid Bluing
- 5) What former Brat Pack-er portrayed Bill Gates in the 1999 TV movie *Pirates of Silicon Valley*?
  - a) Emilio Estevez
  - b) Andrew McCarthy
  - c) Judd Nelson
  - d) Anthony Michael Hall

—from [mentalfloss.com](http://mentalfloss.com)

Answers: 1) b 2) c 3) b 4) a 5) d

# What's Up At Hutchinson?

*Hutchinson is proud to have been selected as a partner for the following projects:*

## **For Contractors:**

- Launch Trampoline – Delran, NJ
- GS1 Princeton South Corporate – Princeton, NJ
- Somerdale Urgent Care – Somerdale, NJ
- Shore Toyota – Mays Landing, NJ

## **For Owners:**

- Hudson Hills ACT & Banquet Hall – North Bergen, NJ
- The Fountains at Cedar Park – Atco, NJ
- Rastelli Kids Complex – Deptford, NJ
- Enterprise Car Rental – Turnersville, NJ
- Oaks Integrated Care – Berlin, NJ
- Legacy Treatment Services – Mt. Holly, NJ
- St. Paul United Methodist – Willingboro, NJ
- Tuckerton Seaport – Tuckerton, NJ
- Howell Board of Education – Howell, NJ
- Waretown Volunteer Fire Company – Waretown, NJ
- Spring Lake Tap Room – Spring Lake, NJ
- Acuity Specialty Hospital of Southern New Jersey
- Paramount Escapes Ocean Breeze – Manahawkin, NJ
- Bestwork Industries for the Blind, Inc. – Cherry Hill, NJ
- Salvation Army Family Stores – SJ/Philadelphia area
- Princeton Dental – Princeton, NJ

A & E Construction  
OPUS  
A & E Construction  
Blackman & Co.

Energy Efficiency Upgrades  
Chiller Replacement  
HVAC/Energy Upgrades  
HVAC/Energy Upgrades  
HVAC/Energy Upgrades  
HVAC/Energy Upgrades  
Direct Install & Control Upgrades  
Direct Install & Control Upgrades  
Direct Install Energy Upgrades  
Direct Install Energy Upgrades  
Direct Install Energy Upgrades  
Service Maintenance Program  
Service Maintenance Program  
Service Maintenance Program  
Service Maintenance Program  
Building Controls



*Adam Cohan*

## **Hutchinson Names Commercial Field Operations Manager**

Hutchinson is proud to announce that Adam Cohan has joined the firm as Commercial Field Operations Manager. Coming to us from Las Vegas, NV., Adam brings more than 20 years of HVAC construction and retrofit experience ranging from commercial, industrial/institutional to high rise construction. As Field Operations Manager, Adam will be engaged from pre-construction through completion assisting the Hutchinson team in delivering the ultimate customer experience.



*Hutchinson is proud to be a member of the **Southern New Jersey Development Council**... your lobbying voice for South Jersey regional economic development.*

# HUTCHINSON™

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