

ALLSTATE INSURANCE COMPANY
SAN DIEGO REGIONAL OFFICE

OPERATIONS SPOT LIGHT

Volume 2, Number 4

December 23, 1980

Season's Greetings

The Cash Processing Unit- "One Of Our Greatest Assets"

Every Monday morning, the rising sun to the east finds the Cash Processing Unit hard at work opening payment envelopes on the Encore Machine. Thus begins another week in which the members of this unit will process approximately 34,000 payments and deposit a little less than three million dollars in the Rancho Bernardo branch of UCB. The Unit consists of nine people responsible for getting the job done. Four members are part-time, two of whom work Saturday mornings. The other five spend a portion of their day in the Cash Room, and the rest of the workday doing related Accounting functions.

There are four machines in the Cash Room. One, the Encore Machine, is used for opening the envelopes and for cash batch sorting. The other three are the DOLARS Machines, which encode the check, and record the policy number and payment amount to be applied to the insured's policy record.

Although the Encore Machine has sometimes been compared to the "I Love Lucy" episode in the candy factory, it does afford the opportunity for the operators to converse about their families, friends, and possibly even their supervisor.

Because of this and the overall togetherness of the group, they have sometimes been called the Allstate Social Club. They do have a lot of fun and have been heard singing Christmas Carols, and on occasion can be seen wearing funny hats. To quote them they are "a nice bunch of gals".

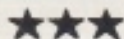


The Cash Unit: standing from left to right - Debbie Shakor, Vickie Benyr, Vickie Pierce, Mary Rudzinski. Seated in front left to right - Cindy Earle, Pat Riggs, Kim Rogers, Ingrid Shotts.

Although this group of individuals work somewhat different hours and perform some rather isolated functions they are an extremely important and integral part of the Operations Department. Their timely processing of direct mail cash payments is directly related, on a daily basis, to Allstate's investment profit.

This "nice bunch of gals" do a super job for Allstate, and are deserving of every ounce of recognition they are receiving.

Keep up the good work!



General Files- New Place, New Look

The General Files Unit is an integral part of the Operations Department and an extremely important unit in the workflow of the entire office. Almost every department in the office relies on General Files' services. These individuals are responsible for pulling and delivering files, refiling, and dropfiling media into the files.

Last month, General Files moved to its new location on the first floor, and is currently working very hard to create a new look. The unit members have undertaken a campaign to clean up and reorganize each of the almost 900 file cabinets. The task is scheduled to take six months to complete.

General Files is a very physically demanding as well as a high volume unit, pulling and refiling up to 10,000 files and dropfiling 12,000 pieces of media per week.

Apparently all this hard work keeps these people in very good shape because they all enjoy some pretty strenuous outside activities. They enjoy dancing, skiing, soccer, riding motorcycles, volleyball, restoring old cars, showing horses, camping, just plain old partying, and a couple of the unit members have so much stamina they're even planning on getting married.



Front row: left to right - Patricia Prout, Terre Brooks, Laura Shabo, Monica Vigil.
Back row: left to right - Jeanne Osterlund, Debbie Gifford, Sue Mckee, Kathy Sullivan, Joany Krol, Teresa Morones.

In addition to their playtime activities, all are planning to attend college this Spring, part time, to further their educations.

As you can see, we have quite a fun and interesting group, as well as an important and efficient unit. So, if you need a smile or a file, come down and see us.



Walter was born in Detroit, Michigan and moved to San Diego with his parents and sister in 1968. He graduated from Patrick Henry High School, and then enrolled at Grossmont, J. C. He transferred to Michigan State in 1975 and there completed both his B. A. and M. A. in Sociology. He returned to San Diego in August of 1980 to once again bask in the sunshine of Southern California. After a short vacation, he began seeking employment and started with Allstate on September 15. He is currently assigned to the Input Operations Unit, gaining desk-level knowledge of Allstate Operations and the insurance industry.



Walter Hoye

Lon Larsen recently joined our Company as an Operations Supervisor Trainee, and is currently training in the Policy Processing Division. He attended Sam Rayburn High School in Pasadena, Texas where he was active in student government as Student Body President in 1968. Lon attended Texas Tech University in Lubbock, Texas and graduated in 1973 with a BA in Advertising. After earning his degree, Lon worked for the Fotomat Corporation as a Supervisor and later as an area manager in Des Moines, Iowa and Austin, Texas. Lon relocated to California in 1979 and worked for Safeco Insurance Company in their Panorama City Commercial Office as a Unit Supervisor. In June of 1980, Lon and his wife moved to San Diego.

Lon takes interest in photography, tennis and golf. He is already making a contribution to Allstate and we expect great things from him in the future.

ANNOUNCEMENTS



Lon Larsen

Mike Wright, who is a native San Diegan, recently joined our Company as an Operations Supervisor Trainee. Mike graduated from the University of San Diego in 1979 with a B.B.A., and instead of burning his books, he enrolled again and is now aiming for his M.B.A. He is waiting to destroy his books in May '81 when he graduates from Grad School.

Mike lives in Point Loma, where he enjoys sailing, skiing (snow and water), racquetball and over-the-line. Mike also recently married his dream-girl, Peggy, who is a para-legal for a law firm downtown. Mike is currently assigned to the Property DCI Unit where he is gaining as much desk-level knowledge as possible. Mike figures he will soon be the best "Two Finger Typist" in the entire Unit.



Mike Wright

Fred is a native San Franciscan, born and raised in the Bay area. He attended the University of Wyoming before transferring to San Diego State where he earned

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a Bachelor's Degree in Political Science.

Upon graduation, he returned to the Bay Area and worked as a para-legal for a corporate San Francisco Law Firm. Missing the Southern California life style, he returned to San Diego earlier this year.

Fred's outside interests include participating in a variety of sports, involvement in politics, and collecting and listening to music. As a devout member of the Mormon Church, Fred devotes a great deal of his time to church activities, especially in the area of youth development.



Fred Zarcilla

Robin began with Allstate on May 19, 1980. Presently she is the Unit Supervisor of the Property Q.V. Unit.

Being the offspring of a Navy Fighter Pilot, she spent her younger years traveling around the U.S. finally settling in Houston, Texas for her junior high and high school years.

Her college career, like her childhood, was "on the move" attending three different schools in four years. Southwest Texas State University, Los Angeles Pierce College and San Diego State University all contributed to Robin's B.S. Degree in Recreation Administration.

Before coming to Allstate, she spent four years working at a private tennis and swim club. As the Manager, her duties were varied with never a dull moment or any spare time.

Robin currently lives in Mission Valley within hearing distance of the Charger line up, sharing her apartment with a fifteen pound cat named Barney Rubble. Her hobbies range from jogging and swimming to reading all the current best sellers.

Robin's three major goals in life are to

acquire a pilot's license, stay single unless she can find a "househusband" and be able to eat all the ice cream in the world without gaining a pound.



Robin Nadler

Randy Park has recently joined Allstate as an operations supervisor trainee, and is currently training in the Accounting Division. Randy grew up in an air force family and has traveled extensively throughout the United States and overseas.

His college days were spent both at Penn State University, and the University of South Florida, where he received his B.S. in Business Management.

Prior to Allstate, Randy spent a year traveling throughout the United States as a sales representative for Chromalloy Photographic Industries.

Some of Randy's interests outside work include snowskiing, tennis, golf, hiking, and choral singing.



Randy Park

Operations Department Achieves Goal For 2nd and 3rd Quarter

In 1980 we in the San Diego Operations Department established a new set of goals titled Standards of Service (S.O.S.). S.O.S. replaced the Quality Service Award (Q.S.A.) which was used in previous years. The S.O.S. Objectives include targets or goals relating to areas in Accounting, Data Processing, and Operating. These targets are set up on a weekly or monthly basis and each target is assigned a point value. Our departmental goal is to achieve a minimum of 90% of the total points available on all targets on a quarterly basis.

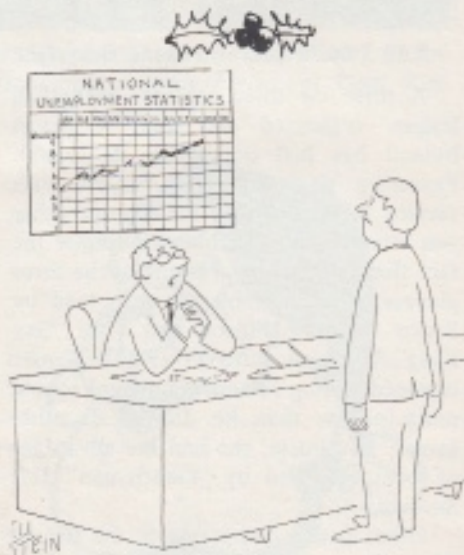
The results for the second quarter were as follows:

Total Points Possible	Total Points Achieved	%
1,004	908	90.4%

The results for the third quarter were as follows:

Total Points Possible	Total Points Achieved	%
984	895	91.0%

The results mark the third straight quarter we have reached or bettered our goal of 90%. This achievement is a result of hard work by each employee in the Operations Department. Your conscientious efforts are recognized and greatly appreciated. Through continued hard work we can maintain these high levels of achievement and thus insure that our customers are receiving the quality service that is so vital to our continued success in the Operations Department.



"Yes, Farber - You wished to speak to me?"

Rats Headed for Playoff

Despite losing a "heartbreaker" before the largest crowd of the season, the RATS Softball Team appears to be playoff bound for the second consecutive winter campaign. With a record of six wins and three losses the RATS are currently one-half game out of first place with one game remaining.

Led by rapidly aging veterans Dave "Rag Arm" Goss, Pete "No Neck" Pearman, Bob "Weak-Legs" Tatum, Dave "No Load" Ross, Stevie "Wonder" Hathaway, Jeff "The Kid" Savoure and "Wonderful" Wally Stevens, the RATS lived up to their reputation of making every game close regardless of the opponent.

New players such as Tom "Hit-em Where they Ain't" Anderson, Fred "No Show" Zarcilla, and East Coast imports Tom "Home Run" Phillips, and Jim "Oswego" Woodard certainly contributed to the growing legend of the RATS. For the second year in a row the team was ably coached by Chuck "If I coach, I start" Rodine who would like everyone to know he has coached the RATS to two consecutive playoff berths. All RAT games are played at Grape Day Park, in Escondido.



Give 'em hell Pete!

Basketball League Completes Season

"The Dribblers"



3 on 3 Basketball Champs: left to right - Tom Anderson, Jim Boring, Bruce Hudson.

A three on three summer basketball league, organized and run by Bryan Ireland has just completed its season. Featuring six teams of players with varying degrees of skill the championship was won by the "Dribblers" despite the fact that Jim Boring was one of the three players. The "Dribblers" were lead by Bruce "Lobo" Hudson and Tom "Sky King" Anderson. Auto QV's Seselie Crusto replaced Boring for one game and scored more points than he did in all other games. Of course, she had the advantage of being guarded by "Gentleman" Jeff Savoure.

Other teams competing in the Round Robin Tourny were Allstate's wrecking crew starring the Bruise Brothers, Dave

Unroe and Steve Bergstrom, the Round Ballers with Rob LeMoine, Herb Early and Bryan Ireland, Mothers Finest featuring Mike Mothershed, and Pat Hahn and Swish? with those two savages Jeff Savoure and Joe Robles. Sporting a perfect record of no wins and six losses were the Party Guys (Fred Zarcilla, Bill Howard and Scott Riddle) who obviously lived up to their name.

Individual honors went to: Bruce Hudson scoring leader; Rob LeMoine, rebound leader; Pat Hahn, most fouls leader; and Scott Riddle, follow the leader. Bryan's next major organizational endeavor is reported to be a three on three ice hockey league.



Golf League Results



Sports Editor "Pistol" Pete Pearman

Due to a total lack of interest (and the fact that the sports editors team finished dead last) the 1980 Golf League results will not be reported in this issue.

