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# THE TC EYE

Winter 1985

EMPLOYEE NEWS FROM TEKTRONIX CANADA INC.

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## Team Players

Breaking tradition in 1985, our first employee of the month was not one, but two employees . . . Laura Toffan and Sherry Allison, both CSRs from our Toronto office. Due to some unfortunate circumstances these two capable ladies held down the fort in our Rexdale office for over a month, managing the workload of four, with two. By pulling together, Sherry and Laura were able to keep the doors open and the office functioning 'til their cohorts returned.

Sherry Allison and Laura Toffan.



## A Star Is Born

The ability to act, sing and dance before hundreds of strangers in a 'Merry Widow' brought Marcom's very own Debi Broley centre stage, in Nicolodean Theatre's rendition of "The Best Little Whore House in Texas". The musical, which ran for four sold-out weekends, had a cast of 25 and got rave reviews from fellow Tekies and the local media. Debi played "Miss Beatrice" and as she put it, "the play was a frightening but very enjoyable experience."



## Hello Santa?

Christmas is a time of traditions and one of the nicest is the exchange of children's gifts between the staff at our Ottawa office. These gifts not only provide some fun for the adults, but afterwards the gifts are donated to the Ottawa "Christmas Cheer Fund" for underprivileged children. Jan and Claude, are shown above getting their last minute 'wishes' in to Santa Claus, — speed dialing of course.



Jan Yendall and Claude Robillard.

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# Tek Connections . . .

## News From Across The Miles

### WINNIPEG

We'd love to tell you the weather here is balmy and beautiful, and if you believe that, we also have a bridge we'd like to sell you . . .

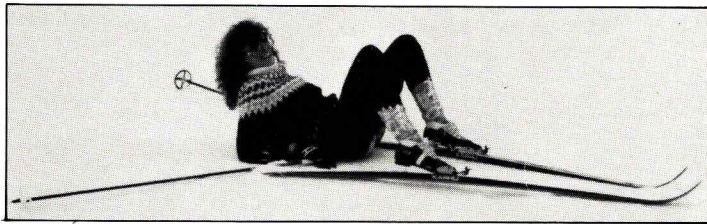
Still, no matter what you've heard, it's not all bad at 40 below. We haven't seen a mosquito in weeks!

In the spirit of the season, Martin has temporarily traded his sailboard and I my tennis racquet in favour of X-country skis. We're both rather enjoying them, but have not given up praying for an early spring. Though, at this point we'd probably settle for a misdirected Chinook.

We had the pleasure of a visit from Wendy (Barrie recept.) back in June when she was in Winnipeg for the '84 Legion Convention. It may only be coincidence, but the day after she left, Winnipeg was declared a national disaster area . . .

. . . kidding, Wendy, you're welcome back anytime.

And, from both of us at Ice Station Zebra (sometimes more fondly referred to as Wpg F.O.) all the best to all of you for '85.



Bev demonstrating her cross-country tek-nique.

### MONTREAL

Christmas for the Montreal field office this year, was a little different than in the previous years. We were on Santa's black list this year most probably because we were not good during 1984. Just the same this did not stop us from playing Santa Claus.

Matter of fact, because of a bright idea, our newest salesman Luc Lavolette had, we collected the money we would have spent on each other for the gift exchange and sent it to Ethiopia. We all felt an inner satisfaction, just knowing that sick and hungry children would be receiving food and medication.

Thanks again Luc, for your great idea.

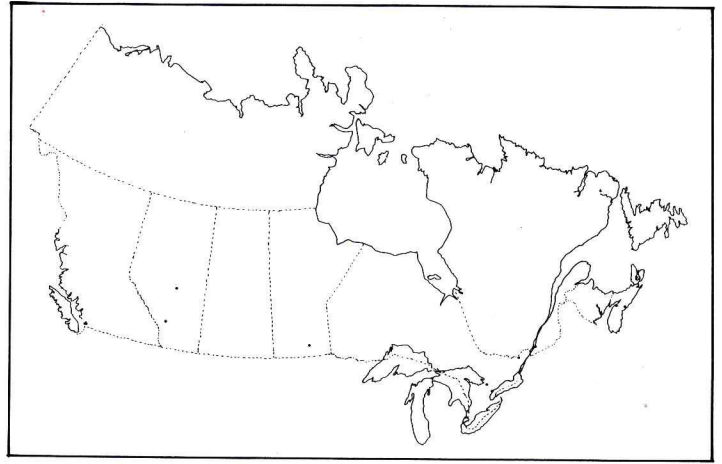
### New Arrival

On October 23, 1984, Marcel Dion's wife Monique gave birth to a beautiful, healthy 8 lb. 15 oz. baby boy, and they named him Michel Francois.

### OTTAWA

On September 11, 1984, Larry and Jill (Jill to be exact) gave birth to Casandra, weighing in at 7 lbs., congratulations to the new parents.

So many exciting things are happening in our Nations Capital, difficult to believe when it's 20 below outside . . . but it's hot inside. I understand Brian Mulrooney is giving our government a shuffle, but we have Ralph right on his heels. On a sad note, we lost Angelo to Toronto, a going away get-together was held at Heather's house, we were all well drank and well fed and we hope that Angelo left with good memories and happy times in Ottawa, GOOD LUCK in Toronto. Ang. (The rumour is that Angelo only works in offices that still



have single women, so watch out Toronto, the Italian Stallion is back).

Replacing Angelo is David Dupont, who came to us from I'm not quite sure . . . He joined us on December 17, 1984, WELCOME TO TEK, DAVE.

Somewhere in the midst of all this Albert managed to make the 100% Club, Jack was here to present a plaque to him and for congrats. KEEP UP THE GOOD WORK, Albert.

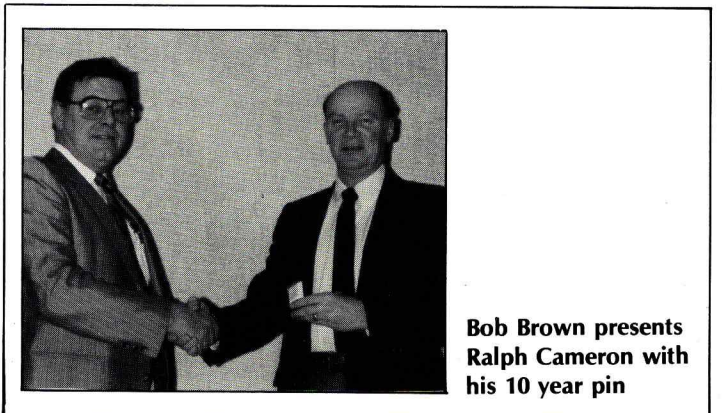
Once again we held our Christmas Party, exchanging humorous gifts between ourselves, and in the spirit of Christmas donated these gifts to the Christmas Cheer Fund with the Salvation Army for distribution to children less fortunate than ourselves. A good time was had by all . . . as you can tell by the pictures.

### NEWS FLASH:

On December 30, 1984, Claude & Cathy (Service) gave birth to Bryan James, weighing in at 7.7 lbs., congratulations to the new Mom and Dad.

On January 2, 1985 the festivities had not yet stopped. We had special appearances by Bob Brown and Fred as we celebrated Ralph's coming of age. He was presented with a TEK 10 year tie pin for his efforts. I'm certain we will see him to 20 years . . . CONGRATULATIONS, RALPH.

With the New Year here and best wishes to all, I must announce Heather and Ring (I still think they threatened Ring) have successfully licked their smoking habit. There is only one person here left keeping up the tradition (that's me). So any person that quit as a resolution (perish the thought), I am taking donations of left-over cigarettes and unused ashtrays for those that keep up the fight for air pollution and make the air breathable to those suffering from nicotine withdrawal. (P.S. It is rumoured that TEK now accepts smokeless ashtrays as capital asset, so those wishing to have one may place their order through the Ottawa Office).



Bob Brown presents Ralph Cameron with his 10 year pin





Albert St-Pierre and Heather Roy at the Ottawa Christmas party.

## TORONTO

We wish to take this opportunity to introduce Wade Tiedeman to all TEK employees. Wade is our new IG/COMM Sales Rep in Toronto and will be covering the South Western Ontario region.

Wade is a 1983 graduate of the University of British Columbia. He spent a few months working as a field service engineer with Dialor Industries prior to joining TEK.

Wade has already assumed the role of any good salesman, by accusing Steve Shelley of cleaning out the territory just prior to his takeover. However, his story is somewhat diluted by the fact that he was able to achieve 138% of his AP target during his first AP in the territory. Well done Wade!

I'm sure you will all join me in welcoming Wade to TEK as well as wishing him much success in the future.

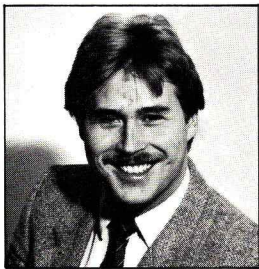
We also wish to take this opportunity to introduce Aart Konynenberg to all TEK employees. Aart is new to the IG/COMM sales force as of the 14th of November, 1984 and will be operating in the Toronto district.

Aart comes to us from Special Electronics and Designs of Kincardine, Ontario where he has worked for the past two years.

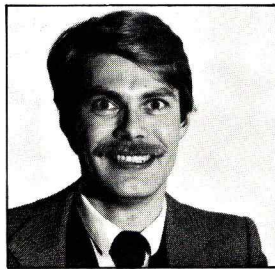
Prior to coming to Canada two years ago, Aart spent some time in the Royal Dutch Air Force and obtained the equivalent to a B.Sc. degree from the Institute of Technology, Zwdd, the Netherlands.

Aart will be undergoing training in Beaverton from January 7 - April 12, 1985.

I'm sure you all join me in welcoming Aart to TEK as well as wishing him much success during training and in the future.



Wade



Aart



Toronto field office staff.

## EDMONTON

Happy New Year One and All!

Two events of significant importance in our office occurred last year:

1. Walt and Duane became members of the 100% Club (and Walt has already earned his second year standing — with 4 months still to go in FY500)!

### Congratulations!!

2. Walt was chosen for the Masters and winged his way to San Francisco in August for a week.

Our Christmas party was held December 20th at Stage West. Jack Woida and his wife Chris joined Ray and Pam, Walt, and I for an evening of dinner and live theatre. A fine time was had by all (but someone forgot the camera)!

On a personal note . . . I would like to thank all of you in Tek Canada that supported me in the "Bowl for Big Sisters". Because of you, we were able to raise \$100,000. to start building a badly needed new Big Sister house. Thanks a million!!!!

### Western CSR Training

As most of you were aware if you'd called any western office January 8th - 11th, Bev from Winnipeg, Denyese from Calgary, Sandy and Susan from Vancouver and me from Edmonton were together in Vancouver with Linda from Montreal facilitating the second half of our training course.

June of last year we studied Effective Listening Skills.

This session dealt with Customer Satisfaction Telephone Skills. Consensus was that this training was excellent and much needed — some new material, but a lot of relearning and rethinking the kinds of techniques that we can effectively use within Tek and to our customers. Getting together in a group with other CSRs also prompted a lot of discussion and problem solving. It was an excellent learning experience. Each one of us came from this course on a motivational high.

Now for the good stuff . . .

Anyone who knows Linda Cave will understand that the second week of the brand New Year in Vancouver was a kind of 'LOVE-IN'. The girl "loves" so much we had to buy her a T-shirt and inscribe the words.

Socially we had an enjoyable evening of live theatre at Granville Island. Another evening was spent at Perry's, an old mansion converted to a restaurant. Delightful decor, but Linda found her dinner wasn't warm enough.

Probing her general use of the word L-O-V-E, we acknowledged her concern she was unable to hate; indicating by the end of the week we would at least have **her just liking people**. The Western Canada CSRs informed her that she should love only her family and Fred and begin by just liking the rest of us. Because Linda expressed no dissatisfaction with our recommendation, we concluded that the girl was indeed L-O-V-E-A-B-L-E.



L. to R. (or tall to short)

Linda, Susan, Dorothy, Denyese, Bev and Sandy.





... and why the four hands, Linda?  
 "The better to love you with, mon ami."

#### DARTMOUTH

1984 had brought many changes to the Dartmouth field office. First of all we moved into a BIGGER office. Now its possible to tell someone to get lost and they actually can.

Then we received a new/old tech. Gary transferred to Dartmouth from Toronto. Gary had settled in fine with us, until he got the "Tom Selleck" look. My god, it's hard to humor a Super Tek and a Super Star at the same time.

Next came Larry Murphy, our new S.E. This could turn out ok as soon as we can find someone or some group that need sick jokes, for every subject possible, that we can rent him out to. Any suggestions?

Then in October we held our Grand Opening. We had visiting celebrities such as Bob H., Ron R., Asher T., Sam F., Fred & Magnum. The only regret, we have from this was that Ron washed all the dishes and we never got a picture.

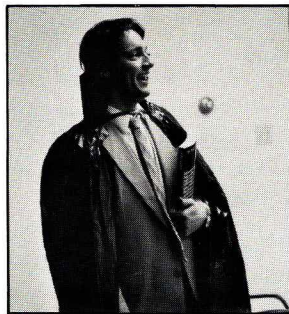
So until Christmas this f.o. remained relatively quiet except for Murphy's sick jokes.

We held our Christmas party in the field office, as between the other three there were few establishments they weren't barred from. Instead of Santa, I was visited by 3 Super Tekies equipped with black caps and masks.

Then once all this was over 1985 hit and each of us in Dartmouth f.o. became another year older, except for me of course.

Well the only excitement we are going to have for the rest of the year is waiting for Cecil's hair to turn grey, and with all possibilities that could be sooner then you think.

Well since this is all I can think of to tell you ... have a nice winter.



Larry Murphy,  
 ready for battle!

#### BARRIE

You never know when Lady Luck will shine your way, as two Barrie employees discovered.

Way back in June, when the grass was green, the sun shone and the temp. was around 80°F, Roy Maddox bought a Wintario ticket and forgot all about it. Well, months and months later in November,

when the ground was hard, the leaves had fallen and the temp. had almost dropped to the freezing point, Roy came across his long forgotten, now moldy ticket. For curiosity sake he decided to check it. He finally got his hands on the list of winning tickets drawn nearly 6 months previous, and glory be, his was one of them. He couldn't believe his eyes! He won a 1985 luxury LS version Mercury Topaz, valued at \$11,000.00!!! A lesson for all you ticket players out there ... make sure you always check your numbers.

Luck was also with Marie McEachern, Payroll Clerk, when she bought a ticket for the Gryphon Theatre Foundation Raffle. Marie won 1st prize which is a "London Show Tour to Britain!" This prize includes airfare, hotel accommodation for 1 week, tickets to 3 theatre shows and \$200. cash. Marie and her husband Rod will be leaving March 25th and will return April 19th. After London, they plan to travel to different spots in Europe for the remaining two weeks of their vacation. Marie promises to take some good pictures for our next issue of the T.C. Eye.

Congratulations to both our lucky winners!

#### Guernsey bound . . .

Ray Jeffrey left Tek Canada on September 17 to join the IBIS Group based in Guernsey. Ray's main responsibility will be to help Tek France and Tek Germany set up a computer system somewhat like Tek Canada's. Ray had been with Tek Canada for seven years, of which one year was spent in Beaverton with the IBIS Group. Ray is missed and we wish him the very best.

#### Cupid strikes again . . .

Barb Deacon, MIS, became engaged to Steve Goulbourne over the Christmas holidays. No wedding date has been set as of yet, but I'll keep you posted. Congratulations Barb & Steve.

#### Christmas cheer . . .

Barrie's Christmas party was held on December 17th at the Barrie Country Club. Rather than the traditional D.J., a band by the name of "The Belaires" was hired for this year's dance. The band proved to be a refreshing change, and a good time was had by all.

Special guests at the Christmas party were Norm & Muriel Fitzgerald and Rich & Lib Stewart. The Stewarts were in Canada on vacation, visiting from Australia. Rich is Finance and Administration Manager for Tek Australia.

#### THANKS FOR THE MEMORIES

Dear Tektronix:

*As employee of the year, I was very lucky to have been given the chance to visit Vancouver and Beaverton, Oregon.*

*Both places were absolutely great, but if I had to make a decision where I would like to visit again, I would have to say Vancouver.*

*Not only is the scenery breathtaking, but our Vancouver staff have to be just about the nicest people ever. They made my stay in Vancouver a very memorable one. Vancouver held many firsts for me. Some of which were seeing a musical with Sherm, eating Sushi with Geordie, riding up to the top of Grouse Mountain in a cable car with Susan, and many many more.*

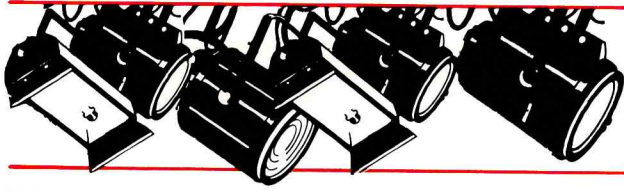
*Unless you see it with your own eyes it is hard to describe the size of Tektronix in Beaverton. The people I met there were great and they made me very welcome.*

*Once again, thank you Maureen, Sandy, Bob and Chuck for making it all possible.*

Best Regards

Linda





## "In the Spotlight"



### Barrie Christmas Party 1984

From far left to right:  
Bruce Milne, Helmut & Heather Fiala,  
Sherry Porter & Don Paddock,  
and Karen & Karl Roehrborn.



Lynn Ruys and Bruce Milne.



Paul Arbour, Bob & Marg Duncan, and Marie & Rod McEachern.



From far left to right: Norm & Muriel Fitzgerald, Cal & Marg Bongard,  
Rich & Lib Stewart and Sandra Angus.



Roy Murden and Debbie French.



Murray and  
Sandra Angus.





## Reminiscence From "Top of The Mark"

by Colin Cameron

In August of 1984 my wife Carolyn and I had the very pleasant task of being part of the Canadian contingent at the 1984 Masters Conference held in San Francisco, California. I thought I would share some of the highlights with you because after all, you could be next.

### August 18 (Saturday)

We had heard that the Masters Conference was probably going to be a classy event, but who would have suspected it would start on arrival at the airport. Carolyn and I were met by reincarnates of Fred Astaire and Ginger Rogers. In top hat and tails, this young couple danced us through the airport in grand style to our awaiting limo. From the airport we proceeded to the famous 'Mark Hopkins Hotel', checking into our suite, with champagne awaiting our arrival.

### August 19 (Sunday)

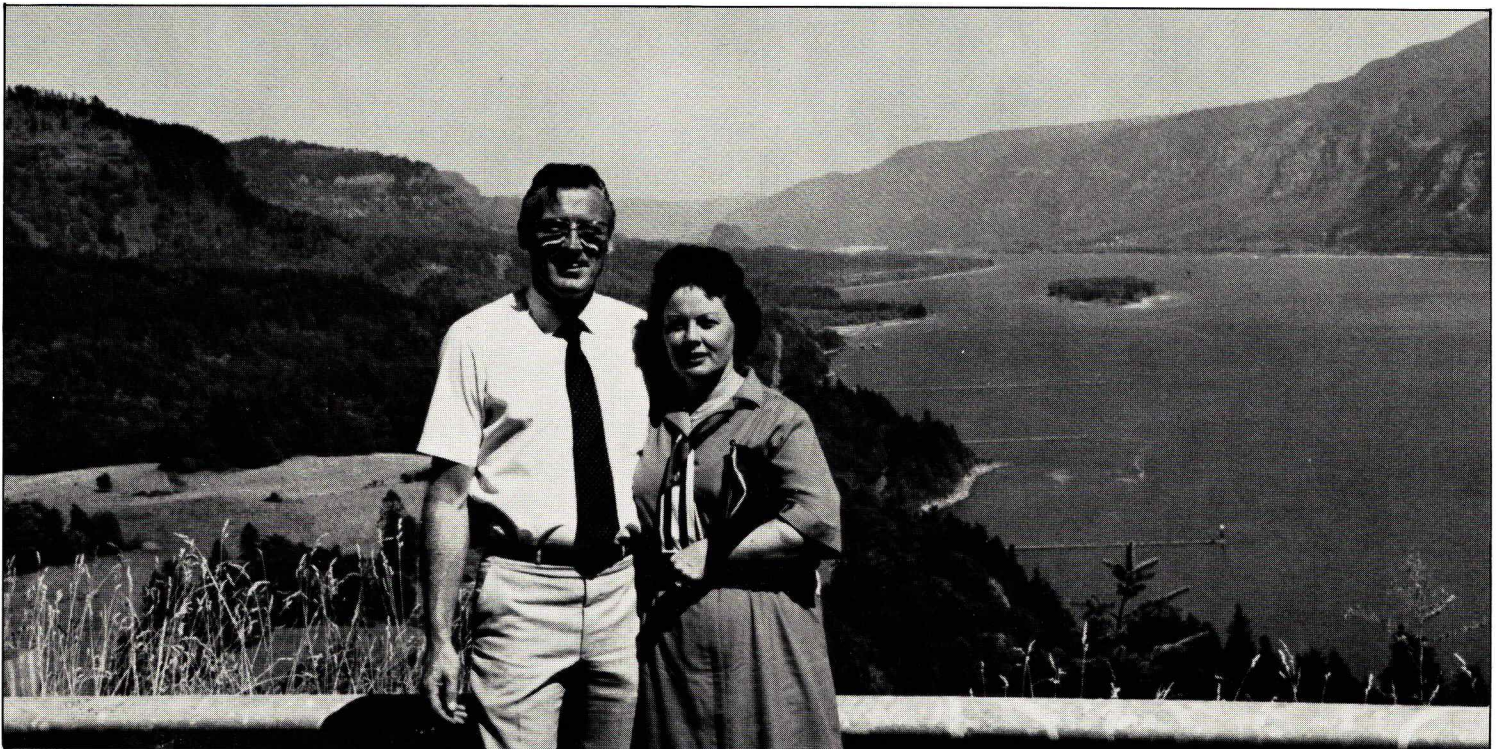
This was our day to get acquainted with San Francisco . . . tours, luncheons etc. In the evening we had cocktails at the Steinhard Aquarium. This was a unique experience, as their reception room is like a giant fish bowl, with floor to ceiling glass walls and exotic fish (including sharks) continually swimming by you. From the aquarium we went to the African Hall for a native dinner amidst wild jungle beasts. We ended the day with nightcaps at the world famous 'Top of the Mark' lounge on the 17th floor of the hotel.



Entrance to the famous Mark Hopkins Hotel, "Number One Nob Hill". A Touch of Class for the "Masters".



One of many "feasts".



Touring the Columbia River.



### August 20 (Monday)

A business day, sort of. We were given a great introduction to all the masters and their successes in FY400.

Dinner that day included spare ribs hot off the grill and I had barbecue sauce up to my elbows by the time I was finished.

The highlight of the evening was the "Frog Jump Contest". It was quite amusing to see John Landis and other VP's on their hands and knees talking to what seemed to me to be the wrong end of the frog. All were good sports. I wanted to enter René as the International frog, but he'd have nothing to do with it.

A stagecoach was available for evening rides.



Factory tours were enjoyed by all — particularly wives of the International staff, whom had never been to Beaverton before.

### August 21 (Tuesday)

This was a free day to soak up the local colour of the San Francisco Bay area. We had many choices of activities including, wine tasting in the Napa Valley, playing golf on a course that overlooks the Pacific, visiting the neat little artist community of Sausalito, shopping in China town, munching your way through Fisherman's Wharf etc. etc. I spent part of the day visiting the legendary 'Alcatraz'. Even spent a minute in the "hole".

### August 22 (Wednesday)

Was a back to business day, our guest speaker was Rosabeth Moss Kanter, author of the current best seller "The Change Masters", followed by an upper management presentation on Tektronix and its challenge to 'Top the Mark'.

Dinner that evening was on Pier 39, a charming collection of shops and trendy restaurants, perched on the Bay. To end the day we were taken on a moonlight cruise on San Francisco Bay. The ship had a fully stocked bar, dance band and fabulous deserts.

### August 23 (Thursday)

A free day, which I spent golfing at Silverado. Carolyn spent the day doing her favourite activity . . . shopping!

That evening's cocktail party had magicians filtering through the crowds, performing tricks then moving on, only for another to appear.

All the 'Masters' that evening were presented with watches complete with the 'Masters' insignia.



Colin showing true golfing prowess . . . "A one wood and a putter, what more do you need?"

### August 24 (Friday)

Departure day from San Francisco, only to move the international group to Portland, there to visit Tek Inc. people and facilities . . . But that's another story.

To do justice to such a fantastic event is impossible. The class with which it was all carried out cannot be put on paper. Any one of those days by itself was a memorable experience. To have them unfold one after the other was almost unbelievable.

Our thanks go to John Landis who made it possible for "International" to be involved in the "Masters 1984" program.

Our special thanks go to Anita Wallace and Donna Thomson. These girls not only made it happen, but made it happen perfectly.

It was also a pleasure to meet and mingle with all the Masters and their wives — a great group of people.

If you are not on the short list to become a millionaire, I suggest you attend a Masters Conference — it will definitely make you feel like one.

## Thankyou . . .

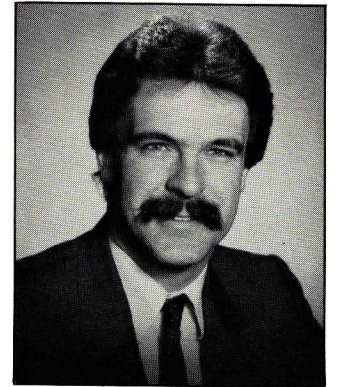
Just a few lines to comment on the trip to San Francisco that my wife and I recently went on as part of the "Masters Program".

We both agree that, not only was it an opportunity to meet with nice Tek people from all over the world and visit one of the nicest cities in the world, but also we must admit that we were treated way beyond expectations.

The organization put on by Tek and the assured quality of everything that took place during that week was just impeccable.

I would certainly encourage any sales person to try to become a "MASTER" because the prize that you will win is certainly an experience that you will remember for a long time.

See you there next year.



René Bastien.



## Wanted Dead or Alive!

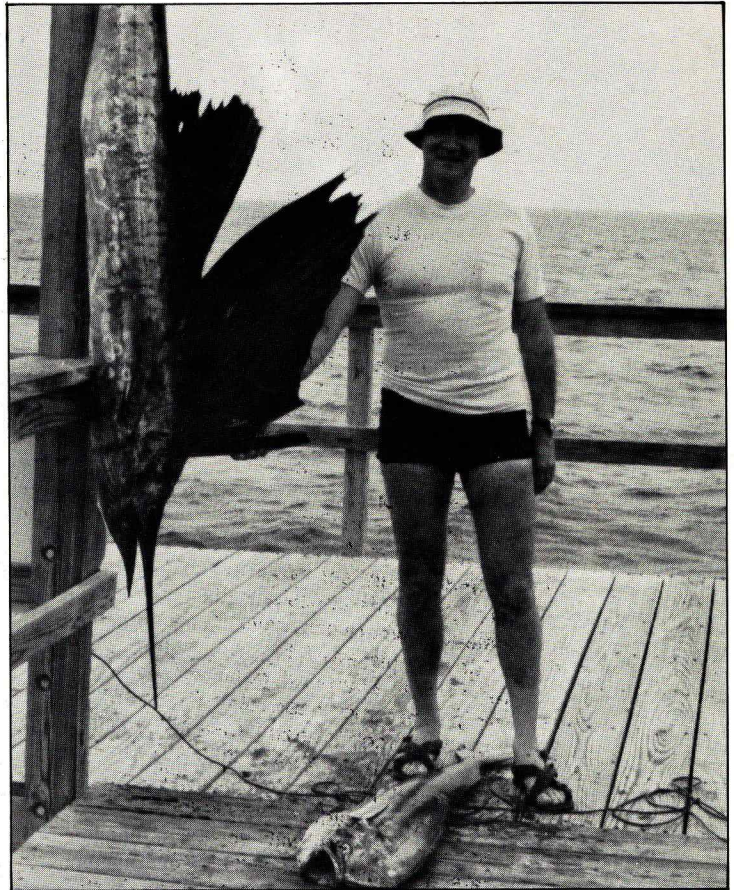
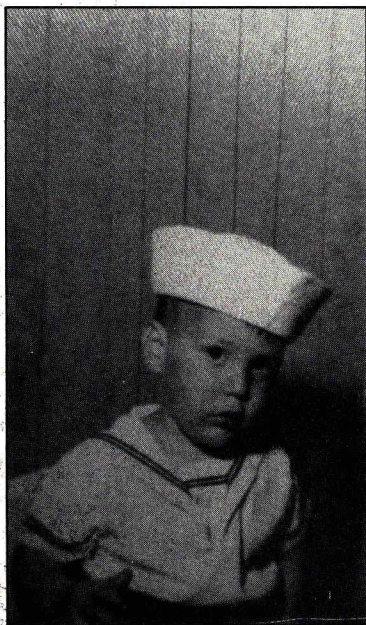
A reward is offered for information leading to the arrest of Eddy Current, charged with the induction of an 18 year old coil named Milli Henry, found half choked and robbed of valuable joules. This unrectified criminal armed with a ferrite rod, escaped from Weston Primary Cell, where he had been clapped in ions since Faraday. With an erg to be free, his escape was carefully planned in three phases. He fused the electrolytics, then he climbed through a grid despite the impedance of the wardens whose reactance was too slow. Finally he went to earth in a magnetic field. What seems most likely is that he struck an A.C. motor. This is of low capacity and he is expected to change it for a megacycle and return by short circuit to ohm. He may offer series resistance and is a potential killer.

## Guess Who?

Our congratulations go out to Murray Angus for being the first to correctly identify last issue's "Guess Who", as B.O.P.'s very own Linda Murden.

For this issue, we have a cute wee gaffer who defies your ability to "Guess Who?"

Send your answers to T.C. Eye Barrie.



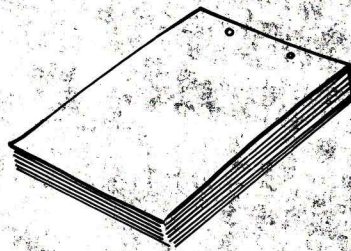
## Winter Dreams

Ottawa's Ralph Cameron, better known for his stick handling ability with the federal government, is also well known for his piscatorial skills (that's fishing to you land lubbers). This is a photo of Ralph and the sail fish he caught off Key West, Florida in July '84.

This beauty weighed in at 55.8 lbs., was 7'5" long and was landed with fairly light, 20 lb. test.

Ralph included a little note with this photo, to T.C.I.'s other noted fisherman . . . "Eat your heart out Fred O'Donnell!"

## From The Editor's Pad . . .



Never again will I pass a building site without remembering 1984, the year we renovated our country home. Most people have no idea how physically demanding do-it-yourself house building really is. Worse still, when you hold down a regular day job, then spend every evening and weekend for six or seven months in construction. It's a bloody nightmare!

Despite the hardships, the end result is a home that I am not only very proud of, but one that gives me real pleasure every day.

Construction has also given me great respect for those individuals who earn their daily bread with the sweat of their brow.

In a world of specialists, we must all step out and learn what others do. To experience their joys and suffer their frustrations. To walk a mile in their moccasins. This not only enriches our lives, but provides a useful perspective in the scheme of things.

## THE TC EYE

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