

Congratulations to TAG's Q2 Corporate Award Winners



Top Performers Overall: Kristi, Kim, and Lani
TAG Internal Team Player Award: Lydia Chen & Macy Samin
Best Newcomer: Amy Agrella & Jennifer Silva-Reis
Most Improved: Kim Nguyen and Lani Destino
Top Performing Team: Lydia, Nancy, Kristi, and Sam
Team Members Who Met Their Goals:
Corporate: Chantilly
FCFO: Lani, Rebekah, Kim, Amy, Louay, Kristi, Sam, Jennifer, Nancy, Tony, Stephanie, and Josh

Thank you for all your hard work!

Notes From the President



So, last quarter I shared our “seven-point checklist” for customers. This quarter I’d like to introduce **“THE TEAMTAG WAY”**. These are principles that define our roles and responsibilities, and create positive outcomes for our company, co-workers, and clients:

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Employee Spotlight

Sara Gilman

Marketing & Business Development Manager



What is something about you that would surprise people? I was the New Hampshire track & field state champion for the 400M and triple jump for three years in a row. I had a full athletic scholarship to Northeastern University where I broke the school record for the 400M and won the America East conference and New England championships.

If you could vacation anywhere on the planet, where would you go? Paris has been my dream destination for many years. I set a goal in the beginning of 2018 to take an “out of North America” trip by the end of the year. And, my boyfriend Jason is taking me to Paris for my milestone birthday on Halloween this year! It’s a dream come true. I’m also taking suggestions for restaurants & things to do.
 What is your all-time favorite movie? Pretty Woman.

What keeps you motivated? I like setting goals and being competitive. I set yearly goals with my business coach and surprisingly I usually accomplish all of them!



Me and my track Coach

Notes From the President (cont.)

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1. **BEYOND THE NUMBERS:** Take responsibility for providing content, meaning and context of reports and information. We create understanding from information. Our output requires accuracy and attention to detail.
2. **WE ARE SELF-DRIVEN, SELF-DISCIPLINED AND SELF-MOTIVATED:** We prioritize our work, organize to create results and take action to complete projects and assignments.
3. **BE THE 'WHITE HAT' RIDING IN TO SAVE THE DAY:** We routinely provide expertise and solutions to solve some of the biggest issues our clients will ever face. It is our job to help them sleep at night.
4. **ELIMINATE HOMEWORK ASSIGNMENTS:** Use a multiple-choice answer approach versus an essay approach. We give people choices to allow them to make better, more informed decisions.
5. **BE INTERESTED, NOT INTERESTING:** Listen to what is being said, what is not being said, and what is between the lines. Ask clarifying questions to gain deeper understanding of the real issues and opportunities.
6. **BE HEARD FROM THE HEART:** Craft well thought out responses to internal and external requests. It is our responsibility to listen well and respond in a way that honors the other individual's needs.
7. **BE RESPONSIVE:** In the face of concerns, listen and be responsive to their requests, be open to their needs and work to find a solution.
8. **BE PROACTIVE:** Anticipate next steps, next actions and next information needed to deliver value to the relationship or desired results.
9. **MANAGE EXPECTATIONS:** Establish clear and frequent communication to create mutual agreement of anticipated results. Regularly debrief outcomes to assess alignment. Be clear on results expected. Eliminate surprises.
10. **FOLLOW THE GOLDEN RULE:** Treat others as you would like to be treated. Follow this Golden Rule in interactions with others. Focus on what others need to feel valued.
11. **BE PRESENT AND ENGAGED:** Be physically and mentally present to support the company, our clients/customers and our co-workers. Be engaged in learning and social events to grow yourself and foster relationships.
12. **THINK TEAMTAG:** Regardless of the product or service we are delivering or the area of the business in which you work, we are all one team, TEAM TAG, striving for a shared outcome.
13. **LEARN AND GROW:** Take responsibility for your own ongoing learning and development. In our roles and responsibilities with our clients and our co-workers, each of us has a responsibility to continue to improve our knowledge and skills to deliver our best over time.

Each of these principles will be discussed further as we make these principles a part of our everyday operations. Thank you for choosing to be on the "TAG Team", *Onward and Upward! RS*

Employee Spotlight (cont.)

If you were in a band, what would the name be? I'm not really sure, but it would be a heavy metal band. I went through a "goth" phase in high school. I only wore black, died my hair black and listened to the most death/heavy/hard metal I could find. This could have been my answer for question #1!



My dog, Sydney & I

What is the coolest thing you have done this month? I saw the Foo Fighters perform at Fenway Park. We were dancing in centerfield in the pouring rain and loved every minute of it.

When I'm not working I am... Walking Sydney, my dog. Playing beach volleyball at South Mission. Waterskiing on the bay. Watching the Patriots and Tom Brady dominate the NFL. Watching the Red Sox clinch the playoffs (for the third straight year). Riding my beach cruiser around PB. Working out at Orangetheory. Training for a half marathon. Chilling with my friends. Exploring LA and going to UCLA football games.



Foo Fighters at Fenway Park

Q2 Corporate Meeting Activity
Photo Scavenger Hunt Around La Jolla Village



Dale Carnegie Communications Training

After eight weeks of classes, Kate celebrated her graduation from “Dale Carnegie Course: Effective Communications & Human Relations / Skills for Success” on September 11th, 2018. The course focused on five key items: building greater self-confidence, strengthening people skills, enhancing communication skills, developing leadership skills, and reducing stress & improving our attitude. Kate enjoyed learning the skills and also being able to apply the skills immediately and see results! Kate also enjoyed watching others in the class transform on a weekly basis after giving our speeches, interacting with each other, and hearing their personal stories.

Congratulations Kate!



Angels Baseball Night with the OC Team



On July 12th, 2018, The OC office, Rob, Anneke and Macy enjoyed a night at the ball game with family and friends. The Los Angeles Angels defeated the Seattle Mariners with a final score of 11-2. It was exciting to see the Angels score four home runs and experience the crowd's high energy in Angels Stadium. After having our fill of hot dogs, micheladas, and beer, we left the stadium with an exclusive Shohei Ohtani Bobblehead and Mike Trout Hat.



New Pet Nancy & Ewok



Ewok the Shih Tzu was adopted on August 11th, 2018 by Nancy and her son Levi at the San Diego Humane Society. "Ewok was the name his previous owner's gave him and I kept it since it was so perfect. Not only does he look like an Ewok, but Levi and I and big Star Wars fans," Nancy explains, "Ewok was taken to the San Diego Humane Society because the previous owner's had a special needs child that did not do well with Ewok. There was some sort of accident with Ewok and the child and Ewok were injured. Since it was no longer safe for Ewok, they took him to the shelter." Ewok is now part of the family and loves going on walks and playing with his Kilo Ren toy. And you guessed it - Ewok will be dressing up as an ewok for his first Halloween with Nancy and Levi!

Clockwise: Ewok's first day in his new forever home. / Since he was so matted, he had to get a military haircut. / Ewok goes to Fiesta Island.

Controller by Day, Rock Star by Night

Tony Dennis Drumming for Fuzon

In Q3, Tony was hired to play drums for the band Fuzon during their U.S. tour. Here is his story:

Tell me a little bit about the band. – The name Fuzon, comes from them being the first band in Pakistan to ever combine/fuse Western rock music with Eastern classical Sufi style of singing. This made them an overnight sensation in their country and since then, many bands have followed their footsteps. Their current singer is a very talented young man who was the winner of Pakistan's equivalent to American Idol.

When and where we're the shows? – 8/4 Los Angeles, 8/11 San Pedro, 8/25 Phoenix, 8/26 San Diego, 9/2 Los Angeles. Our next shows are 9/29 in Chicago and 9/30 in Los Angeles with many more coming up as their new album is about to be released.

How did Fuzon approach you to play drums? – Through the bass player, Faisal. I met Faisal while trying to put together another band project last year. He is friends with the founder of Fuzon. They called him to see if he would play bass for them here in the U.S. and asked if he knew a drummer. He liked my drumming, and recommended me. So, they hired me sight unseen. The first time we met for a rehearsal, the chemistry was instant. Everything just clicked. They have now said I am the Fuzon drummer for all of the U.S. concerts.

How long have you been playing the drums? – I taught myself how to play drums from watching other people play and listening to my favorite bands such as Queen and Black Sabbath. I first really started to play when I auditioned for my high school drumline and was accepted on the snare drum. I then ran with it from there. So, from that moment, I would say at least 35 years.

Where else have you played? – As a freshman in college, I had the opportunity to play with Richard Carpenter during Homecoming. His sister, the great Karen Carpenter had just passed away the prior year in 1983. They had both attended CSULB, which is where this took place. We did a 20-minute set with no vocals, just music. It was a very moving moment. The first band I joined out of school was a cover band. We played a few bars around Huntington Beach. I then joined an original band out of Hollywood. I was part of that whole Hollywood scene in the 1980s playing all of the infamous clubs on the strip. Great times, lots of fun memories. I then joined a band for the next ten years that played many of the same places, but also bigger venues such as the LA Fair Grounds opening for Faith Hill back when she was just starting, the Coachhouse in Capistrano opening for Rick Derringer, The Fabulous Thunderbirds, and Meredith Brookes. We also played several festivals opening for bands such as Joan Jett and the Blackhearts, and CC Music Factory. I then moved to Ohio and joined a touring band, The Kelly Richey Band. We toured the entire country playing festivals, clubs, and Vegas. With Kelly we opened for bands such as Head East, Johnny Winter, Joe Cocker, Pat Travers. My favorite encounter was when Pat Travers stopped me backstage, shook my hand, and told me what a great rhythm section we were. That was a real thrill.

Do you play any other instruments? – Yes, I started on guitar (because my older brother plays guitar). I then took up the trombone in school and played that all the way into college.



Stephanie's Forever Forecast: Sonny

Stephanie & Sonny are Engaged!

On August 8, 2018, Stephanie's then boyfriend - Sonny, asked Stephanie to marry him. Here is their story:

How did you meet your fiancé? A dating app called Coffee Meets Bagel. LOL.. my roommate at the time (when I was single) had met her boyfriend from there and they vouched for it hard and so I said why not?! In less than 2 months, I crossed paths with Sonny and we met up for coffee 2-3 times first and then went on our first date and the rest is history.

How long have you been together? A little over a year and 7 months now. We became an official couple on February 8, 2017.

How did he propose? When? Where? At a clubhouse at my friends new apartment complex in Irvine on August 8, 2018. For over a month, I thought I was just going to attend my newly married friends housewarming party and it turned out to be a surprise engagement. Both his and my friends/families were all there to witness (some traveled from Sacramento and Las Vegas and flew home right after the proposal since it was a Wednesday), which got me so emotional and happy at the same time. I didn't have a clue.

When and where is the wedding? Not for sure set on where/when, but aiming for February 8, 2020. If you haven't caught on yet, we have a thing for the number 8 😊. Both of our birthdays are on the 8th, our anniversary is on the 8th, our engagement is on the 8th, and so we're trying to have our wedding on the 8th as well. Cheesy I know, but it's a special number to us both and I'm sure it will be easy for us to remember each date moving forward. 😊



Out & About Anneke in Germany



Where did you go? And when?

Hamburg, Germany to see my family. August for three weeks.

What was the occasion for the trip? Family vacation and to see friends and relatives in Germany.

What was the highlight of the trip for you? Spending time with my family, particularly my grandparents (86 and 95) and nephews and nieces. I generally see them only every 2 years. Also my parents hosted a summer party on their property with all of my friends, who I still have contact with, their kids and my relatives. We ended up being 70 people (20 under the age of 9). It was a blast!

Do you have a tradition or favorite thing to see or do there? We had amazing weather this year so I showed my kids all of the things I would do as a child on summer break: ride horses, swim in lakes and the Baltic sea, hang out with friends, go to outdoor plays and play in nature. My parents own a large property, so the kids can run off on their own and really explore nature without having to constantly be watched by the parents.

What is a must do or must eat? Any tips for anyone visiting? We ate a lot of good home cooked German food and drank a lot of beer! Steve and I had a chance to venture to Hamburg for a couple of days without the kids and had a wonderful time there: great shopping, new harbor city to explore (classical music venue Elbphilharmonie), amazing restaurants to dine in. Also, I would suggest renting a car when in Germany to enjoy the unlimited speeds on the Autobahn (obviously without your kids in the car 😊)!



Out & About

Leilani Cruisin' through Key West, Florida and Cozumel, Mexico

To celebrate my 30th birthday, we spent the week after the Labor Day Holiday on a cruise ship out of the Port of Miami. We stopped in Key West and had their famous conch fritters and chocolate covered key lime pie on a stick. Next, we stopped at Puerta Maya in Cozumel, Mexico and saw the Mayan Ruin site dedicated to the Moon Goddess of Fertility. The highlight of the trip was taking my 6 year old Snorkeling for the first time. We also went to an organic tequila tasting. When we returned to Miami, we visited the art district called Wynwood and a cigar factory in Little Havana. You must try the Empanadas & Cuban Sandwiches in Little Havana. It was a jam packed trip with a lot of sights crammed into only 5 days!



Out & About

Kim & Ace's Anniversary in London & Paris



Where did you go? And when? Went to London and Paris 9/11-9/17

What was the occasion for the trip? 10 year anniversary (4 years married)

What was the highlight of the trip for you? Afternoon Tea at the Ritz London (4th time in London and I finally got reservations!)

Do you have a tradition or favorite thing to see or do there? Paris – Shopping! All the name brands like Louis Vuitton, Goyard, Chanel are much cheaper than U.S.

What is a must do or must eat? In London – I always do afternoon tea. In Paris – the crepes and chocolate croissants are addicting. My favorite thing in London was afternoon tea and fave thing in Paris was having a picnic by the Eiffel Tower.

Out & About

Olá/Hola! Olivia in Portugal & Spain

Where did you go? And when? Spain and Portugal, 9/10-9/23

What was the occasion for the trip, if any?

Girls trip with my friend. We both have always wanted to go to Portugal and we had an awesome opportunity to go there.

What was the highlight of the trip for you?

Sintra in Portugal, but Alhambra was a close second. Sintra is a town full of palaces and castles with lush gardens and beautiful ocean views. Seeing pictures of it on the internet was the reason I wanted to go to Portugal in the first place.

What was your favorite thing to see or do there?

I love beautiful architecture and gardens. I gravitate to those things. I also love trying the local food. Walking and exploring with no set plan is usually a great adventure.

What is a must do or must eat? Tapas in Spain are necessary. Find a bar with locals in it, during the late evenings and it will be standing room only. The vibe of the bar is so fun and the tapas are usually excellent. In Lisbon, go to TimeOut Market. It is a market that is essentially a whole bunch of food stands put together of famous restaurants or chefs throughout the city in one area. The food varies in style. It is packed and finding seating is an adventure itself. Don't leave Portugal without having a pasteis de nata, a Portuguese custard tart. They are fabulous.

Any tips for anyone visiting? Everyone speaks English in Portugal and I mean everyone. So it is very easy to navigate around the city, get a taxi and find great local food. In addition the people are so warm and friendly and it is much cheaper than other European countries. If you plan to go to Lisbon, stay at the Corpo Santo Hotel. It is a 5 star hotel that only cost us \$250/night and the accommodations, amenities and service was the best of the entire trip.

In Spain the major cities have a lot of English speakers, but it does help to know Spanish. If you are in the smaller towns you need to know some Spanish or have Google Translate or it may be a little difficult. Madrid really is just a huge city with people everywhere. So if you don't like large crowds, I wouldn't suggest Madrid.



My friend and I at Pena Palace, and the awesome ocean view in Sintra, Portugal



The "Initiation Well" at Quinta da Regaleira, Sintra, Portugal



The Alhambra in Granada, Spain

This was a palace and fortress of the Moorish kings when the Muslims ruled Spain in the 1st and 2nd Century.



Parq Guell, Barcelona, Spain. Home and gardens created by famous Spanish Architect, Antoni Gaudi.