



Fall 1995

THE PUMPER

YPSS - GAS WITH CLASS

NEXT EDITION



Trash is Big in 95!

We have had a great turnout for the first two trash cleanups. We aren't really sure exactly what it is that makes this event so popular. Certainly not picking up trash along the roadside, although the Garbological Award Certificate is sought after by many who have not received one yet!

We find, however, that competition for the Kossler Award seems to be the most popular. For those of you who have never had the opportunity to attend one of the Garbological Award Banquets, the Kossler Award is for the person who arrives just in time to eat, but too late to pick up trash. As a matter of fact, this award has become so popular that some type of proof may be required for the explanation of tardiness (believe me, we have heard them all!)

The popularity of this event could certainly be a delicately roasted hot dog, a pot of Ma Bowlin's baked beans, the Killingsworth pies, the anticipation of a delicacy from Carol's Bakery, and NOT to exclude the many wonderful taste treats from all the very experienced cooks at YPSS. (It does help to include cooking experience along with some favorite recipes when preparing a resume to accompany your application.)

Maybe it is the entertainment that draws the crowd. A challenging and extremely difficult game of Frisbee, or Bite the Bag which is preceded by a demonstration by Benjamin Broadhead. Winners of this highly competitive event so far have been Michel Dawson with Kathy Strong and Colette Daigle-Berg tying in the second event. We highly suspect Michel of intense practice and training for this event prior to showing up for work. Possibly coached by brother Eddie. Nevertheless, we now have a tie, males taking the first event and females taking the second. Who will break this tie? Of course, if you are serious about competing in this event, you may have to extend your contract, or just hang out until the date is set for Fall Trash. For those of you who find school more important than this event, which is almost unbelievable, there will be a report of the outcome in the Winter issue of the Pumper.

FROM THE OTHER SIDE OF THE PUMP

by Bill Berg

It's that - I used to work here - comment I make, that awkward feeling when a pumper looks at me and asks, "Can I help you sir?" Yikes!

Just one year out of the saddle and the slide into YPSS alumni-hood begins. You just wait - those folks that come in and look wistfully around the shop or the tire room and glance longingly up at the dorm - that'll be you someday.

As the former editor of "The Pumper", I was offered the opportunity to grab some ink in this issue. It went something like, "You'll come up with something won't you? By next Monday!!"

It's strange not being a part of things with YPSS. I haven't been to every station yet, I need to see some of the rest of you folks, but from here it looks to me as if YPSS is in great shape. Do it well out there.

I resisted the temptation to work at the Tower station and have been living at Tower working on a couple of projects this summer instead. Following up on the Pollution Prevention (P2) work that YPSS did with Montana State University last summer, I am serving as a Workshop Leader in a few P2 workshops in Montana in August and September - AND I have started a business on the Internet. Talk about an education. In a place where I can't even get a phone line, I'm having an interesting time getting this thing going. The pay phone by the outhouses next to the Tower Service Station is my office.

This business is called - Cool Works - and will be up and live on the World Wide Web in early November. It will be a place where a person looking for a job can surf through jobs in Parks, Ski Resorts, hopefully cruise lines, and more. Once you find a company and/or a place that interests you, you'll be able to check out some pictures, look over some on-line brochures and, in many cases, print an application. It should be available in a placement office or computer lab near you if you're going to school. Subscribers to on-line services such as CompuServe and Prodigy also have access to the Web.

School is different. I had been out for 20 years. Fall Quarter was kind of interesting. Lots of math, picking up a new lifestyle, living in a city, too far from the K-Bar and the Gardiner theater. When I was in school last time we used slide rules and typewriters - not that I'm old or anything! What a treat to have a computer. Still too much math.

It's an MBA program with an Environmental Management twist at the University of Washington. Working for YPSS was a great way to prepare for it. Once you get by the numbers and the strategy and law and marketing and economics, it all boils down to the essence of business . . . People doing things for each other. What good businesses have going for them is that they do good things well. YPSS has always done good things well..... Keep it up!

BUG SCREEN KINGS RETURN 30 YEARS LATER!

Mammoth Wyoming - They were the bug screen kings 30 years ago, nine young men pumping gasoline at a YPSS station a few hundred yards from Yellowstone National Park's headquarters.

They will relive what became a special summer from August 10 through 13, spending part of August 12 pumping gasoline at the same service station.

Instead of spending the night in dormitories for the park's savages, a name given college students working summers at Yellowstone, they will sleep with their families at Mammoth Hotel, the Park's historic lodge built when most visitors came by train and rode horse-drawn wagons or in open busses to tour the Park.

Instead of returning to the classroom, they will return to careers in business, government, education, medicine and industry.

The records kept by YPSS show that no group attendants ever sold more bug screen than those nine who worked in Mammoth that summer of 1965. How many? Service station records aren't complete, but a veteran Park concessionaire recalls 1965 as "a hot one".

For Rick Ekwortzel, who grew up in Nye, Montana, if the weather 30 years later is cool and damp, that will be just fine. He works for the Bureau of Land Management, and from his headquarters near Billings, MT, he has responsibility for dealing with fires on public lands. Until recently he was a BLM wild horse specialist in California. He is the group's first and, so far, only grandfather.

Steve German, the reunion's organizer, just became a father. German is a school administrator in Newton Center, Mass., and practices psychology in the Boston area. Throughout the early 1980's he searched for his old colleagues and found the last one in a hotel telephone book in Azusa, CA. "We were a very close group then, and I was interested, and confident, that regardless of where our lives led us, some things wouldn't change. I was right, and we are again a very close group," German said.

Scott Darwin stayed in the classroom, too, and became a Fulbright Scholar. Today he is a professor at Arkansas State University at Jonesboro.

Bill Delameter received a Ph.D. in engineering from Stanford University and today is on the staff at Sandia Labs at Livermore, CA.

Don Marshall grew up in Ohio. After receiving a degree in dentistry, practiced for many years in Butte, MT before moving to Spokane, WA where he remains active in the National Ski Patrol and raises quarter horses.

Dennis Loeb returned to Western Washington University at Bellingham. After a career specializing in architectural history became a developer and operates a construction company in San Francisco.

John Neill, after graduating from the University of Kansas at Kansas City, not far from his home in Oak Grove, MO, was an executive with a steel company. He recently was named President and Chairman of J. Starr Industries in Fort Atkinson, WI.

Frank Beverly wants to come. He and his wife are veterinarians and Peace Corps veterans, but their practice in Pukwana, SD might require them to stay available to farmers and ranchers who need them.

For Gary Marsh, it won't be far at all to go home. He's from Gardiner, MT. Marsh used to ride a motorbike to work 30 years ago. He rides that same bike today where he is an Artist and teaches art in Liberal, Kan. He received a degree in fine arts from the University of Montana.

It will not be a totally organized event. "We'll probably have breakfast together, we and our families, then go our separate ways until dinner. Maybe a few hours talking about then, and now, in the evening," German said. On Saturday, Aug. 12, "I hope that the service station people will rummage around their warehouses for some bug screens. We think we can sell every one

JUST ANOTHER CUSTOMER?

A couple days ago a reporter was at a station that was busy with only a couple employees on shift. The second customer I waited on said instead of \$16.25 could I please make the bill \$18.25. I said, of course, thank you very much. As we walked back outside he said "You gusy really do a great job!" I thought that was odd coming from someone for who we had done a few windows and checked his oil. He went on to say that in 1994 one of the repair shops had really gone out of their way to work on his axle and wheel bearings..... I was proud to be a part of YPSS!

I thought to myself, this goes on hourly at all of our stations, repairs, and the office. This could have been anywhere. You never know when the extra effort has made a difference.... WAY TO GO TEAM!



Headin' Home

There are some things to keep in mind as you prepare to leave. Be kind to your crew and yourself - work through your agreed upon termination date. That date was a significant factor in the decision to offer you a job. If you leave early you leave an unfair burden on your partners. The signature on your employment agreement should stand for something. To a Pumper, honoring your agreement translates into 25 cents for every hour you worked during the summer. For a 3 month season that comes to \$120. Seeing it through in style also sends a strong message about your dependability. It affects your rehire and promotion status as well as the reference that will be given to future potential employers if you use YPSS as a reference.

Here are some additional items to consider:

- ♣ If you need a cash advance before you leave, order it several days before you need it.
- ♣ Clean your room before you leave. This, as much as anything, shows your character. It shows if you mind leaving your fellow employees a mess to clean, and can affect your rehire. It's only right - you will be charged a cleaning fee if someone else has to pick up after you.
- ♣ Don't let up on the job - show your stuff the rest of the season. This season is your tryout for a promotion for next summer.
- ♣ Ask for a job evaluation from your supervisor before you leave. Give some feedback to your supervisors as well. We're all in this together and we can all learn so much more if we share our impressions. There's a difference between complaining and critiquing.
- ♣ Please fill out the questionnaires that will come with paychecks and return them to Gardiner.
- ♣ You DO NOT have to check out through Gardiner. Turn your keys, togs/uniforms, sheets, blankets, pillow, etc. in to your supervisor at your location. Also turn in your ID card. It will be sent to you with your last check if you wish.
- ♣ Put your forwarding address on the back of your last time card. Also note your last night in the dorm and your last meal with TW or Hams.

Bonus checks for Attendants and Shift Supervisors will be paid with a separate check two weeks after your last paycheck. Provide an address on the back of your final time card to which we can send your checks and correspondence throughout the winter.

Managers, Assistants, and Shifts: If your uniforms are in good shape, put them on hangers and tag them with your name. If you come back next year we can have them cleaned and ready for you in the spring.

If you have any questions or suggestions please ask your manager or give a call to the office.

**STANDARD OF LIVING =
10% MORE THAN YOU MAKE!**
by John Peca

FINE DINING

**The Montana Standard - Butte
Monday - August 1, 1988**

Some hikers recently walked out of the wilderness in southern Montana and stopped at a Gardiner drive-in to have a hamburger. "Over 1 million served," a sign near the drive-in said.

The hikers thought the prices were a bit high, and they had to wait longer than they expected. When the burgers were ready, however, they realized why. The million or so hamburgers served at that drive-in probably contained more beef than all the billions served by a well-known national outlet. The Gardiner hamburgers ran about five to a steer. There were five hikers in the group we're talking about, so their arrival in Gardiner was the end of the trail for one steer. That's known as conspicuous consumption, but it sure was good.

The oversized burgers were served on oversized buns, with fresh lettuce, tomatoes and onions. The milkshakes were thick enough to eat with a spoon and tasted like real milkshakes. The french fries were as good as everything else.

The meal didn't just seem good, it was good. It would have been good even if the hikers hadn't been gorging themselves on roots and berries for several days before arriving in town. (You can get roots and berries at all the better health food stores.)

For a little extra money, the drive-in also offered buffalo burgers. That accounts for the state's special buffalo hunting season just north of Yellowstone Park. Every time somebody orders a buffalo burger, the people at Fish, Wildlife and Parks notify the next hunter on their list.....

Stop and eat at that place and your stomach will love you forever.

ON-THE-JOB-PERFORMANCE

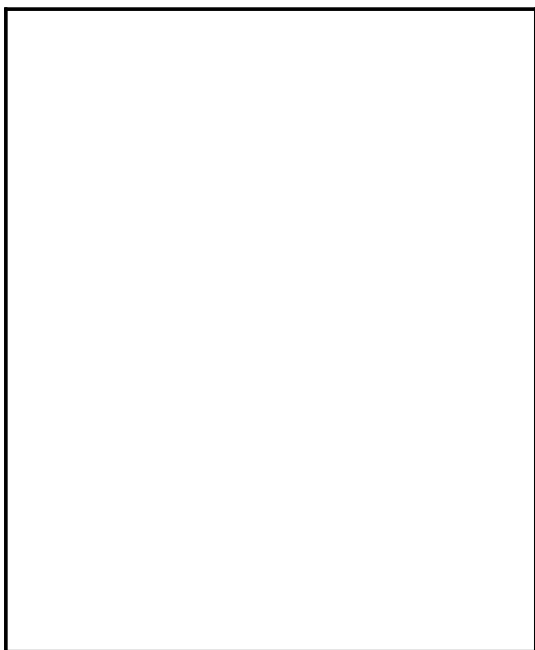
Quality awareness: Are you on track?

This question is one that everyone, from the chief executive officer on down, should ask every so often. Self-evaluation is a sure-fire way to improve your performance, avoid misunderstandings, and develop the kind of quality work ethic that may lead to a promotion. The following quiz should help you.

	YES	NO
➤ 1. Do you trust your co-workers? Is there a feeling of cooperation rather than competition?	_____	_____
➤ 2. Are you truly interested in the welfare of those with whom you work?	_____	_____
➤ 3. Can you communicate openly and honestly with the people in your station?	_____	_____
➤ 4. Do you understand your station's quality performance goals?	_____	_____
➤ 5. Are you committed to the attainment of those goals?	_____	_____
➤ 6. When you need special help, do you try to tap the resources of others?	_____	_____
➤ 7. Can you resolve conflict successfully?	_____	_____
➤ 8. When your station has a meeting, do you participate by preparing and providing your own input?	_____	_____
➤ 9. Whether you agree or not, do you respect individual differences?	_____	_____
➤ 10. Do you really like your job and fellow workers?	_____	_____

Total number of YES answers: _____

Score yourself: If you had eight to ten YES answers, you're a quality-oriented person and well suited for being part of a work effort aimed at quality awareness. A lower score, however, indicates that you may have good reason for self-doubt. But, don't give up. We aren't born with an appreciation for quality performance or even with a grasp of what constitutes a quality lifestyle. Those, like many of the other characteristics that shape us, are learned personality traits. Seek help from the members of your station. If a commitment to quality is your mutual goal, they'll support you. And, everyone will benefit equally.



A LITTLE SUGGESTION FOR THOSE OF YOU WHO HAVE TROUBLE GETTING TO WORK ON TIME !

TEAM WORK

Our organization's success depends greatly on your ability to interact with others on your team, both formally and informally. Like a high-powered machine, our organization will produce quality products or services only if every part of the organization works well together. That's where teamwork comes into play. Here are a few guidelines to check the overall health of your work team. Vital team players:

- ♣ **Make every effort to be effective communicators.** Most conflicts are created because we don't understand one another's true meanings. So we jump to conclusions and usually guess incorrectly. Check your communication pulse and keep channels open. Every member of a team must be on the same track if the team is to accomplish its goals.
- ♣ **Replace defensiveness with openness.** People get defensive when they feel threatened. The best way to keep defensiveness from growing into conflict is to ensure that you're nonthreatening in your approach. Let others know you respect their opinions -- even if you don't agree with them. Give every idea a fair hearing.
- ♣ **Are assertive, rather than aggressive.** You can resolve conflicts and satisfy your own needs without dominating others or clubbing them over the head to make a point. Aggressiveness is a weapon for battle; assertiveness is a skill that uses openness, honesty, and negotiation to help everyone win to some degree.
- ♣ **Avoid argument for the sake of argument.** It's a waste of time. Arguments that don't work toward a resolution prove nothing and cause rifts among coworkers. If an argument is going nowhere, resolve it or table it.
- ♣ **Don't rain on another's parade.** We all have achievements that are sources of pride. Belittling others' accomplishments for no reason brings about tension and rancor. Put a lid on feelings of petty jealousy. Sincere compliments, on the other hand, build group cohesion. Support your coworkers, and they will support you.

LONG HAULERS

FLORA CAMERON	33	ANITA NYE	7
NELSON SCOTT	24	BARNEY WARREN	7
BILL POPERNIK	22	DAN WOODFORD	7
HAL BROADHEAD	16	LANE ABKE	6
DAN EMICK	10	DALE HOFF	6
BILLY MADDUX	8	DARLENE BOWLIN	6
DAN BOWLIN	7	KATHY STRONG	5
COBY DAWSON	7	MIKE TERCEK	5
KEN LaFONTAINE	7		

GAS IS THICKER THAN BLOOD!

Here is the annual scoop on who out there is related to others who have done this YPSS thing:

- Michel Dawson's (#6) father worked for YPSS, brother Coby, 1989 - Now part-timer, brother Eddie, 1992 Bite-the Bag Champ.
- Mike Tercek (#31), recruited his father Tom (#32), and sister Shanna (#9).
- Dr. Dan "The-fix-it-Man" Bowlin and Darlene both work out of the office and found each other before they found YPSS.
- Carol Sawyer (Office) followed her brother and sister-in-law, Greg and Cami, to YPSS. Greg & Cami hung up their togs in 92.
- Christie Daigle's (#6) Aunt (Colette Daigle-Berg) and two Uncles (Joe Daigle and Bill Berg) have also worked the lanes.
- Chuck Langland (#7) followed his sister and brother-in-law, Lisa and Jerry Egbert who hung up their togs in 93.
- Dan Emick's (#32) wife Elsie worked the lanes as a part-time pumper at Bridge.
- Leon Murph's (#8) father worked for YPSS.
- Eric Harman's (#2) father was responsible for sending Nelson to us (Way to go Harmans!!!)
- Dan Woodford (#31) Now part-timer, recruited his sister Dawn in 1994.
- Mark Ringo's (#5) father worked for YPSS.
- Sean Ellis (#9) and Chad Ellis (#9) are NOT related.
- Hal Broadhead met his wife Jean in the Park and Jean cranked out many a report in the YPSS office. We're waiting to get togs on Benjamin, Nicholas and Jonathan. Hal's sister, Carol, also worked for YPSS.

- ♣ **Refuse to play games.** Some people delight in setting up scenarios to manipulate others. They thrive on chaos and discord. But it always takes at least two to play. If you refuse, this can often halt malicious behaviors before they get started. Healthy teams provide a challenging and satisfying opportunity for individual growth and group achievement. But it takes the "fitness" of each member to ensure the team's success.
- ♣ **Avoid prophesying gloom and doom.** If you're a pessimist by nature, keep it under wraps when at work. Consistently pessimistic viewpoints drag on energy and productivity. They don't do much for station morale either.

HAVE YOU MET THE NEW SHERIFF OF CANYON?