

## High Performance



The Compassion Crew for FBG poses for a picture. From Left to Right: Judith Santiago, Sixta Reyes, Paola Jimenez, Mike Carpenter, Amelia Ramos, Winfred Butcher, Rodolfo Salinas

Among the many customers that FBG serves in Colorado, perhaps none stands higher than Compassion International in terms of contributions to the global community. Founded by the Reverend Everett Swanson in 1952 to provide food, shelter, healthcare and Christian education for Korean War orphans, the organization has grown tremendously over the years. Today, Compassion International is one of the largest child-sponsorship organizations in America, helping more than one million children in 25 different countries around the world.

In 2004, FBG was given the opportunity to help Compassion International clean and maintain its headquarters in Colorado Springs. Almost immediately, the FBG crew began to realize their contributions went well beyond the daily cleaning regimen. What began as just another high-profile assignment quickly became much more for the FBG team. And their dedication to a higher level of service showed.

Site Supervisor Judy Santiago has led FBG's efforts at Compassion International for nearly two years, and deserves much of the credit for the quality standards in which

her team operates. Tara McCormick, Facilities Administrative Specialist at Compassion, had quite a lot to say about the Colorado team's performance in a recent letter. "Thank you FBG for your dedication and commitment to our site here at Compassion! First, I'd like to start off with my appreciation of Judy and her leadership. It is evident that she has built a strong team who looks to her for guidance and direction. The team's willingness to fulfill our many requests here has blown me away. Even when the task may seem small; the team always seems so happy to serve!"

According to McCormick, integrating FBG's high-tech work-management system added another level to the team's efficiency.

"Recently, Compassion and FBG teamed up to implement MyPortfolio for service management. Using this electronic process has simplified the work order process for me. Judy is very good at making sure she sends me a task update to let me know my request has been received. This has been so valuable to me! This also has been a great way to track previous work orders. The ongoing communication with

**It is evident she has built a strong team.**

*continued on page 2*

### INSIDE SPOTLITE

**Page 2**  
ESOP News  
ESOP Volunteers

**Page 3**  
ESOP Celebrations  
Value Awards

**Page 4**  
Serving Our Troops  
A New Arrival

**Page 5**  
From the Mailbag  
**Page 6**  
Celebrations

**Page 7**  
Mailbag continued  
**Page 8**  
Music Review



# ESOP NEWS

by Terri Gogetap, CBSE, President

Our employee owners had a great time last month as we kicked off our Employee Stock Ownership celebrations with our Corporate and Divisional event on February 4th. Though we always enjoy these get-togethers, there was one group influence that made the experience so much better than any other before, and that was our Employee Owner Committee representatives.

Tara Staley (NSC Representative) and Judy Hollinger (Corporate Representative) are seen below greeting each of our owners at the door with their personal Stock Certificate packet and a special gift. They were there to help answer questions as well as engage everyone in a contest for prizes. This provided the first real demonstration of our Employee Owner Committee's purpose and role to the field. Their designation and presence let everyone know about their involvement as volunteers within the company.

Our volunteers had a budget for giveaways and wanted full participation from the group. So they asked everyone to send in a baby picture so we could play "Who's That Baby?"

Below is a picture of a group of employee owners trying to figure out who's who. The winner of a \$75 gift certificate was Pat McGrath. She arrived very early to study the two large boards filled with pictures of over 30 beautiful babies.



Thank you for everyone who participated in the contest and made it a successful benchmark for ESOPs to come! Finally, they had a basket of gift cards that were given to those whose ESOP gift was marked with a special smiley face, about 14 in all.

A very special thank you to Tara and Judy for all your work and contributions to the committee and to FBG!

## Here's the schedule of future ESOP celebrations and the volunteers that will be helping them be successful:

2/21	Pennsylvania	Jennifer Hutchinson
2/28	Colorado	Erica Stowell and Mark Kurchinski
3/14	Omaha	Ruben Hernandez
3/21	Lincoln	Bret Henning
4/4	Cedar Rapids	Joe Michalec
4/4	Davenport	Cindy Becerra
4/18	Des Moines	Milbra Davis
4/18	Minnesota	Michael Hopkins

## High Performance

*continued from page 1*

Judy (as well as with Area Manager Bill Evans and Operations Manager Roy Van Esselstine), is part of what makes FBG a success with Compassion."

Judy is also dedicated to higher education. She is currently enrolled in our AIM Supervision Program, a series of classes offered through our partnership with The American Institute of Management for individual employee development. And, she recently completed another training class on floor care with product manufacturing partners JohnsonDiversey.

Examples of successful partnerships like this continue to raise the bar for FBG's operational performance and, not surprisingly, have contributed to the Colorado District's considerable growth in recent years. For us, it's a lofty example of what can be accomplished when everyone works together for the greater good.

FBG would like to officially say thanks to Judy, Bill, Roy and everyone in our Colorado District for such a great effort. And, congratulations on 37 years of service for FBG on the Front Range! ■

# LET THE ESOP CELEBRATIONS BEGIN!

The Corporate and Managed Services divisions gathered together on February 4th to celebrate the first of six Employee Stock Ownership Program (ESOP) celebrations of the season.

Every Spring, President Terri Gogetap takes the ESOP show on the road to visit each FBG district and holds what is basically a shareholder meeting and awards banquet. Value awards are also given at these events. Below are the 2009 Value Awards Winners for Corporate and Managed Services:

## **ETHICS & INTEGRITY - REGGIE STEWART**

Reggie and his team are actively growing our Managed Services division. Though competition is fierce, there are times when we're asked to make promises that would be impossible to deliver. When faced with this, Reggie would prefer to walk away than suffer the inevitable consequences. This is the type of Ethics and Integrity that our company holds so dear and a value Reggie exhibits every day. Building trust and confidence based on our experience is the best path to success. Thank you Reggie for your leadership. We know you will always do the right things, in the right way, for the right reasons and at the right time.



Reggie Stewart, COO, Managed Services (corporate); Mike Wurth, Regional Operations Manager (Wisconsin); Regional Managers (Wisconsin) Pat Danforth Dominic Butler; and Roy VanEsselstine, Operations Manager (Colorado).

## **PROFITABILITY: MIKE WURTH, PAT DANFORTH AND DOMINIC BUTLER**

This high intensity team has consummated the impossible. When FBG was notified of last minute selection to expand the We Energies portfolio - starting with snow removal, the skies were already dark with oncoming storm clouds. This team has organized a monumental task at a neck breaking pace and has exceeded all We Energies' expectations.

This expansion has taken the portfolio from 13 sites to over 1,000 and includes a variety of services. They are a tremendous asset for We Energies and FBG, are committed to exceeding customer expectations, and are leading the pack for increasing our profitability.

Mike, Pat and Dominic's success has been a wonder to watch and an example for all.

## **PEOPLE DEVELOPMENT AND EMPOWERMENT-ROY VAN ESSELSTINE**

Realizing how important networking is with your peers, Roy stepped up several months ago and volunteered to facilitate a monthly Operations Team Conference call. Since that time, our Ops team has the opportunity to join together and share successes, challenges and opportunities which we all benefit from. He coordinates the agenda, sends reminders, schedules the resources and then follows up by sending out the minutes of every meeting. We appreciate the leadership that Roy has demonstrated in developing our management team and his work toward continuously improving our company.

*continued on page 4*

## Value Awards Continued:

### QUALITY - CINDY NAGY AND REBECCA MCADAMS-TUCKER

Cindy and Rebecca's commitment to the customer shows in their superb work performance. This team goes the extra mile to ensure the customer receives outstanding service in a timely manner. They make certain that customer moves are completed correctly, on time, and with precision. They have been pivotal in the establishment of both customer and contractor relationships.

Their customer relations skills set an example for all to follow. Cindy wears her great attitude like a badge of honor. No matter what the initiative, she throws herself into the project with style, grace and gusto. Rebecca's service in the Safety Committee has in the words of Level 3 "been invaluable." Last April several areas were vacated and new space was constructed. It was a long, laborious, tearful task; completed successfully on time and within budget. This dynamic duo's ability to foresee customer needs and concerns has served FBG and Level 3 well; cementing our relationship and ensuring a pleasant working environment. ■

#### A NEW ARRIVAL!

Gabriela Castellanos gave birth to a beautiful baby on January 16, 2009. Moises Alexander Torres, Jr., weighed in at 6 lbs., and was 19 healthy inches. This is Gabby's and Moises Sr., first child. Gabby works at the Union Pacific Harriman Dispatch Center in Omaha and is currently on family leave to care for her new bundle of joy. Congratulations to both Gabby and Moises on the birth of their new baby boy!! ■

## Serving Our Troops



FBG staff, including Area Manager Herbert Portillo, Human Resources Manager Gloria Gamboa (both pictured here) along with Operations Manager Tina Ericson, volunteered to serve dinner to more than 8,000 Minnesota National Guard troops and their families. The soldiers were about to deploy for Fort Lewis, Wash., where they'll train for two months before heading to Iraq to work with the Iraqi security forces.

The meal featured 2.5 tons of sirloin steak, 2,000 pounds of lettuce, 65 kegs of beer and more! The soldiers were very appreciative though it was bittersweet for most families. The soldiers will be gone for a year. ■

## It's Quotable:

A collection of thoughts for our *Spotlite* readers.

"No matter how long  
the winter, spring is  
sure to follow."

—Proverb

"I'm a great believer  
in luck and I find the  
harder I work, the  
more I have of it. "

—Thomas Jefferson

"May your blessings outnumber  
The shamrocks that grow,  
And may trouble avoid you  
Wherever you go."

—Irish Blessing

"Real success is finding  
your lifework in the  
work that you love."

—David McCullough



## From the Mailbag

**From:** Guy Robarge, Lincoln District Manager

**To:** Editor

**Subject:** Moe Dahani, Account Supervisor, State Farm Regional Center

Check out the initial email from Margret in the thread. We began cleaning this facility on November 1st. Moe is new to FBG and has been performing superbly, for our customer and FBG. He always makes himself available no matter what the need. This letter shows how Moe is tuned into his surroundings and takes action on those often over looked opportunities adding value for our customers. Moe is awesome and I'm proud to have him on our team!

**From:** Margaret Minary, DI and WL Assistant, State Farm Insurance, Lincoln NE

**To:** Benjamin Pair; Michael Jagadich, Ian Friedrich; Moe Dahani

**Subject:** Job Well Done

Ben and Mike, I would like to commend Ian and Moe on their great customer service. Ian moved me from one cubicle to another last Friday. He scheduled it at a time that was convenient for me, worked quickly, and did a great job. Other than the time it took me to pack up and unpack, I lost no work time during this move. Ian is polite, friendly, and does his best to make sure that everything is done correctly. He checked back after the move to make sure everything was okay. Ian is a pleasure to work with and does a great job.

Moe also provided great customer service. He saw that Ian was constructing my new cube and volunteered to vacuum the floor and the cubicle walls before I was moved in. This was great because I was able to move into a cube that was clean from the get-go. I liked the way Moe saw a situation and took the initiative to do what he could to assist. Moe is always friendly and helpful. ■

**From:** Tracy Albrecht, Alliant Energy

**To:** Tom Montgomery, Cedar Rapids District Manager

**Subject:** Lena Doleski, Day Porter

A lot of cleaning was going on today so Lena was working extra hard to take out trash and cardboard and delivering trash containers to me and to another group. This was all in addition to her regular duties. Good Job and Thank You Lena! .... now we need our furniture storage room vacuumed please (and thank you!). ■

**From:** Lea Kinnison, Nebraska State Office Building

**To:** Rhonda Hester, Site Supervisor

**Subject:** Carpet

Good morning Rhonda! Just a note to say THANKS SO MUCH for your work on my stained carpet. It looks SO much better. It appears that you went above and beyond to make the worn carpet look the best that it can, and I appreciate that. Have a great day! ■

**From:** Cheryl Borg-Oakins, Level 3 Communications

**To:** Ralph Medina, Mike Abbato, Chris Erkhart, FBG Crew and Bill Wilson, Level 3 Facilities

**Subject:** Thank you!

Round of Applause for Ralph, Mike and Chris and their team(s) for jumping through hoops to get an office cleaned and prepped in Superman Speed! GTO thanks you and I thank you!

*Added note from Bill Wilson: Guys, Sweet!!! You and your teams are awesome! Thanks, Bill ■*

**From:** Carlisle Conolley, Jr., Corporate Security Operations Supervisor, First National Buildings

**To:** Robert Achenbach, Craig Dunn

**Subject:** Missing Laptop

Pamela Whetzal from Blackwell Sanders called this morning about a laptop that she accidentally left in the women's restroom on the 19th floor of the Main Bank, this laptop was found by the FBG Cleaner, Darla Tolbert, and turned into the Securitas Shift Supervisor, David Styles, at 1900 on Jan 13th. The laptop was then turned into the Corporate Security Control Center. I returned the laptop to Pamela this morning at 0820. I would like to thank everyone involved in getting the laptop back to its owner. This only helps to strengthen our relationships with our vendors and tenants within First National. Again, thank you for your support. ■

# MARCH CELEBRATIONS

## BIRTHDAYS (By Date)

- 1** Angelina Zelaya *Des Moines*  
Steve Ziskovsky *Cedar Rapids*
- 3** Veola Davis *Omaha*  
Dion Williams *Omaha*
- 4** Songsu Kim *Colorado-South*  
Dolores Seanez *Colorado-North*  
Wanda Schellsmidt *Davenport*  
Jason Weber *Lincoln*
- 5** Warren Bigelow *Cedar Rapids*  
Michael Morley *Omaha*
- 6** Bertha Torres *Davenport*
- 7** Patricia Atkins *Omaha*  
Mary Barry *Corporate*  
Tonya Daugherty *Des Moines*  
Dannis Fromm *Davenport*  
Thomas Herrera *Colorado-South*
- 8** Carl Becerra *Davenport*  
John Deahl *Davenport*  
Adrian Martinez *Omaha*  
Edward Padilla *Colorado-South*  
Kathleen Shea *Omaha*  
Duane Short *Corporate*
- 9** Gloria Amaya *Minnesota*  
Tim Beezley *Omaha*  
Lynn Houser *Des Moines*  
Sandra Willis *Des Moines*
- 10** Francisco Cruz-Saldivar *Lincoln*  
Terri Gogetap *Corporate*  
Dawn Mellon *Davenport*  
Timoteo Tellez *Colorado-North*  
Ricardo Trujillo *Colorado-South*
- 11** Dennis Bishop *Davenport*  
Charles Merrifield *Cedar Rapids*
- 12** Earnestine Albert *Omaha*
- 13** Jessica Aguirre *Cedar Rapids*  
Mayra Barron *Omaha*  
Sonja Hernandez *Omaha*  
Sara Porter *Omaha*
- 14** Frances Dillinger *Cedar Rapids*  
Matthew Gallagher *Davenport*
- 15** Dorothy Champion *Davenport*  
Christine Ericson *Minnesota*  
Mary Porter *Omaha*  
James White *Colorado-South*
- 16** Shirley Freeman *Davenport*  
Abel Morales *Omaha*  
Veronica Olivas *Colorado-South*
- 17** Leslie Anderson *Lincoln*  
Jeremy Pieken *Omaha*  
Michael Riggio *Colorado-South*  
Dustin Williams *Omaha*
- 18** Thomas Archuleta *Colorado-South*  
Justa Arroyo *Omaha*  
Faron Drager *Davenport*  
Patricia Mcgrath *Corporate*  
Kimberly Patrick *Omaha*  
Gary Phelps *Des Moines*
- 19** Francisco Montes *Cedar Rapids*  
Koffi Klagba *Minnesota*  
Maria Guzman *Omaha*  
Jose Torres Melgar *Des Moines*  
Donald Skov *Lincoln*
- 20** Chamar Maher *Colorado-South*  
Joseph Pella *Lincoln*  
Michael Wilcox *Cedar Rapids*
- 21** Rich Hutchinson Jr *Davenport*  
Amanda Reeves *Omaha*
- 22** Larry Brittell *Omaha*  
Rene Castro *Omaha*  
Darrel O'Day *Lincoln*  
Donna Reed *Lincoln*  
Edwin Rivera *Davenport*  
Scott Swihart *Lincoln*
- 23** Fidela Carrizales *Des Moines*  
Jose Espinoza *Colorado-North*  
Douglas Turner *Des Moines*
- 24** Brandon Leon *Colorado-South*
- 25** Robert Allen *Omaha*  
Yolanda Diaz *Colorado-North*  
Jason Gilleland *Davenport*  
Louis Valenciano Jr. *Des Moines*
- 26** Anthony Carter *Des Moines*  
Manuel Cruz-Fuentes *Cedar Rapids*  
Terry Hall *Colorado-South*  
Ruth Rogel Gomez *Omaha*  
Wayne Simmonds *Corporate*
- 27** Timothy Gallegos *Colorado-South*  
Richard Tate *Lincoln*
- 28** Maria Hernandez *Colorado-North*  
Michael Hopkins *Minnesota*  
Lori Miller *Des Moines*  
Efrain Partillo *Colorado-North*  
Robert Smith *Omaha*  
Everett Winfrey Sr. *Davenport*

## ANNIVERSARIES (By Years of Service)

- 1** Duane Alitz *Des Moines*  
Anne Arredondo *Omaha*  
Ruben Bais *Colorado-North*  
Timothy Bratton *Omaha*  
Diane Breeling *Omaha*  
Tanishia Brewer *Omaha*  
Carl Christensen *Omaha*  
Richard Clark *Des Moines*  
Erima Daljevic *Des Moines*  
Steve Dunlap *Des Moines*  
Victor Flores *Cedar Rapids*  
Oney Gallegos *Colorado-South*  
Cruz Garcia *Colorado-North*  
Claudia Gonzalez *Colorado-North*  
Dalena Hobart *Omaha*  
Jensy Iraheta-Beltran *Lincoln*  
Susan Kingston *Des Moines*  
Rebecca McAdams-Tucker *Corporate*  
Darrel O'Day *Lincoln*  
Joe Orok *Omaha*  
Dustin Parde *Lincoln*  
Mary Porter *Omaha*  
LeAnn Rhoads *Cedar Rapids*  
Clara Tello *Omaha*  
Terri White *Des Moines*  
Gale Williams *Omaha*  
Sandra Willis *Des Moines*
- 2** Alvaro Cardenas *Omaha*  
Jose Garay *Cedar Rapids*  
Rick Hutchinson Jr. *Davenport*  
Cynthia Jones *Lincoln*  
Jamie Losch *Cedar Rapids*  
Dawn Mellon *Davenport*  
Joe Raus *Omaha*  
Mike Richardson *Des Moines*  
Theresa Silva *Omaha*  
Jonathan White *Omaha*  
Roy Van Esselstine *Colorado-South*
- 3** Francis Dillinger *Cedar Rapids*  
Joel Hunter *Omaha*  
Connie Stanfill *Omaha*
- 4** Tammi Amos *Lincoln*  
Maria Ceballos *Colorado-North*  
Yudy Martinez Cardona *Davenport*
- 5** Mary Butler *Omaha*  
Ramon Esparza *Colorado-South*  
Emmanuel Ogundeinde *Omaha*  
Billy Pingleton *Omaha*  
Jaroslav Rosko *Colorado-South*  
Margita Rosko *Colorado-South*
- 6** Elizabeth Garcia *Omaha*
- 7** Michael Fox *Davenport*  
Jose Hernandez *Omaha*
- 8** Gloria Amaya *Minnesota*  
Ada Arevalo *Cedar Rapids*  
David Carey *Omaha*  
Claudia Linares *Minnesota*  
Mary Lindell *Minnesota*  
Matoula Luanglath *Colorado-North*  
Frances Maes *Colorado-North*  
Regina Maes *Colorado-North*  
Jorge Murillo *Colorado-North*  
Herbert Portillo *Minnesota*
- 9** Patrick Douglas *Davenport*  
Rita Kalb *Davenport*  
John Lay *Davenport*  
Ron Maher *Davenport*
- 10** Emily Avant *Omaha*  
Richard DeSchepper *Davenport*  
Lena Doleski *Cedar Rapids*  
Robert Ehlert *Cedar Rapids*  
Ricardo Trujillo *Colorado-South*
- 11** Robert Boyer *Davenport*  
Jose Garcia *Omaha*  
Steve Gonzales *Colorado-South*  
Scott Hess *Davenport*  
Clive Lockwood *Colorado-South*
- 12** Maria Perez *Omaha*
- 15** Mary Siders *Omaha*
- 16** Lucy Allen *Omaha*  
Gladys Rogers *Omaha*
- 18** Jim Story *Lincoln*  
Al Williams *Corporate*
- 19** Joseph Carey *Omaha*

## BIRTHDAYS (continued)

- 29** David Rutherford *Omaha*  
Armando Vindel *Omaha*  
Roxanne Wolstein *Davenport*
- 30** Ruby Baeta *Lincoln*  
Martha Rosales *Omaha*  
Agnes Wilson *Cedar Rapids*
- 31** Luz Herrera *Davenport*  
Venjamin Rodriquez Ramirez *Omaha*  
Gary Stollenwerk *Minnesota*  
Erica Stowell *Colorado-South*

## From the Mailbag (continued)

**From:** *Patty Carefoot, XIOtech*

**To:** *Roy Van Esselstine,  
South Colorado Operations  
Manager*

**Subject:** *Jutta Hutchings @ Xiotech*

Just wanted to let you know how much I appreciate Jutta's hard work around here. This morning we came to work only to find a huge water leak in one of the labs which occurred throughout the weekend and ended up causing quite a bit of spillage into several surrounding rooms.

What I want to point out is that Jutta was here about 6:30am and discovered it and got right on it for us mopping and wet vacuuming. She also notified our management as soon as possible.

She is one of the best FBG employees we've had onsite. Thank you! ■

**From:** *Roger Christensen,  
Surface Finishing Department,  
Clipper Turbine Works, Inc.*

**To:** *Tim Anderson  
Facility Project Coordinator,  
Clipper Turbine Works*

**Subject:** *RE: Kudos to FBG*

Just wanted to tell you that FBG did a super job on our office last night! We really appreciate their hard work all throughout the facility, it shows that they take pride in their work.

**From:** *Tim Anderson*

**To:** *Charles Piquard,  
FBG Site Supervisor*

This is good stuff, nice work on this and with everything. You guys are doing a great job and the feedback is positive on a daily basis! ■

**From:** *Sturman Properties, LLC*

**To:** *Terri Gogetap, FBG President*

**Subject:** *QCC Evaluation completed (Online)*

Roy Van Esselstine has done a fantastic job of responding to our needs, even when he is on vacation. If Roy does not have the answer he will find the correct one and get back to me. We have had to cut back on your services to just the floor crew but still Roy will help with any questions or problems that may arise. Good Man! Outstanding Company! ■

**From:** *Cindy Beccara, Employee Owner Committee*

**To:** *Editor*

**Subject:** *Thank you!*

I would like to recognize one of our employee owners, Pam Sundquist. She is a Night Supervisor at Mediapolis Schools in Iowa. Along with her regular cleaning duties, she helps us on the day shift as needed and is also our floor person. She did such a good job on the floors last year that several teachers thought they were still wet and did not want to walk on them - and they still talk about it!! She takes great pride in doing them right the first time. This past summer she took the time to train me on using the auto scrubber, buffer and swing machine. She also taught me how to prep floors to be waxed and to wax them. Thank you Pam, you set a great example! ■

**From:** *Security Officer,  
Oakdale Campus,  
Vangent, Inc.*

**To:** *Tom Montgomery,  
Cedar Rapids District Manager*

**Subject:** *Dave Penick*

I'm a security guard here at Vangent in Coralville and I wanted to let you know of a few items that FBG employee Dave Penick has found and thoughtfully returned to our office: A \$20 bill, a silver necklace, three rings (one of which was a very expensive wedding ring), and an EBT food benefit card. From everyone at Vangent, thank you!! ■



President Terri Gogetap with anniversary award recipients: 40 years, Founder and Chairman of the Board Wayne Simmonds (far right); 30 years, Dick Daniel (far left); 10 years, Sue Roy and Scott Hess (second and third from left); 5 years: Mary Barry (center).

# MUSIC REVIEW by Rodger Stroup

## WORKING ON A DREAM

Bruce Springsteen

Bruce Springsteen says this is the best of the three records he and the E St. Band have made since getting back together for *The Rising*.

I've been listening to this non-stop since the end of January, and I love it. As I listen to Springsteen's latest I hear bits and pieces of his past work, but I also hear an artist moving forward with his craft to make something new and relevant.

The album opens with "Outlaw Pete," an eight-minute saga of the life of a cowboy outlaw. This song, with all its musical twists and turns, would not have sounded out of place thematically on *Born to Run*.

"My Lucky Day" is a great rocker that I swear comes from the sessions that produced *The River*. With this song, Springsteen leaves the specific characters and moves toward thoughts and ideas we can all relate to.

The third song, the title tune, sounds much better here than it did when I first heard it played as background music for NFL highlights! Again, the theme of "working on a dream" is something we can all relate to.

At first listen, the next track, "Queen of the Supermarket," sounds, well, kind of odd. Musically, the song is as strong as any he's written, but a song about a girl that works in the supermarket? The longer I listened to it, however, the more I became captivated by the mystery of this girl. Springsteen has a way of making the ordinary sound magical.

The next two songs, "What Love Can Do" and "This Life," are a continuation of the melodic sound that Springsteen returned to on his last record. It's nice to hear him sing about love, because for many years it was a subject he avoided.

"Good Eye" rounds out the first half of the record. This funky little number is Bruce and his harmonica, backed by an E St. Band that sounds like they rose up from the swamp.

For those that enjoyed the excursion into a more roots or folk style sound with *The Seeger Sessions*, "Tomorrow Never Knows," is a return to that sound.

We get another one of those musical treasures that Springsteen seems to create so easily with "Life Itself." This has a tense sound with a haunting guitar that quotes Roger McGuinn's work with the Byrds. Just as quickly, those beautiful melodies return to give us a chance to breathe again.

"Kingdom of Days" and "Surprise Surprise" are two of Springsteen's best songs. Both are love songs, and both are pure pop majesty.

The album closes with two quiet tracks, "The Last Carnival," written for fallen bandmate Danny Federici and "The Wrestler," the tune he wrote for the movie of the same name.

As you can tell from the amount of space given to *Working on a Dream*. I think this is a special record. If you are a casual fan, give this one a chance. Springsteen delivers the goods again. ■

## SPOTLITE FEEDBACK

**Give us your feedback!** If you've had a change of address, would like to be removed from our mailing list or have any good news you'd like to share for upcoming SPOTLITE issues, please let us know. Email Barbara Luna with your request at [bluna@fbgservices.com](mailto:bluna@fbgservices.com) with the word 'SPOTLITE' in the subject line.

Visit [www.fbgservices.com](http://www.fbgservices.com)

Responsible Building Services



**FBG SPOTLITE** is a publication of FBG Service Corporation, published for our employee owners, customers and friends.

**Wayne Simmonds** *CBSE, Chairman*  
**Terri Gogetap** *CBSE, President*  
**Barbara Luna** *Editor*

**FBG SPOTLITE** is printed on 30% post-consumer waste recycled paper.

407 South 27th Avenue  
Omaha, NE 68131-3609

402-346-4422  
800-777-8326 Toll Free  
402-595-5049 Fax

PRSR STD  
**U.S. POSTAGE  
PAID**  
Omaha, NE  
Permit No. 1128