

The Way Things Should Work

It was a long, cold, frosty February night and I was sleeping soundly trying to justify the putt I missed on the 14th hole the other day that cost me some money...and suddenly, my world erupted, jangled by the jagged scream of the phone. I wondered if I should answer that as I did not recognize the number on the caller ID...needless to say, I was already up and my wife was grumbling into the phone in the next two seconds so I kept moving...

The caller politely identified himself, that he was from Sonitrol Pacific and proceeded to let us know that there was *a suspicious* noise emanating from our retail store in the Pioneer Square district. Knowing that this was definitely a "situation," I hurriedly made arrangements to zoom down there to see what was occurring...or had already occurred... I always do this when I am called to see if we have been intruded upon and to see if I can arrive just in time to catch the criminals!!!

Having been told that it was bad procedure to enter the building if there was any suspicion of a forced entry or the presence of *evil doers*, I drove around the block to see if there were any of the motion activated lights on in the building. I walked around the block to see if there were damages to windows, doors, or any points of entry...none.

The next morning, I made my morning rounds on the interiors of the building to see if there might have been something I missed from the previous night. Not a thing out of place...hmmm.

I placed an email to our representative, Heather Orso, the following morning to let her know of our situation and that everything was fine. Most of all, I wanted to let Heather know that everything had worked out to our high expectations. Sonitrol was on their toes monitoring the building for any alarm whether it was forced entry or "suspicious" noise. I found out that Sonitrol had automatically dispatched the Puget Sound Security patrol to come by our store location. Puget Sound Security had recommended that Sonitrol dispatch Seattle City Police to disband the 8-10 transients that were the cause of this alarm.

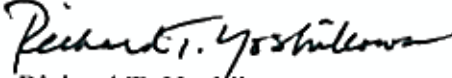
Thank you, Sonitrol, for the diligence it takes at the monitoring stations to keep on top of all of the clients who trust them for their work, not only noting breaks in the alarmed entries but actually *listening* to what the audio sensors were recording.

Thank you, Sonitrol, for the efficiency of contacting the Puget Sound Security to check on our building. This automatic step is an assurance of me not walking into a dangerous situation.

Thank you Heather and all of Sonitrol's workteam for taking their responsibilities seriously.

After leaving Pioneer Square that night, I went back to a restful sleep, knowing that we were being protected, and figured out how to make that putt...in my dreams.

That is the way things should work.


Richard T. Yoshikawa
General Manager, Masins.