



# BLACKSTONE POST



*"The Secret to Our Success  
is in Our People."*



**The Voice of Blackstone Security**

**Second Quarter, 2022**

## Blackstone Lands Seat at NASCO Annual Conference: 2022 Contract Security Industry Leaders' Roundtable

On Monday, February 7, CEO Dan Swindall and COO Jeanne Croft found themselves in Fort Lauderdale, FL gearing up for the National Association of Security Companies (NASCO) Annual Conference: 2022 Contract Security Industry Leaders' Roundtable. Honored to be a part of the Roundtable and excited being their first time at this conference, the two flew out a day early to adapt and enjoy the Florida atmosphere at the luxurious Ritz Carlton where the conference was held.

According to their website, NASCO's mission is to "promote public awareness of the important role of private security in the United States and the valuable services provided by private security companies and their officers across the country. To shape and inform governmental and public policies and perceptions concerning private security. To advocate at the federal, state and local level on behalf of private security firms and on the licensing, screening and training of private security officers" (www.nasco.org). Swindall and Croft absorbed an abundance of educational information over the course of the three day conference and were excited to share new ideas with their team upon arriving back in Phoenix on Thursday night.

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Ritz Carlton, Fort Lauderdale, FL.

## Moving On Up



Adam Roberson  
Tucson Division  
Manager

Stars continue to rise throughout Blackstone as Adam Roberson in Blackstone's Division 34 Tucson, Arizona and Linda Taylor in Blackstone's Division 54 Houston, Texas soar to the top. Both these outstanding team members have had a desire to move up in the company and went above and beyond in their general duties to quickly get there.

Roberson is the Division Manager for the Tucson Division. He was

born in Japan, but grew up in Tucson. He attended Parks College in Tucson and studied Business Management. Roberson has worked for Blackstone for over 2 years and started off in the security industry as a guard and was promoted to supervisor and after proving himself numerous times has now moved into a position that challenges him and fuels his passion to help others and help the company grow.

Roberson has a full set of goals focused on order and

growth and has a work ethic that suits his favorite quote, "Let's make it happen, Captain!" He is a great leader that can multitask and learn new skill sets quickly, even under pressure. Roberson stays up-to-date with the latest technology and training and is extremely savvy on the computer.

As Division Manager, Roberson is responsible for and oversees all operations for Southern Arizona. Having worked his way to the top from his starting position as a guard, Roberson knows what is expected for each position and is a knowledgeable resource and advisor for his team members. Roberson truly loves working for Blackstone in the security industry and remarks, "I can't see myself doing anything other than this."

Taylor is the Business Administrator for the Houston Division. She is originally from and grew up in Canton, Mississippi. Taylor is a well-rounded, highly intelligent Business Administrator with a Ph.D. in Higher Education and years of leadership and management experience in the business field. She studied at Prairie View A&M University in Texas where she received a Master of Arts in Counseling. Taylor then went home to Mississippi

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**Ken Vandiver**  
Corporate Training Coordinator

## The Art of Communication

We as Security Officers spend a lot of time communicating with people. We should fully understand the “art of communication” so we can give the best customer service to our clients, visitors, and even sometimes unwanted personnel that we might encounter.

Studies have been done on verbal communication and they determined that 10% of communicating is the actual words we speak; 20% is the influx and tone we use; and 70% is body language. Although the words we speak are important, we can see in the study that our body language plays a significant role in what the receiver is getting out of our conversation. Have you ever heard someone say, “I didn’t like the way he/she looked at me” with no mention of what they said to them, but the look they gave said more than the words they spoke to them? Our physiological responses are automatic, and our minds will play off that emotion leaving us with only feelings of what we perceive that the person was saying to us.

Verbal communication is not that difficult when you think about it. It should follow a few basic steps to make sure the person is getting the most from our communications. Stance, distance, introduction and listening are the key points. When speaking to someone, remember how we stand and present ourselves will make a difference on how the person receives us. Open hands, non-threatening posture, facial expressions and personal space are key.

People are uncomfortable when you’re standing too close to them, and they won’t listen because they are more worried about why you are inside their personal bubble. Standing five feet from someone would be the closest and you should extend this if the person is upset or a threat to you or others. Standing at a 45-degree angle and not directly in front of the person is not only a safety measure on the part of the Officer, but will also reduce the stress of someone you’re speaking to. You should introduce yourself with your name and who you are while being professional and then ask the person for their name, “Hi, I’m Officer Smith with Blackstone Security. What is your name and how can I help you?” This example makes a connection of being personal and not just an object.

The next step is to listen to the person without interruption. Don’t answer until you hear all of what the person is attempting to say to you. Then, and only then, answer the questions or concerns as best you can. If you don’t know the answer, then don’t be afraid to say you don’t know, but you will get the answer and get back to them.

If you are confronted with an upset person, remember that the anger of this person must be defused before he/she will be able to understand and follow any commands you give. This will take time and patience on the part of the Officer to get the person to the point of communication where they will understand what you need them to do.

As always, remember “QTIP.” Yes, that little thing you stick in your ear to clean it out. “Quit -Taking-It-Personal” people are normally not angry at you, just the situation. Be patient and follow the communication guidelines, it will just take longer to get the person to comply with our directions.

As always be safe and professional. You only have one chance to make a good first impression.

## VFW Post 9400 Celebrates Grand Re-Opening

On January 29, 2022, the VFW celebrated their Grand Re-Opening with a day of fun that included an opening ceremony, awards, food, music and a career fair in which Blackstone participated.

Special guest, Glenn Thompson, (pictured right) fought in the battle of Iwo Jima and was the former editor for the American Legion newsletter. The grandfather of Phoenix Division Manager, Paul Adkins, (Marvin B. Caudill) also fought in Iwo Jima and is pictured in his uniform.



View of the Career Fair inside the newly remodeled VFW.



Glen Thompson



Marvin Caudill



## Team Blackstone



### Blackstone Post Editorial Staff

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This newsletter is produced at Blackstone Corporate Headquarters for the use and enjoyment of our employees and clients.

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Raul De Leon – Vice President

Ken Vandiver – Corporate Training Coordinator

Bobby Holley – Govt. Contracts Manager

Paul Adkins – Division Manager

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Division 34

Adam Roberson – Division Manager

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Division 53

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Division 54

Anthony Taylor – Division Manager

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Division 62

Matthew Clay – Division Manager

#### Blackstone Security Services of Tennessee, Inc.

**Nashville**  
Division 72

Mason Appleby – Division Manager





Raul de Leon  
Vice President



*“Good leaders don’t make excuses. Instead, they figure out a way to get things done.” — Jocko Willink*

## Customer Service and the Security Officer

While a Security Officer’s primary duties are to observe and protect, today’s Security Officers also provide a unique level of customer service. Blackstone’s management team is responsible to make sure that all Security Officers are well trained in customer service skills. This training will ensure that Blackstone Security engages with our employees to instill the need for a strong customer service element.

Part of the security strategy is to make sure that all Officers are interacting with the public. **The following are 16 Customer Service Skills that every Blackstone Security Professional needs:**

1. **Patience** — There is a reason why patience is a virtue.
2. **Attentiveness** — Always listen!
3. **Clear Communication Skills** — Keep it simple and to the point!
4. **Knowledge About the Product** — Know your job description!
5. **Ability to Use Positive Language** — You are the voice of Blackstone and need to create a good image.
6. **Acting Skills** — Imagine you are the customer and how you want to be treated.
7. **Time Management Skills** — If you are unable to solve a problem, reach out to a supervisor.
8. **Ability to “Read” Customers** — Learn how to detect subtle changes in moods.
9. **A Calming Presence** — Learn how to stay cool under pressure.
10. **Goal Oriented Focus** — Read and learn your job description and Blackstone’s culture.
11. **Ability to Handle Surprise** — Prepare for the Who, What and How?
12. **Tenacity** — An employee of integrity is Blackstone’s greatest asset.

13. **Persuasion Skills** — Know your skills and allow them to persuade a customer to understand.
  14. **Closing Ability** — Learn to end a conversation with a customer in a positive way.
  15. **Empathy** — Listen to the customer and try to explain situation even if you are unable to solve it.
  16. **Willingness to Learn** — Will help you adapt to unexpected situations.
- The above skills are just an outline on dealing with customers, however, life experience is a better tool.

*Excerpts from Freshdesk Blog:*

<https://freshdesk.com/customer-service-skills/customer-service-skills-training-blog/>

## Moving Up

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Linda Taylor  
Houston Business  
Administrator

and attended Jackson State University where she earned a Doctor of Philosophy in Higher Education. Taylor has been with Blackstone for over 3 years and has always had a desire to, “advance to a higher position to be a catalyst for change and to increase profits for the company and employees.”

Not only is she an exceptional Business Administrator, but Taylor also has vast experience and knowledge in journalism, healthcare and education. She has been published in multiple scholarly publications and to this day, she still participates in Journal Reviews.

Her previous employments have shaped her into a fierce business leader as well as an inspirational mentor who is respected by anyone she comes into contact with.

Honored to be a part of the Blackstone family, Taylor loves most the opportunity for growth within the company. Starting off as a security guard and moving her way up, Taylor is knowledgeable in all working roles and responsibilities and knows that “if a job is done well, it will be rewarded” because Blackstone takes care of their people.

Taylor’s favorite quote about security is Blackstone’s esteemed company motto, “The Secret to Our Success is in Our People” because she truly believes that, “when you treat people right, success will come out of it.” Taylor’s personal mantra that helps get her through the work week also stems from the Blackstone family as beloved former Division Manager, Tony Browe, once said to her, “One today is worth two tomorrows. Don’t take time for granted!” In closing, Taylor emphasizes, “Blackstone is a great company to work for. It requires your innate ability to reach your potential goal. You can go as far as you want to, if you are willing to work for it!”

With the frame of mind and drive of Roberson and Taylor, Blackstone is lucky to have these two all stars advancing on their team.

## Heating up Spring with 7th Annual Chili Cook Off

For the past 7 years, Blackstone and several other private security companies, who are all members of the Arizona Private Security Professionals’ Association (APSPA), compete in the heat at the Annual Chili Cook Off. All proceeds of this amazing event go to support the Arizona Security Officer Memorial Fund (AZSOMF). Everyone is encouraged to come out and support this wonderful fund that aids the family members of fallen officers who were killed in the line of duty in Arizona. Family members receive a plaque with the name and photo of their loved one, in addition to a check to help with unforeseen expenses. All fallen officers are also listed in the Arizona Security Guard Museum where there have been 14 Security Guards killed in the line of duty in Arizona since 1977.

The idea to start doing an Annual Chili Cook Off came up in a meeting when the members of APSPA brainstormed multiple ways to raise money for AZSOMF. Since then, the annual event continues to be a great success and a fun time for security companies to come together in friendly competition. This year, Anderson placed 1st, Blue Steel placed 2nd and Bolt took home the 3rd place trophy. The Best Decorated Booth Award went to the VFW team of men and women.

*See Chili Cook Off page 6*

*“One today is worth two tomorrows. Don’t take time for granted!”  
— Tony Browe*




**James Warren**

*Officer of the Quarter  
Division 32 Phoenix*

**Phoenix** – James Warren has been with Blackstone as a Field Supervisor for the past 4 years for the Phoenix Division. Warren obtained a Social Justice Degree from Nazarene University and is very knowledgeable. Formerly a retired AZ Corrections Officer, Warren has a true passion for security and helping others and quickly found himself back in the industry, serving the community he loves. He enjoys the flexibility in his current position and being able to interact with employees and clients on a personal level.

Division Manager Paul Adkins could not be more proud of Warren as he “consistently performs his duties in a superior manner while living and expressing our core values. His vast integrity and professional knowledge of our values coupled with his exceptional leadership abilities, helped Arizona’s branch successfully achieve NBOT goals.” Warren stays up-to-date with the latest training to suit the needs of the client at different job sites and his efforts have “resulted in greatly enhancing the branch readiness, goals and client retention.”

When he is not working, Warren can be found playing music as he is a bluegrass banjo player.

Congratulations, James, and thanks for being a Blackstone ambassador.


**Jean Burrell**

*Officer of the Quarter  
Division 62 Vegas*

**Las Vegas** – Jean Burrell is a Dispatch Officer at Albertson’s and has been working with Blackstone for almost 2 years. Originally from Los Angeles, California, Burrell joined the Blackstone Las Vegas Division because she enjoys meeting different people and is passionate about making the community a safer and “more respectful” place. Her favorite thing about being a team member for Blackstone is the ability to quickly promote within the company and build on experience. An advocate for company policy, Burrell ensures that everyone on the site is being compliant and following the rules and regulations. Burrell believes in safety for everyone and encourages the community to report any issues or incidents where safety is compromised.

According to her Division Manager, Matt Clay, Burrell is “a prime example of an excellent employee and is a great asset of the Nevada Office.” Burrell has “excelled in every aspect of the job” and has proven to take on challenging tasks and has achieved “greatness in the competition of each task.” Burrell stays up-to-date with training and can fill in for various positions.

When she is not at work, Burrell can be found spending time with her son, helping him with homework or enjoying a good book.

Congratulations, Jean, and thanks for being a Blackstone ambassador.


**Fredrick Woodard**

*Officer of the Quarter  
Division 54 Houston*

**Houston** – Fredrick (Fred) Woodard has been with Blackstone for just over a year and has been in the security industry for over 3 years. Originally from Brazoria, Texas, Woodard enjoys working in his home state. Woodard feels right at home with Blackstone and is grateful for the professionalism and cooperation of the new management team and truly believes, “Blackstone stands for safety first!” Woodard stands as a favorite of his client and he continuously receives daily praises from his supervisors on how well he is performing.

When asked about his philosophy on security, Woodard states his philosophy is “to keep everyone on my site as safe as I can. I believe in being accountable for the site I am being paid to guard. Safety is my top priority at Blackstone for myself and the clients we serve.” With a passion for safety, Woodard always goes above and beyond in his duties to keep his site secure.

According to his Division Manager, Anthony Taylor, Woodard is a “true leader and a team player” who is committed to his job and a well-respected Security Officer who is loved by all his site personnel. Woodard has an amazing work ethic that makes him an outstanding model guard for his team.

When he is not standing post, Woodward can be found fishing, horseback riding and visiting with his family.

Congratulations, Fred, and thanks for being a Blackstone ambassador.


**Wesley Smith**

*Officer of the Quarter  
Division 34 Tucson*

**Tucson** – Wesley Smith has been in the security industry for nearly 20 years and was in the United States military for 16 years. He graduated from the University of the United States Navy and has currently been with Blackstone for 6 months. His favorite thing about being a member of the Blackstone team is the people he works with on a daily basis. Smith enjoys meeting new people and defusing stressful situations before they get out of control. His philosophy on security is to do his best to “ensure all property and people are safe.”

According to his Division Manager Adam Roberson, Smith has “always gone the extra mile to help out Blackstone and his fellow guards.” An advocate for safety, Smith can be called upon to help cover a shift at the last minute, as he never wants anyone to feel their safety is compromised.

When he is not standing post, Smith can be found spending time with his family, fishing, hunting and shooting.

Congratulations, Wesley, and thanks for being a Blackstone ambassador.







## Mason McKenzie

*Officer of the Quarter  
Division 53 Dallas*

**Dallas** – Mason McKenzie is the Site Supervisor at Lakeside Square and has been with Blackstone at Lakeside Square for over three years. Originally from Rockwall, TX, McKenzie loves the culture and people of Texas and loves being a part of the Blackstone team because of the people he gets to interact and work with. Always dressed professionally and ready to work, McKenzie is an excellent role model for the Dallas team.

When asked about his philosophy on security, McKenzie comments, “A person has the right to feel safe and secure, and it’s the responsibility of the Security Officer to ensure that safety and security is maintained.” McKenzie ensures daily that the community is safe and always goes the extra mile to make sure that everyone he interacts with feels safe and secure with every situation he is presented with.

According to his Division Manager, KJ Jackson, McKenzie has “received nothing but high praises from the client and tenants for his outstanding customer service skills that he displays daily.” Jackson states, McKenzie is “a natural leader” and his team respects and enjoys working under McKenzie’s leadership. McKenzie verifies that his Officers know his expectations, and prides himself on making sure his Officers follow and complete company policies and security responsibilities.

When he is not working, McKenzie can be found hunting, fishing, working out, martial arts and strumming guitar.

Congratulations, Mason, and thanks for being a Blackstone ambassador.



## Leonard Buckley

*Officer of the Quarter  
Division 52 El Paso/Laredo*

**El Paso** – Leonard Buckley is a Field Supervisor and has been working with Blackstone for over a year. Throughout his 15 years in the security industry, Buckley has served in several different positions at various venues and locations. Originally from El Paso, Buckley grew up traveling around to several different duty stations including international travel to Germany, as his father served and is now retired from the United States Army. A family guy, Buckley loves working for a family oriented business. His favorite part of his job is meeting new Officers and “coaching them to better serve our clients” while making sure they are well prepared for any post they serve.

According to his Division Manager, Lizette Banuelos, Buckley is “always ready to jump on any task given to him” and can be called on at any time of the day to help. Buckley carries extra bottles of water with him to ensure all Officers stay hydrated while standing post. He has become the “go-to-guy” of the El Paso Division 52.

When he is not standing post, Buckley can be found spending time with his wife and 3 children, screen printing t-shirts, model car building and working on cars.

Congratulations, Leonard, and thanks for being a Blackstone ambassador.



## Elijah Eddie

*Officer of the Quarter  
Division 42 Albuquerque/Gallup*

**Albuquerque** – Security Officer Elijah Eddie has been working with Blackstone for a year and patrols at Albertson’s / Safeway stores. Originally from Gallup, NM, Eddie enjoys patrolling around the area he grew up in and knows the area well. His favorite part about being on the Blackstone team is the flexible hours and the awesome and caring, management team. Eddie has the utmost respect for his upper management team and has learned a lot from them throughout his first year. He prides himself on learning fast and has a desire to move up in the company. He enjoys the daily interactions with the community and being able to help others in need, while ensuring his location and the people of the community are safe.

According to his Division Manager, Scott Clark, Eddie has “proven himself to be very dependable and always goes above and beyond his duties.” He has recently been promoted to Flex Officer and has exceeded all of Clark’s expectations. “Eddie always takes his duties very seriously; he is on-site to provide security for the community and ensures that all staff and customers are not harassed by transients in the area.” Eddie continues to amaze his supervisors and is always willing to cover a shift or learn a new position or assignment.

When he is not standing post, Eddie can be found relaxing in his gaming chair and playing video games with his friends.

Congratulations, Elijah, and thanks for being a Blackstone ambassador.

## Summer Safety Tips

**Summer is here!** Remember to drink plenty of water and know the signs and symptoms for heat-related illness.

### HEAT CRAMPS

#### Symptoms:

- Painful muscle cramps and spasms usually in legs and abdomen
- Heavy sweating

### HEAT EXHAUSTION

#### Symptoms:

- Heavy sweating
- Weakness
- Cool, pale, clammy skin
- Weak pulse
- Normal temperature possible
- Dizziness
- Nausea and vomiting
- Fainting
- Possible muscle cramps

### HEAT STROKE (or sunstroke)

#### Symptoms:

- Altered mental state
- Skin may be hot and dry, or patient may be sweating
- Possible throbbing headache, confusion, nausea, dizziness, shallow breathing
- Rapid pulse
- High body temperature (106°F or higher)
- Possible unconsciousness

**First Aid:** Heat stroke is a severe medical emergency. Summon emergency medical assistance or get the victim to a hospital immediately. Delay can be fatal.



## NASCO

*Continued from page 1*

One of the best privileges of the conference was being in the presence of some of the largest employers in the world and being able to discuss the future of security and ways to improve business with these great, legendary leaders. The conference started late Tuesday on the 8th of February with a few discussions and then turned into a meet and greet with a cocktail reception among all the attendees and speakers. The conference consists of 16 security companies and the number of attendees for each company varied from 1 person to 4 people per company. There was a total of 60 people at the conference with speakers included.

On Wednesday the 9th, the second day of the conference, the morning came quick and attendees enjoyed the continental breakfast and prepared for a day of discussions. The conference was set up like a classroom with five rows of long rectangular tables that sat 3 people per table. Swindall enjoyed most Bob Perry's discussion on "U.S. Contract Security Market Review." Besides being exceptionally informative, Perry had a great sense of humor in his presentation and told many humorous jokes. Lunch was served just after noon and attendees enjoyed paninis with various sides consisting of fruits and veggies. Dinner was also provided later in the afternoon and Swindall found a new love for roasted edamame.



View from the Blackstone Suite taken by Blackstone COO, Jeanne Croft.

Thursday, the 10th, was the final day of the conference and it began bright and early with another continental breakfast and a few more discussions before the wrap up and adjournment. One of the biggest takeaways for Swindall was the concern over litigation and how to protect yourself in contracts. Swindall was pleased that after the conference, the NASCO team sends out all slides from the discussions so each company can review and integrate the new ideas for the future of security into their business. With such a great first experience with NASCO in Southern Florida, Swindall is excited for the next NASCO event, Washington D.C. Contract Security Summit, in early June 2022.

## Chili Cook Off

*Continued from page 3*

Blackstone entered 5 chilies this year, but still wasn't able to take home a trophy even though many raved about the delectable Hatch Green Chili from Ronnie Lester, the husband of Phoenix's Business Development Manager, Jennie Beck. Mr. Lester's chili had a nice flavorful broth with just the right amount of spice from the hatch green chilies. Sour cream and green onions were offered as a nice finish on the top. Many competitors also offered homemade corn bread with their chilies, making it a filling event. In the past, Blackstone has taken home 4 trophies: 1, first place trophy and 3, second place trophies.

Every year, vendors around the valley come together and donate various items for the raffle that is held towards the end of the Chili Cook Off. This year, the raffle consisted of great items from: Anzio's Italian Food, Christo's Italian, Stumpy's Pizza, O'Connor's Pub, Bobby D's Bar & Grill, Moon Valley Café, Cactus Tavern Bar & Grill, Beaver Biker Bar, Second Home Pet Resort, Easel Photography, In Style Hair, Rum Runner Flasks and XYZ Promotions. There was also a special item of a signed Fitzgerald picture donated by Angelo Belone Accounting.

The event was held in the parking lot of the newly remodeled Veterans of Foreign War, (VFW) Post #9400 located at 804 E. Purdue, Phoenix, AZ. The cover charge was only \$5 dollars and Security Officers were able to get in free with their current Arizona Guard Card. In addition to the food, refreshments and the raffle, there was also a DJ playing rocking tunes that encouraged everyone to dance and have a good time.

The event raised over \$2K even though attendance was down this year. Next year will be the year Blackstone takes home a trophy as team members of Blackstone are already gearing up to enter the best chilies at the 2023 Chili Cook Off.



Mr. Ronnie Lester, husband of the Phoenix office Business Development Manager, Jennie Beck, serving up his famous Hatch Green Chili, a Blackstone favorite!



BDM Jennie Beck and Phil Candy (Candy Insurance Agency) showing off the awesome raffle prizes.



Diana Zellers, President of Bolt Security Guard Services, accepting the 3rd Place Trophy for Best Chili.



Blackstone booths at the Annual Chili Cook Off.



Blackstone COO, Jeanne Croft, and Phoenix PD enjoying the day at the annual event.



## New Faces

Blackstone continues to expand and add more people to their divisions. Among the newest friendly faces are: Jennie Beck, Melissa Simpson, Danielle Perkins, Emilio Montano, KJ Jackson, and Adrian Aragon.

Jennie Beck is the Business Development Manager of the Phoenix Division. Originally from Chicago, Beck grew up in Oak Park, IL and studied Liberal Arts at Triton College. Beck comes to Blackstone with over 20 years of property management experience and is a top-producing and innovative recruiter and personnel manager. She has proven experience in organizational leadership, multi-state territory, business development, contracts and negotiations to assist in achieving organizational goals. She currently holds a State of Arizona Real Estate License and has been managing properties in the Phoenix area for over 7 years. Although new to the security industry, Beck is thrilled to be part of an industry that helps people and she values "the fact that our company is veteran-owned. I will forever respect the sacrifice our servicemen and women make to keep our country safe." When she is not working, Beck can be found spending quality time with her family. She has 5 kids and is preparing one for college in the fall of this year. The apple does not fall far from the tree, as Beck's oldest daughter will be attending Northern Arizona University on a full academic scholarship.



Jennie Beck  
Phoenix Business  
Development  
Manager

Melissa Simpson is the Executive Administrative Assistant in Blackstone's Corporate Office. She was born in Mexico City and been a "Phoenician" since she was 1 year old. Simpson attended Arizona State University and studied 3D Computer Animation. Simpson is an excellent executive assistant with a friendly smile on her face and years of experience in office management. She has a heavy focus on customer service and operational efficiencies and is highly experienced in vendor research and relationship management. She has an inspiring energy and is hardworking with a strong work ethic and drive to succeed. Simpson's favorite thing about Blackstone is the immediate welcoming feeling from the staff and feeling well placed in her new position. Her favorite quote is, "Hard work beats talent, when talent doesn't work hard." –Tim Notke, coach. When she is not working, Simpson can be found playing board games with her husband and friends, volunteering or hiking with her dogs.



Melissa Simpson  
Executive Admin.  
Assistant

Danielle Perkins is the Business Development Manager of the Houston, TX Division. Originally from Midland, TX, Perkins grew up in Houston. She studied Business at the Sam Houston State University. Perkins is a young energetic professional who is highly skilled in sales, management, human resources and customer service. She is observant and quick thinking and is able to efficiently master new business processes and quickly comprehend all aspects of complex situations. She excels working independently and also performs exceptionally well within a team in both leadership and collaborative capacities. Danielle is a highly ethical business woman who builds credibility and trust with the internal and external customer. She is analytical and takes a systematic approach to all sales and financial reports, policies and procedures. Perkins loves the culture of Blackstone and her favorite quote is, "Today I will do what others won't, so tomorrow I can accomplish what others can't." – Jerry Rice. When Perkins is not at work, she can be found spending quality time with her family. Perkins and her husband are on a weekly cornhole league where she was just awarded "Most Improved Player." Perkins also enjoys scouting out sea shells and other sea treasures that have washed up on shore with her daughter.



Danielle Perkins  
Houston Business  
Development  
Manager

Emilio Montano is the Business Development Manager of the Dallas, TX Division. Originally from Dallas, Montano grew up in Dallas and then ventured off to Idaho and attended Brigham Young University where he studied Horticulture and Landscape Design. Montano is a talented and dedicated sales manager with a broad base of experience in identifying and developing new clients within a defined territory. He is a spirited problem solver that can identify prospects needs and concerns and then manage and develop solutions that gain the desired results for each client. He has the ability to work independently or in a team environment by supporting and developing working solutions. He has a consistent and solid partnership with the operations team to support market development and has worked in the Dallas/Ft. Worth area for over 20 years. Montano's favorite part about working in Dallas is the people and his favorite quote is, "You're never going to get what you don't ask for." When Montano is not working, he can be found spending time with his wife and 5 kids. As a family they enjoy camping, fishing and outdoor activities.



Emilio Montano  
Dallas Business  
Development  
Manager

KJ Jackson is the Division Manager for the Dallas, TX Division. Originally from Dallas, Jackson grew up in West Texas. As a "military brat" he lived in various states and countries and spent his middle school and high school years in Lawton/Fort Sill. Jackson studied Business Management and Criminal Justice at the University of Oklahoma. Jackson has been in the security industry for over 15 years and truly loves every aspect of the field. He is a strong business leader who works hard to build a secure foundation for future team members to follow and strives to provide premium profit while absorbing minimum loss. He is technology savvy and is familiar with multiple computer software to help get his job done in a clean and timely manner. Jackson is certified in Budget Development and Management, Private Security Level 1, 2, 3, 4 and has certifications in ASIS BOMA Security Stars 1, 2. Jackson's favorite part about Blackstone is the people, "In my 15+ years of being in this business, this is the most genuine group of team members that I have been around. From the CEO, to the dispatcher, everyone treats you with the professional courtesy that sometimes is missed at other companies." When Jackson is not working, he can be found spending time with his family and at the gun range shooting, as it is a "true part of the Texas culture."



KJ Jackson  
Dallas Division  
Manager

Adrian Aragon is the Operations Manager of the El Paso/Laredo, TX Division. Born and raised in El Paso, Aragon has been in the security industry for over 10 years. Aragon is proficient in multiple computer software. He has a Level 2 Security License in the state of Texas and a Level 1 Security License in the state of New Mexico. He has a wealth of experience in providing a safe environment for the community and staff for the multiple companies and industries where he has previously been employed. Aragon stays up-to-date in the latest video surveillance software and has worked hand-in-hand with the El Paso Police Department in the past. He has overseen Security Officers in previous security occupations and has quickly rose to the top in every endeavor. Aragon is also proficient in daily administrative duties such as payroll, scheduling and training. Safety is of the utmost importance to Aragon and he always makes sure that he is keeping up with the latest licenses and training to be the best and most knowledgeable manager. His favorite thing about Blackstone is the company's reputation among the industry. Aragon prides himself on "knowing that I work with the leader in the security industry." When he is not working, Aragon can be found spending time with his wife and 2 sons. He also enjoys being outdoors, dirt biking and off-roading in his truck.



Adrian Aragon  
El Paso / Laredo  
Operations Manager

With all these talented new faces, Blackstone continues to succeed in the industry and live up to the company motto, "The Secret to Our Success is in Our People."



## Blackstone Attends Law Enforcement Appreciation Luncheon (LEAL) 2022

This past Spring, Blackstone was cordially invited to the Law Enforcement Appreciation Luncheon (LEAL) which was presented by Desert Financial Credit Union on March 25, 2022. The event took place at the Falls Event Center, 4635 E. Baseline Rd, Gilbert AZ 85234.

This event is an annual luncheon that gives the Phoenix Chapter of ASIS International an opportunity to recognize the efforts of law enforcement personnel and the daily duties and sacrifices they make throughout Arizona. The event also presents Awards of Valor to Officers who were nominated by their departments and voted on by the Phoenix Chapter Board. During the luncheon, fallen Officers who have made the ultimate sacrifice in the line of duty are also honored and their family members are encouraged to attend this event as they are presented with a small monetary remembrance to honor their loved one in whichever way they choose. Those families that cannot attend this moving event receive their token in the mail.

The luncheon was catered and tables were announced to fill their plates. The lunch consisted of fresh greens for a salad with various dressings, fruit salad, multiple fruits, vegetables (fresh and cooked), various pasta salads, chicken, prime rib and toasty rolls. A raffle was set up in the back of the room as a fundraiser opportunity for the continuous work of the 100 Club in aiding to fallen heroes' families. Raffle items consisted of: a basket with various items for the interior of a car, a mystery egg, gift cards, resort stays, a purse basket and a wine basket.

A special part of the luncheon was dedicated to keynote speaker Major General Kerry L. Muehlenbeck who is the Adjutant General of Arizona and Director of the Arizona Department of Emergency and Military Affairs. General Muehlenbeck gave an inspirational speech that gave honor and respect to the men and women of law enforcement.

The luncheon not only serves as a great way to honor those in the law enforcement industry, but also posed as a great networking event as attendees mingled with one another throughout the lunch and others ran into old colleagues. The luncheon was a huge success for ASIS and Blackstone looks forward to attending the next luncheon in 2023.

### SUPPORTING OUR TROOPS!

Blackstone is season ticket holders for various Arizona sports and they often treat their clients and staff to these games with four amazing tickets. This year, Blackstone sent the Desert Dogs tickets to multiple Arizona Diamondbacks games to enjoy with their families.



## Blackstone Markets Business at Annual CAI Trade Show



The Arizona Chapter of CAI (Community Associations Institute) hosted their annual trade show this year at the Glendale Civic Center in Glendale, AZ. According to their website, "the CAI Arizona serves the educational, business, and networking needs of community associations in the greater Phoenix metropolitan area as well as the many thriving communities throughout central, northern, and southern Arizona." Incorporated in 1980, the CAI Arizona Chapter is a nonprofit association that has "nearly 900 members including over 200 businesses, more than 250 community volunteer leaders and over 350 community managers. The Chapter is one of 63 Community Associations Chapters worldwide and provides information, education and resources to all community association stakeholders" (www.cai-az.org). Phoenix Business Development Manager, Jennie Beck has been a member of CAI Arizona Chapter for over five years and became a member when she earned her CMCA designation as an HOA Manager.

The trade show was held indoors and a complimentary lunch was provided outside to all members that attended. The turnout was fantastic this year, with over 200 members registered. Team Blackstone set up their booth and served Nothing Bunt Cakes, making their booth the tastiest of all the booths. Blackstone also raffled off baseball tickets while other companies raffled off gift cards and alcohol baskets. The theme this year was "Camping" and one of Beck's favorite things about the trade show is seeing how everyone participates in the theme as well as mingling with and meeting new people. Blackstone plans to continue to participate in this annual event in the coming years.



Team Blackstone at the Annual CIA Trade Show.