



# The Parlant Times

#1 in ParentLink news! (Only because Spencer and Ryan write it)

December 2009  
Volume 1, Issue 9

## Rallying Cry

This frosty December finds us all hard at work here at ParentLink. With the approaching holidays (we're already in Hanukah), this letter of newsmess would like to wish you a politically-correct happiest of holiday seasons for any holiday you have experienced, are experiencing, have yet to experience, or do not intend on experiencing. Political correctness aside, Merry Christmas ParentLink!

## Company Changes

The dust is still settling from a surprise email that will leave everyone on their toes for some time to come. On the good judgment of upper management, the company has been reorganized in order to better serve our customers and meet potential influxes of upcoming revenue. With Andúril being forged from the blades of Narsil, we are now able to aid the white city of Customer Satisfaction. Anduril for the Dunedain! Helm for Theoden King!

## Leaving the Alluring Call of Puberty-stricken Teens with 20<sup>th</sup> Anniversary

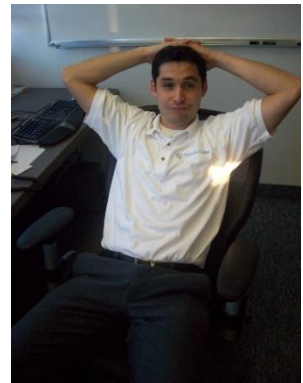
ParentLink celebrated its 20<sup>th</sup> anniversary this year. For those of you interested in still getting ParentLink a gift, the 20<sup>th</sup> anniversary is traditionally the china anniversary (not the country—the really expensive store where women put a lot of emotional effort on what food goes on). Here at ParentLink we hailed it with a weeklong birthday bash!

Monday we started off with an overabundance of free soda! Many people made great progress on the road toward ulcers and future health problems.

Tuesday paid tribute to our deeply-seeded culture of sci-fi-ness with Trekkie Day. Everyone was given the opportunity to get their picture taken next to Admiral Kirk as well as contribute to the extermination of tribbles. Unfortunately, we could not get any of the photos to Kirk for his own photo albums as he was later run over by two cars while trying to cross University Avenue. Kaaaaaaahhhnnn!



Wednesday took us all back to the long-repressed memories of the 80s, 1989 to be specific. David was able to relive the fashion that he strives to bring back, whereas everyone else sought to further desecrate the many fashion trends of the time gone wrong. Congrats to Ryan for winning on grounds of just being plain creepy.



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Thursday was ParentLink colors day, so everyone was encouraged to grab green, blue, and orange clothes from the depths of their closets. Many people sought to blind everyone with their dazzling shades of orange, though the soothing colors of green came out as victor in the end. SteveO was voted most ParentLink patriotic, huzzah!

Friday wrapped up the week nicely with a relaxing day of PJs and hats. Many chose to come in the same outfit they woke up in, though there was little change in facial appearance strangely. Hmm. In the end, however, Carson won the contest of best PJs simply on grounds of flashing a little skin. Flex those biceps, boy!

### ParentLink 2009 Year-end Review

With the year coming to a close, we now have the opportunity to sit back and wonder where time has gone. Think and evaluate the events of the year. We are all entitled to patting ourselves on the back for jobs well done. According to the newsletters we are always working hard and doing well. Thus the newsletter is gospel.

### Company Christmas Party

This year's Christmas party was held at the Coleman Studios and was catered by Marvelous Catering. Kudos to Cheryl and Mikaela for planning and setting up the event, it was a blast. Good food, good prizes, and good games (woot Adam)! Throughout the party, the masses were entertained with a pleasant ensemble of company employee photos taken in 1989 to illustrate where we all were when ParentLink was first conceived. This photo is of Tyson, but it was not taken in 1989. So technically he cheated just so he could look good.



### Company Meeting

Everyone had recovered from the Christmas party just in time to be treated with yet another meal courtesy of ParentLink. What can we say, the company encourages healthy eating. In this meeting, John talked about the company changes that had been taking place and explained the structuring of the new "Account Teams." For those who have forgotten, each account team is made up of a:

- **Account Manager.** These are the new and improved CSM v2.0. Each account manager acts as the public face of ParentLink to current clients.
- **Account Executive.** That which we call a rose by any other name would still smell. These are our income generators, our paycheck makers, our sales gurus.
- **Project Manager.** Made up of talented and spunky people, these individuals are responsible for seeing to the behind the scenes work (support issues and the like).

### Department Updates

#### Development

Working hard to think up and type out out new and exciting content. Business as usual, methinks.

#### Implementation

Busting down doors and implementating the crap out of new school districts. Brian N. is the new team leader of Team Implement and has made good strides on improving team procedures, communication, and overall awesomeness. They even have a cool whiteboard on their door that says if they're at lunch or not. That's the level of efficiency we like.



### Marketing

Cheryl has been working her mojo on event planning with the many activities she has put together this month. Mikaela's been losing sleep at night while scrambling to keep up with the RFP flow of Bid desk. Todd is screaming at his monitor more. Dane is hiding behind his numbers and equations. Ryan is writing novels. Bryan is fervently planning the coolness that is future ParentLink. David is cackling maniacally from his throne made up of the souls of a thousand dead marketers. Congrats to Dane on the move to marketing!

### Account Teams

This week was very intensive for our newly-formed account teams. We had all of the former-CSMs onsite for nonstop trainage. Everyone had a jolly good time. For those that have forgotten, here is the list of the new account teams were told TL means "team leader":

#### *1000 Largest Districts*

Account Executive	Account Manager	Project Manager
Rourke	Karla (TL)	Jared S.
Glade	Julie	Adam (TL)
Dan C.	John D. (TL)	Tyrone

#### *Below Largest 1000 Districts*

Account Executive	Account Executive	Account Manager	Project Manager
Jared P.	Chris	Miriam (TL)	Harold

#### *EU Sales Team*

Account Executive	Account Executive	Account Executive
Troy (TL)	New Hire (UK)	New Hire (German)

### Support

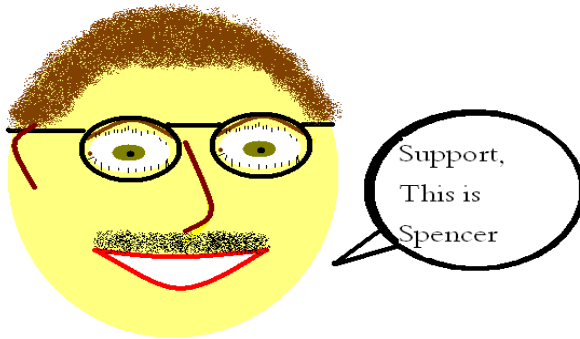
We gladly welcome Geneise back to the warm embrace of Support! Also, congrats to Matt on becoming Help Desk Team Leader. We anticipate many glorious and motivating speeches/monologues! Go team, take state!

### Testing

SteveO has gained a new mind to shape, none other than Mr. Bill Stuver! Testing is now twice as powerful, twice as deadly!

### Employee Spotlight

In one of my frequent talks with myself, I realized that I had never spotlighted myself. While I made a good point that the newsletter itself in a way is my spotlight, I eventually conceded to myself and away we go.



**What is your name?**

*My name is Spencer Marshall Coons.*

**What is your quest?**

*I work on ParentLink's wonderful support desk and I have been here about 18 months.*

**What is your favorite color? Err... food?**

*My favorite food is almost anything, Specifically the Geisha Special with a side order of eggrolls and a glass of Dr. Pepper from Tepanyaki the best restaurant in Provo (1240 N State Street <http://www.my-tepanyaki.com/>).*

**Favorite activity?**

*My favorite activity would have to be sleeping but I never get to do it enough my next favorite would have to be computer games wedged in between spending time with my wife.*

**What three things would you take with you if you were stranded on an island?**

*If I was stranded on a desert island and only allowed 3 items it would have to be a volleyball, an ice skate and time. Why mess with a proven formula (Hint: Tom Hanks and "WIILLLLSSOOONN")*

**What is something we don't know about you?**

*Something a lot of people do not seem to know about me is I do not actually work in the Provo office and for some reason Joshua in the Support Departments extension rings to my cell phone, at least it did; James said he would fix it.*

Photo Cheat

