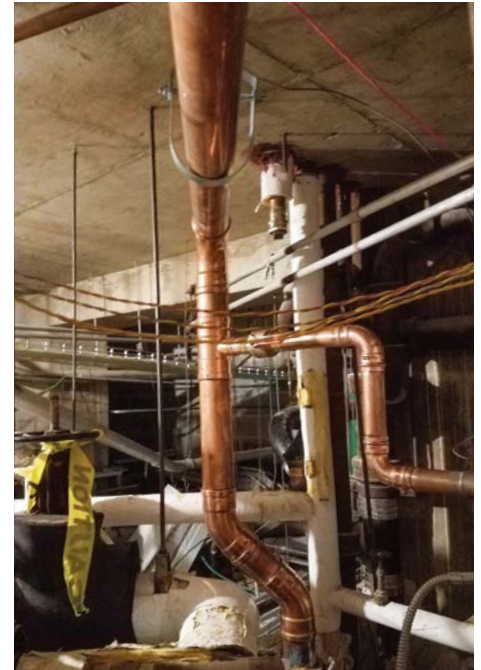




Useful tips, news and information from James CRAFT & Son, Inc.

## WellSpan York Hospital – Water Line Upgrades



*James CRAFT & Son crews installed domestic water pipes within the 6th floor interstitial space. This work required a complete shutdown of the water supply which, one can imagine, is a high-stress situation for any major hospital.*

**W**ellSpan York Hospital identified the need to improve the functionality and efficiency of the current water supply piping throughout their facility and they called on James CRAFT & Son to assist.

After months of careful surveying, our team identified and evaluated the existing components, made recommendations, and coordinated with the hospital to develop a plan to replace a significant portion of the main water supply piping in multiple sections of the facility. These upgrades would improve water quality and pressure, as well as provide sector isolation, which allows for efficient maintenance and operation. This work required a complete shutdown of the water supply which, one can imagine, is a high-stress situation for any major hospital.

The preparatory work for the shutdown took place over

seven months. Working in conjunction with York Hospital to gain access to the involved areas, we installed new piping and appurtenances with all final connections to be made during the brief shutdown window. When the day of the shutdown arrived, our crews and materials were in place, and at 4 a.m., the water service was shut off to the necessary areas. With the clock ticking, we performed the tie-ins in just 14 hours with various small crews throughout the building. It required an extraordinary amount of skill, coordination, and teamwork—but this is exactly where the knowledge and experience of the skilled men and women at James CRAFT & Son shine!

In partnership with the facilities team at York Hospital, the shutdown was a resounding success and water was restored to all areas on schedule.





## Grins & Giggles

A police officer was interviewing a bank teller after the bank had been robbed three days in a row. The officer asked, “What did he look like?”

The teller responded, “He looked better every time he came here.”

A man is wandering through the desert with his horse and his dog. After several hours under the heat of the sun, the dog sits down and says: “That’s it. I’m not taking another step until I get some water.”

The man gasps and says: “I didn’t know dogs could talk.”

The horse looks at the man and says, “Me neither.”

A retired man went to the doctor and said, “Doc, I ache all over. Everywhere I touch it hurts.”

The doctor replied, “OK. Touch your elbow.” The guy touched his elbow and winced in genuine pain.

The doctor, surprised, then said, “Touch your head.”

The guy touched his head and jumps in agony. The doctor asked him to touch his knee and the same thing happened. Everywhere the guy touched hurt a lot.

The doctor was stumped and ordered a complete examination with full-body X-rays. He told the man to come back in two days.

Two days later the man came back and the doctor declared, “We’ve found your problem.”

“Oh, yeah? What is it?” asked the retiree.

“You’ve broken your finger.”

## The MBA: Is It A Wise Career Investment?

An MBA degree can certainly enhance your skills, but it represents a substantial investment in time and money. Is the sacrifice worthwhile? If you’re contemplating the pursuit of an MBA, consider these factors:

- **Goals.** What do you hope to accomplish with your degree that you can’t do now? Be clear on your expectations before taking the plunge. Are you looking for increased career options, higher pay, or a new academic challenge?
- **Alternatives.** Find out whether you may be able to achieve any of your goals through some other route: training programs, individual college courses, independent reading, etc.
- **Obstacles.** Take an honest look at your career prospects and how an MBA will affect them. If your age has been a barrier to advancement, for example, how will an MBA help you contribute more to an employer?
- **Finances.** Does your employer offer tuition reimbursement or any other kind of financial support for education and professional development? Find out what kinds of loans or other financial assistance may be available to you.
- **Programs.** Not all MBA programs are alike. Do some research to find out which ones meet your specific needs.
- **Advice.** Don’t make a big decision like this without seeking some advice first. Talk to business school officials as well as alumni of the programs you’re considering. Find out as much as possible about how an MBA can change your life and your career.

*“Don’t make money your goal. Instead, pursue the things you love doing, and then do them so well that people can’t take their eyes off you.”*

—Maya Angelou

## Find Greater Passion At Work And In Life

What can you do to be more productive and passionate about your work and your life? Good question. The answer can be found in asking these questions at the beginning of every day:

- Why is it vital for me to involve myself in my work fully and passionately today?
- How can my attitude affect the way I respond to stressful situations?
- When do I feel most passionate: When I’m working with a customer, solving a problem for a family member, working on a project for myself, or some other time?
- Where can I best put my passion to work? With colleagues? Customers? My family?
- With whom do I need to spend time in order to do my best work?
- How can I effectively align my interests and passion with what I have to do today?
- Who am I called upon to be today to best express my passion for life and work?

## What Feeds Your Inspiration?

Where do you find your inspiration? The *Refinery29* website surveyed its readers on where and when they feel most creative. Here’s what they said:

• At night	62%	• Nature sounds	33%
• Daytime	38%	• Salty snacks	52%
• In a coffee shop	35%	• Sweet snacks	48%
• At home	65%	• Running	55%
• Outside	77%	• Yoga	45%
• Inside	23%	• In a group	28%
• Listening to music	56%	• Alone	72%

# Create A Spirit Of Innovation On Your Team

Sparking innovation in a team or organization depends on a number of factors. Concentrate on these to get the most from everyone's creativity:

- **Challenge.** Bored people don't come up with great ideas. Look for tough problems to solve or difficult projects to accomplish—as long as they're not too overwhelming.
- **Autonomy.** Allow as much freedom as possible to get things done. People are more creative when they can make their own choices.
- **Recognition.** Make sure to praise good ideas when you hear them. Even if they don't work out, you'll reinforce people's innovative spirit.
- **Debate.** Encourage open discussion. Don't let meetings run too long or turn into arguments, but do make sure everyone feels free to explore ideas honestly.
- **Support.** Team members should help each other develop their ideas. The more support people feel, the more eager they'll be to make suggestions.
- **Collaboration.** Ideas may come from individuals, but they usually require a group effort to bring to life. Establish common goals so everyone feels a stake in coming up with the best ideas and making them work.

SPEED BUMP

Dave Coverly



# How To Compose Emails That Readers Will Actually Open And Respond To

The ability to ensure that your emails get opened and read is becoming increasingly important in today's communication-heavy business environment. You'll boost responses—and your career—by following these tips from the *Fast Company* website for writing subject lines that get attention and action:

- **Don't ask questions.** Phrasing your subject line as a question reduces the open and reply rate, especially if the reader doesn't know you. Recipients may feel put on the spot if they're already busy, and delete your message or save it for later.
- **Get to the point.** Skip personal greetings like "Hi, Bill" in your subject lines. Again, if people don't know you, attempts at familiarity may turn them off. Use personal material in the body of your email, but use the subject line to describe a benefit up front.
- **Use numbers.** Readers tend to trust hard data, so putting numbers in your subject line will usually catch their attention and increase open and reply rates. Metrics offer credibility that most people will respond to.
- **Use capitals.** No, don't go for ALL CAPS in your subject lines, but capitalize key words: "Increase Your Profits" instead of "Increase your profits." This conveys authority and gives your email a more formal tone that recipients will respond to.

## Odd Jobs Of Future Famous Writers

Few great authors spring up overnight. Most work odd jobs while they struggle to create. *The Literacy Site* shares stories of these writers before they became famous:

- **Langston Hughes.** The would-be poet worked as a busboy at a prestigious Washington, D.C. hotel. One day the well-known poet Vachel Lindsay came to lunch, and Hughes worked up enough courage to show her some of his poems. Lindsay was impressed by his talent, which led to him being discovered and going on to lead the Harlem Renaissance.
- **Kurt Vonnegut.** The future author of *Slaughterhouse-Five* and other classics owned the first Saab dealership in the U.S. He went on to serve in the United States Army during the World War II, which had a major impact on his later writing career.
- **J.D. Salinger.** Before breaking onto the literary scene, the author of *The Catcher in the Rye* and other classics worked as entertainment director on a Swedish cruise ship.

## Speed Limit

A state police officer parked by the side of the highway spotted a car driving only 22 miles per hour. He started up, turned on his lights, and pulled the car over.

As he approached the car, he saw the driver was an elderly woman with three friends, one next to her in the front seat and two in the back. "What's the matter, officer?" the driver asked. "I wasn't speeding."

"No, ma'am," the officer said, "but you were driving much lower than the speed limit, and that's just as dangerous."

"But the sign back there said 22," the woman said.

The officer chuckled and explained that 22 was the route number, not the speed limit, which was 65. Embarrassed, the woman apologized and thanked the officer.

Then he peered into the car. "Ma'am, are your friends all right? They all seem a bit frightened."

"Oh, they'll be all right in a minute, officer. We just got off Route 119."



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## Celebrating 50 Years at CRAFT

On June 8, 2020 we celebrated Roger Haugh's 50th year of employment with James CRAFT & Son. Company President Jim Craft presented Roger with a commemorative rifle, engraved with his years of service.

Roger began his career in 1970 as a helper in the field and warehouse. He showed a talent for project estimating while still completing his plumbing apprenticeship. After graduating, he became a full-time estimator, a position in which he excelled until he retired in July 2020.

Roger had a talent for expecting the unexpected when estimating jobs and was known for producing very thorough and well-planned estimates. Dedicated and loyal, Roger is certainly missed and we hope he is enjoying a well-deserved retirement!



*Roger Haugh, left, receives a commemorative rifle from Jim Craft, right, celebrating his 50 years with the company.*

## Reflecting On 2020

During this holiday season, we find ourselves reflecting on a rather bittersweet 2020. The year's events have reminded us to treasure our time together and to cherish those close to us. We are incredibly thankful for those who have helped to shape our business—our employees, business partners, and, of course, our clients. The entire team at James CRAFT & Son extends their gratitude and wishes you peace and joy throughout the coming year. Here's to a happy, healthy, and prosperous 2021!

Connect With Us...[www.jamesCRAFTson.com](http://www.jamesCRAFTson.com)

And, find us on Facebook and LinkedIn!

