

# The BEACON

## MESSAGE FROM THE EDITOR

### Let's Keep the Bar Raised

In May we concluded the first ever SCASPA sponsored and organized Best in Class Competition in which six high schools participated. The Competition was quite successful and SCASPA received high commendation for hosting a well organized, much needed academic competition. As a result of this event, SCASPA gained much positive attention.

Certainly, Best in Class achieved the objective of raising SCASPA's profile. There is now much greater awareness of the role that SCASPA plays in facilitating travel/tourism and trade. There is the recognition

that SCASPA is critical to the survival of our Federation. With that awareness and appreciation come increased respect for the Organisation and a higher level of expectation. So what does this mean for us?

Even more now than before, the public will come to expect a certain standard of performance since we have successfully hosted the Competition. For those who knew very little about SCASPA, a positive image has been created. In particular, we have impacted the students who participated in the Competition. Whenever they interact with

SCASPA, they expect service that is consistent with the profile that they have of SCASPA. We must, therefore, be more professional than before. This means that we must be efficient in every area of interaction and operations. We must be punctual and ready to work at the scheduled time; we must follow established procedures; we must adhere to our standards of dress. Expectations have been created. We must not lower the bar. Rather, we must represent SCASPA in a manner that promotes the image that Best in Class has created in the minds of this "new" public.

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For those who are familiar with us and our operations, we have now been projected in a different light. We dared not simply to sponsor but to organise an activity that is totally unrelated to our business. We have ventured out and the outcome has been pleasing. The Competition indicates our commitment towards developing a culture of academic excellence in schools. The spotlight will continue to be on SCASPA. We must be even more determined to strive for excellence as we carry out our duties. Our customers will not only expect but will also demand a higher level of service. We ought not to disappoint them.

We have embarked on an ongoing journey to create a culture of excellence. Each accomplishment takes us

further on this journey. May we re-commit ourselves to playing our vital role to the best of our ability, proud to be part of an organization which contributes much to the development of our Country.

Head of Corporate Affairs and Public Relations  
Mrs. Delcia Bradley-King

## SCASPA STAFF UPDATE

*This month, we welcomed:*

*Raymond Cotton*

*Security Manager*

*Darren Hazell*

*Security Officer*

*Jamie Quamina*

*Security Officer*

*We said 'goodbye' to:*

*Patrick O'Loughlin*

*Quality Control Manager*

# SCASPA EMPLOYS NEW SECURITY MANAGER

The St. Christopher Air and Sea Ports Authority appointed a new Security Manager, Mr. Raymond Cotton, on May 3rd 2011. Most recently employed by the Royal St. Christopher-Nevis Police Force as a Superintendent, Mr. Cotton brings a vast amount of experience in security and safety operations to the Authority.

For over 30 years, Mr. Cotton was been trained in the Police Field. He began his educational journey at the former Trinity All Age School; he then attended the Burdon Street section of the Basseterre Junior High School and he was first employed at C. E. Jenkins where he worked as a lead carpenter and foreman.

It was in 2010 while training SCASPA Security Officers that Mr. Cotton became interested in the Security operations of the Authority. He then attended Port Facility Security Officer (PFSO) training in Nevis and his interest in working at Authority increased. In 2011, the job opportunity presented itself and Mr. Cotton applied for the position

of Security Manager. After a round of interviews and out of several applicants, Mr. Cotton was the successful applicant.



Security Manager, Mr. Raymond Cotton

Mr. Cotton holds several certificates in Police Training. He participated in the Common Program in Jamaica for Police Officers. He also was trained as a Drill Instructor in Guyana and England.

In welcoming Mr. Cotton to SCASPA, General Manager, Mr. Terrence Crossman, expressed his confidence in the ability of Mr. Cotton to assist in developing the mantra of the Authority, “Building a

Culture of Excellence.”

Training over 90 percent of the officers at the Royal St. Christopher-Nevis Police Headquarters during 1979-2011, Mr. Cotton intends to train Port Officers in various Security Courses to ensure that they perform at an optimum level and keep the Authority and its customers safe at all times. He also intends to share his extensive knowledge of the discipline, that he gained at the Royal Police St. Christopher Nevis Force and use it to enhance the improving standard of SCASPA.

## SCASPA WORKERS ON TRAINING

A total of eighty-one Security Officers, Cashiers, Customer Service Representatives, Supervisors, and Operators of the St. Christopher Air and Sea Ports Authority attended a Security Ticketing Training Workshop from Monday, 23rd May to Thursday, 26th May 2011.



Trainees taking notes

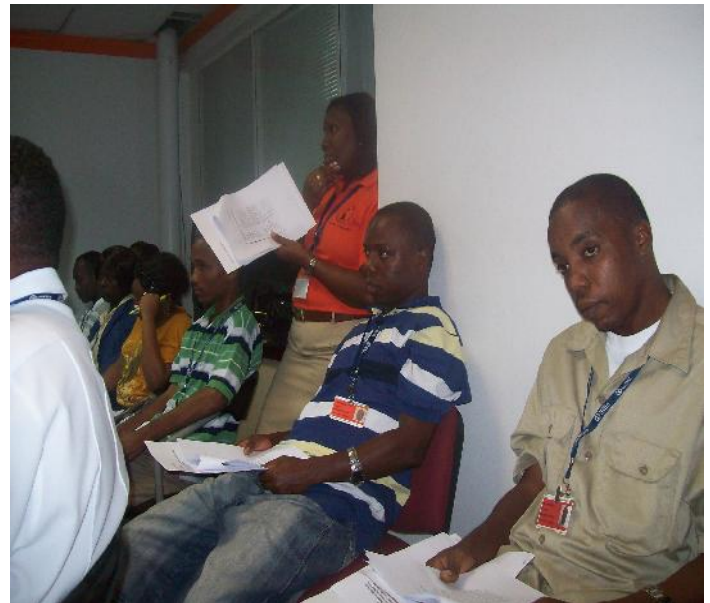


Security Manager, Mr. Cotton and Traffic Warden, Dianne Francis facilitating a session

their knowledge in Security regulations and operations and assist the officers in performing duties and enforcing traffic regulations.

The training sessions were held in the Robert L. Bradshaw International Airport Conference Room. The trainees were instructed in *Traffic Offences under Regulation, Traffic Ticket System, Writing a Ticket, Traffic Offences under Act, and Courtesy in Enforcement*. The employees who attended the training workshop will be tested and when they pass the examination they will be able to issue tickets at the Airport.

The Security Ticketing Training is one of several courses offered to SCASPA personnel to increase



Participants of the Security Ticketing Training

There was a time when the boundaries between work and home were fairly clear. Today, however, work is likely to invade your personal life — and maintaining work-life balance is no simple task. Still, work-life balance isn't out of reach. Start by evaluating your relationship to work. Then apply specific strategies to help you strike a healthier balance. Married to your work? Consider the cost.

It can be tempting to rack up hours at work, especially if you're trying to earn a promotion or manage an ever-increasing workload. Sometimes overtime may even be required. If you're spending most of your time working, though, your home life will take a hit. Consider the consequences of poor work-life balance:

**Fatigue.** When you're tired, your ability to work productively and think clearly may suffer — which could take a toll on your professional reputation or lead to dangerous or costly mistakes.

**Lost time with friends and loved ones.** If you're working too much, you may miss important family

events or milestones. This can leave you feeling left out and may harm relationships with your loved ones. It's also difficult to nurture friendships if you're always working.

**Increased expectations.** If you regularly work extra hours, you may be given more responsibility. This may lead to only more concerns and challenges.

**Strike a better work-life balance.** Use these ideas to help you find the work-life balance that's best for you:

**Track your time.** Track everything you do for one week, including work-related and personal activities. Decide what's necessary and what satisfies you the most. Cut or delegate activities you don't enjoy or can't handle — or share your concerns and possible solutions with your employer or others.

**Learn to say no.** Whether it's a co-worker asking you to spearhead an extra project or your child's teacher asking you to manage the class play, remember that it's OK to respectfully say no. When you quit doing the things you do only out of guilt or a false sense of obligation,

you'll make more room in your life for the activities that are meaningful to you and bring you joy.

**Leave work at work.** With the technology to connect to anyone at any time from virtually anywhere, there may be no boundary between work and home — unless you create it. Make a conscious decision to separate work time from personal time. When you're with your family, for instance, turn off your cell phone and put away your laptop computer.

**Manage your time.** Organize household tasks efficiently, such as running errands in batches or doing a load of laundry every day, rather than saving it all for your day off. Put family events on a weekly family calendar and keep a daily to-do list. Do what needs to be done and let the rest go. Limit time-consuming misunderstandings by communicating clearly and listening carefully. Take notes if necessary.

*Creating work-life balance is a continuous process as your family, interests and work life change.*

## Mothers Day Surprise for SCASPA workers!

The Human Resources Department of the St. Christopher Air and Sea Ports Authority distributed fruit baskets to female members of staff. The gift giving began at the Airport with Assistant Human Resources Manager, Mrs. Yvette Isles-Gumbs, and Driver, Mr. Kazambe Harris, on Saturday, 7th 2011. On the 8th May, 2011, Chief Executive Officer, Mr. Terrence Crossman, joined the team as they visited the homes of employed SCASPA mothers and females. This was the first of its kind in the history of SCASPA.

Mrs. Sonja Fyfield, a recipient of the gift basket, stated, "It was an excellent idea and a kind gesture. I was ecstatic and I truly appreciated it. It was an additional motivation to us workers who are mothers."

Typist, Ms. Chidelle Francis, another recipient of the gift basket, said, "The gesture was very thoughtful. I appreciated it so much, I was surprised because I was not expecting a fruit basket from SCASPA on that day but it made me feel appreciated and cared for by the organization."

Driver, Mr. Kazambe Harris, said, "The Human Resources Department is working hard to improve how workers of SCASPA feel about themselves and the organization. I liked what they did for the mothers because many times mothers go unrecognized by organizations but the effort was made on SCASPA's part. The mothers appreciated the baskets, they could not stop smiling and they were all shocked."

SCASPA is interested in improving the efficiency of its workers because it recognizes that the employees are its greatest asset. "The Human Resources Department decided to organize and execute this activity to show our deep appreciation to mothers as well as females for their contributions on that particular day," said Human Resources Manager, Mrs. Marilyn Rogers.

*The Beacon commends the Human Resources Department for its commitment to empowering and motivating SCASPA employees to improve professional relationships and support a healthy work/life balance.*

# Deep *focus*

One of the great stories in the Bible is about the life of David. Long before David defeated Goliath, long before he became the king of Israel, he spent his days out in the field looking after his father's sheep. His life wasn't the easiest. He had been overlooked by his father, criticized by his brothers, and regarded by many as just a shepherd boy.

One time, the prophet Samuel was sent by God to David's house. He was supposed to choose who would become the next king. Samuel asked to see all of the brothers in the house, but David's father was so certain that David wasn't a candidate for such a prominent position that he left him out working in the field! It wasn't until Samuel passed by all of the other seven brothers that David was finally called in and then anointed to be the future king of Israel. But even after that, David's family didn't seem to treat him any differently. They may have even thought Samuel had made a mistake. In fact, while David's brothers spent their time serving in King Saul's army, a prestigious position of honor, David was still do-

ing the grunt work out in the shepherd's fields. He was seen as an errand runner tasked with bringing lunch to his brothers, "the important ones."

One day while David was tending the flock, a hungry lion approached with every intention of dining on one of his sheep. Now we know from the Bible that David had a strong, abiding faith in God. He may have been young and inexperienced, and he may have been feeling fear when he saw the lion, but with God on his side, he overcame that lion. On another day, a hungry bear approached also intending to make a meal of David's sheep. Once again, David put his faith in God, killed the bear and protected his flock. By the time David faced Goliath, he had already tapped into the strength and boldness that God had placed within him. David approached Goliath with confidence, knowing that with God on his side, he would surely have the victory! And he did!

Today, you may feel like an "errand runner" or that life has overlooked you. You've done your best, but

maybe you haven't seen the results you anticipated. Or maybe you've been through some disappointments and now you're tempted to think, Oh what's the use? I'll never get out of this situation. I'll never accomplish my dreams. But don't believe those lies! God hasn't overlooked you; in fact, He holds your future in the palm of His mighty hand!

Have confidence today because God has called you and chosen you. You are handpicked by Him, and He is ordering your steps. When you go through setbacks or when people leave you out, remember, God is working behind the scenes. He'll take what the enemy meant for harm in your life and turn it around for your good when all is said and done. Today, stay in faith, and keep moving forward one step at a time because you are chosen and equipped to overcome every obstacle in this life!

You did not choose Me, but I chose you and appointed you to go and bear fruit... (John 15:16, NIV).

# MONTH IN PHOTOGRAPHS



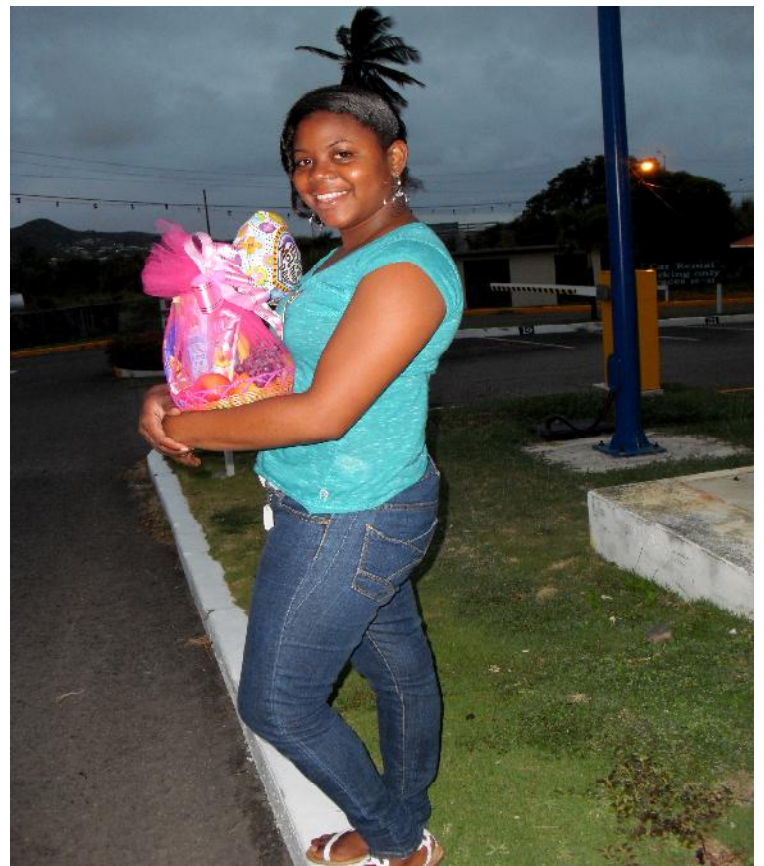
Chief Executive Officer, Mr. Terrence Crossman, introducing the new Security Manager, Mr. Raymond Cotton, at the 1st General Staff Meeting.



Driver, Kazambe Harris, waiting for letters he had to deliver.



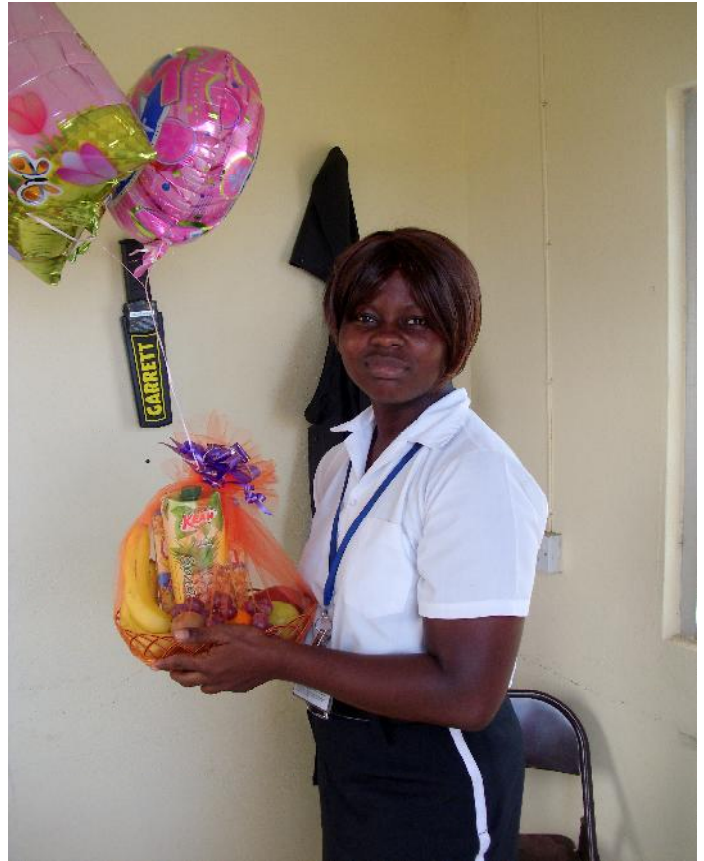
Chief Financial Officer, Mr. Marcellus Phillip, presenting the Financial Report for the 1st Quarter at the General Staff Meeting.



Finance and Statistics Clerk, Jewel Eddy, receives her gift basket at the Airport



Some of the gift baskets neatly packed and ready to be delivered to SCASPA mothers and females!



Recipient of a Mother's Day gift basket, Security Officer, Nadia Francis



Customer Service Representative, Chedingh Brookes, after receiving her gift basket at work.



Recipient of Mother's Day gift basket, Security Officer, Karina Dascent

# ENGLISH MATTERS

## General Advice on Drafting & Revising

### *Writing a First Draft*

1. Set intermediate or small goals. Don't try to do it all in one day.
2. Write daily. Write at the same time of day if that helps.
3. Become familiar with the conventions and jargon that are relevant to your writing project.
4. Read examples of the genre you're working with.
5. Read writing by your editor.
6. Don't expect a perfect piece of writing. A rough draft is supposed to be rough!
7. Write what you can. Save any problems for later. Leave a space or a mark (like an asterisk \*). Write a brief note to yourself about what you need to do in the middle of the text.
8. Write in a natural style. Don't try to sound sophisticated or look for the most formal word.
9. Write the introduction last. Sometimes starting with the methods section can get you started.

### *Writing Additional Drafts*

1. Take a break (preferably a long one, at least overnight) between drafting and returning to revise.
2. Print a copy to read that has at least 1-inch margins and is at least double spaced.
3. Read your draft aloud, and mark places that don't "sound right."
4. Ask at least one other person to read your draft (maybe two, depending on your purpose and audience).
5. Work from higher-level concerns (organization, paragraphs, sentence clarity, conciseness) to lower-level concerns (word choice, punctuation).
6. Use different-colored pens/pencils to mark (1) your claims, assertions, observations and (2) support for your claims.
7. Write the function of each paragraph in the margin (i.e. how it contributes to your overall paper). If a paragraph does not have a clear function, delete it or make its connection more clear.
8. Check for topic sentences. If you don't have them, add them. Check to see that everything in a paragraph relates to the topic. If not, delete or create a new paragraph. Then, compare your topic sentences. Do your topics jump around? If yes, rearrange. Do your topics build the sub-points you want to address?
9. Keep a record of consistent problems.
- 10. Don't** rely on computer-based spell or grammar check software—use a find/search utility (in Word, Edit: Find) to look for problems you have recorded, yourself.