

# FIRSTCITYBANKER

First City National Bank of Austin

Vol. 3, Issue 7

July 1983

## Incentive Program Going Strong

We are proud to announce, and add to the list, six cash award and seven First City coffee mug winners:



*Jack, Tad, and Donald discuss their cost saving ideas.*

**Jack Bible**, building superintendent, submitted an idea that would involve the reduction of voltage and wattage used on exit lights.

**Tad Curtis** in our Property Management Department had an idea that could result in a savings of over \$6,000. The idea would eliminate all rental costs on maintenance and security system communication equipment.

**Donald Hutchins** in our Purchasing Department thought that high-cost chair mats could be deleted by the use of high-quality dual castors.



*Two more winners . . . Nyla and Joe (Not pictured is Frank Mitchell who was on vacation.)*

**Nyla Revell**, vice president of Personnel, had an idea that would eliminate the use of temporary agencies by staffing our own in-house service.

**Joseph Ayers III**, assistant vice president of Item Processing, was also a winner. His idea would initially save the Bank money when purchasing artwork.

**Frank Mitchell**, senior vice president of Trust, submitted an idea that would cut down on the amount of time spent waiting for elevators by having a more efficient elevator system.

The following were awarded First

City coffee mugs: **Jan Waldeier**, Marketing; **Mary Ann Heine**, Trust; **Kathleen Barnes**, Data; **Carol Hollar**, Trust; **Christopher Goldman**, Operations; **Renee Howard**, Trust; and **Alan Beezley**, Trust.

We are halfway through the program, and ideas are coming in daily. Remember your idea could be the one to earn you the title of "grand prize winner" at the end of the program, and you could take home \$1,000. To date, we have awarded \$1,400 in cash awards and received \$114,964 in cost-saving ideas.

## Moving To . . . Austin

First City National Bank of Austin would like to introduce you to **Monte Grissom**, senior vice president of Commercial Lending.

Monte was formerly with Mercantile National Bank of Dallas where he served as vice president and commercial loan officer with responsibilities which included serving corporate customers of the Metroplex. He is a graduate of Stephen F. Austin State University and holds a BBA in finance.

Monte, his wife, Cindy, and sons, Trent, four years old, and Justin, two years old, are looking forward to making their home in Austin. He enjoys playing racquetball or a round of golf, but he mostly enjoys working with wood and builds cabinets, bookcases, and decks. Monte and Cindy will celebrate their eleventh anniversary in August.

When asked if there was anything else he would like to add, Monte replied, "I am particularly impressed with the warmth of the people of Austin and primarily the Bank."



*Monte T. Grissom*

We at First City would like to welcome Monte and his family to Austin and to our Bank. We wish him much success in his career at First City National Bank of Austin.

# Director Spotlight

The three gentlemen we are featuring this month play vital roles, not only as directors of our Bank, but also as leaders in our community. May we introduce . . .



*William Luedecke*

**William Luedecke** has served on our Board of Directors since 1957. The Luedecke name is synonymous with our Bank since its start in 1923, when Mr. Luedecke's father, H.H. Luedecke, served as president of our institution.

Mr. Luedecke owns his own investment company, Luedecke Investment Co., which involves ranching, oil, and the development and operation of commercial income properties. He has not always been in the investment business; he started out as Luedecke Engineering Co. as mechanical engineering consultant and made the transition to investments in the early 70s.

Mr. Luedecke is a graduate of The University of Texas with a Bachelor of Science degree in mechanical engineering and serves on the Dean's Council as an advisor at The University of Texas for the College of Engineering.

He has served in many capacities within our City's civic and professional affiliations. Throughout his career, he has received professional recognition from his peers, which include the honor of "Who's Who in Engineering," "Who's Who in the South and Southwest," and "Who's Who in Finance and Industry." Mr. Luedecke is involved with the National Advisory Council — National Federation Independent Business. Not only is he on our Board of Directors but has served as chairman of the Board of Directors of First Texas Savings, Austin.

Mr. Luedecke enjoys spending as much time as he can at his ranch on Oatmeal Creek where he raises registered Red Brangus. He also is a collector of barbed wire and has over 100 pieces in his display.



*A. J. (Bert) Maloney*

**A. J. (Bert) Maloney** became a director of our Bank in 1946 when it was known as Fidelity State Bank. He has seen our Bank grow and prosper and has played a vital role during this growth period. Upon retiring from the International Harvester Company, he became an active participant within our Bank, having accepted the title of senior vice president. He was in charge of all marketing activities, which included writing all advertising copy from 30-second radio spots on up. In 1972, he retired from serving in this capacity.

Mr. Maloney is a graduate of the University of Notre Dame and is originally from Chicago. He moved to Austin in 1941 after purchasing the Sales Agency of the International Harvester Company.

Presently, Mr. Maloney serves on the Board of Trustees at the University of St. Edward's and on the Board of Directors of Seton Hospital. He has been involved in 25 organizations through the years and was one of the founders of the Economic Development Committee. This committee was the driving force behind the Austin Chamber of Commerce to attract businesses to our community. Mr. Maloney has been on several commissions for our City which included the Human Relations Committee and a Task Force to evaluate city operations, and at one point, he ran for City Council.

Mr. Maloney has quite a family, which includes 13 grandchildren. Spending time with them is at the top of the list of things he enjoys doing.



*Kerry Merritt*

Why is **Kerry Merritt** a director of First City? "John Burns came out and asked me. I hadn't given it any consideration until then. So I did, and it has been a lot of fun and has been very rewarding."

Mr. Merritt has served on our Board since 1966. He is chairman and chief executive officer of Stripling-Blake, which is a building materials store. The largest percentage of the customers are builders, but it also serves many retail customers who are do-it-yourselfers. Mr. Merritt has operated the Stripling-Blake Company in Austin for 34 years, and the company has been in existence for 45 years. The retail business is very competitive and demanding and has taken many hours of dedication on Mr. Merritt's part to make it the success it is today.

Leisure time . . . Mr. Merritt enjoys golf, and, in fact, has played on courses in Ireland, France, and Scotland. He and his wife, Nancy, travel quite a bit and plan to do even more. Mr. Merritt has been invited to represent the United States, along with 16 other lumber dealers, to look at lumber operations in Paris, Vienna, Amsterdam, and London.

The one most singular honor that Mr. Merritt is exceptionally proud of is the recognition by his peers as being the "Outstanding Lumberman in the State of Texas" in 1979. This honor does not come along every year and is only given when the organization feels that someone is deserving of it.

Mr. Merritt is presently on the Board of Directors of the Austin Association of Builders and has served in numerous organizations throughout our City.

*Thank you, gentlemen, for taking time from your business schedules to make this article possible. We appreciate the opportunity to get to know you.*

# Special People



*Abbie congratulates a runner as she crosses the finish line.*

On May 25, 1983, the opening ceremonies for the Texas Special Olympics were held at The University of Texas Memorial Stadium. The events lasted three days and attracted over 4,000 participants from across our State. The Texas State Games are the largest Special Olympics held in the world, and in order for a program of this size to work, support is needed not only in the form of dollar contributions, but also from people willing to share their time to help make these competitions happy and rewarding memories for those "special" participants.

The Special Olympics program is for mentally retarded children and adults and provides a variety of competitive levels based on the age, sex, and previous performance of the individual. The program is designed for fun and to benefit retarded people. It aids them in their physical, social, and psychological development and helps them gain confidence and self-mastery which in the long run carries over into their everyday life.

Opening ceremonies included several activities. **Shirley Lassiter** (Regional Banking) lent a helpful hand with "balloon detail." When the torch was lit, which officially began the Special Olympics, thousands of blue and yellow balloons, filled with helium, were released. Shirley was also involved in lining up all 4,000 participants for the opening parade. According to Shirley, you couldn't spot a frown among the athletes as they marched around the stadium.

The "celebrity wheelchair relay" set the mood and was the opening event. Local celebrities from the City Council, television and radio stations, and football stars experienced the feeling of what being confined to a wheelchair



*Becky . . . just one of many "special" participants.*

was all about. Several First City people were involved in this event, and they included **Annette Ruback** (Item Processing), **Mary Cervantes** (Funds Control), and **Elsa Lopez** (Customer Service). They were classified as "wheelchair turners" and initially kept the celebrities moving in the right direction. The purpose of this relay was to get the "special" participants geared up and enthusiastic about the coming events.

A "hugger" is a volunteer who cheers on the participants and is waiting at the finish line to give that child or adult a hug for their efforts, whether they are the first through the finish line



*Shannon, Peggy, Janet, and Abbie gear up for the track events.*

or the last. **Abbie Daly** (Personnel), **Peggy Buxkemper** (Commercial Loans), **Janet Nash** (Cash Management), and **Shannon Boggus** (Marketing) were honored with the job of being "huggers". The general consensus of the group was: "It gave you a special feeling knowing that you are contributing to these special people's self-confidence and overall positive self-image."

**John Claprod** (Consumer Loans) played an important role as "time-keeper" for the track events and also cheered the participants through the race.

There are a variety of functions that need the support of volunteers and those mentioned played very important roles in making the Special Olympics a success.

The oath of the Texas Special Olympics participants is, "Let me win, but if I cannot win, let me be brave in the attempt" . . . and, isn't that what it's all about?

## A New Service is Introduced

Passport Service was introduced on June 15, 1983, and will be an ongoing service that will provide a way of formally introducing existing or prospective customers to the various departments and areas within our Bank. It was initially developed for the New Accounts area, but its uses have been expanded to include all areas of the Bank. Passport Service will be beneficial to anyone who is in the position of referring clients to other departments.

When Cheryl **Hunter**, New Accounts supervisor, was asked to give her opinion of the service, she replied, "The Passport will provide us with the detailed information we are looking for, and we will be able to open accounts and complete our maintenance of the accounts in a more timely manner."

# New Headquarters



*Tim Jarvis talks with Dave Carroll about the upcoming move.*

Just recently, department representatives had the opportunity to tour their new headquarters which will be located in First City Centre. The Centre is located directly across the street from our Bank on Congress Avenue. The building has taken shape and is drawing near its completion, and we are the major tenants. We are leasing 64,000 square feet of office space and will be occupying two floors of the Centre.



*One of First City Centre's leasing agents shows a blueprint to Joan Lusk, Jerri Kurio, and Mary Cervantes.*

Personnel, Cash Management, ATM Services, Accounting, Data Administration, Customer Support, Loan Review, and Auditing will occupy the ninth floor. Tenth floor will house Marketing (which includes Great Expectations), Funds Control, Investments, and Trusts. It is anticipated that First City Centre will be completed in November, and the move will take place some time that month.

Why are we moving? Our Bank has grown, and we have reached full capacity within this building. In order for our departments to expand, we need available space. First City Centre will provide the additional space needed.

First City Centre is a building for today with the most up-to-date approaches in design and safety systems. It is a twin-tower, office highrise with many outstanding features such as a 50-foot waterfall that flows into reflecting pools and an atrium and a glass-enclosed, spiral staircase that will both reach four stories.

Tim Jarvis, operations officer, has been in the mainstream of this project, and when asked about the Centre, Tim's response was, "This project has taken a huge coordinating effort on the part of our management, the developer and architecture firm, furniture, security, and interior design consultants. This effort has been in the works for about a year, and I have found it to be one of my most challenging projects that I have been involved with."

## Moving Up . . .



*Lutie Little*

**Lutie Little** has been promoted to marketing officer and Great Expectations coordinator.

Lutie has been with our Bank since 1978, and, initially, her career began in the Real Estate Division. She later transferred to New Accounts and was promoted to supervisor of that area in June of 1982. She joined the Marketing Division in February of 1983 as assistant Great Expectations coordinator.

Lutie earned her Bachelor of Science degree from The University of Texas. She is active in numerous community activities which include the Junior League of Austin, which entails volunteer work at St. David's Hospital in the Newborn Nursery; and is a member of the Junior Austin Woman's Club.

## Supervisory Development Path Program

The Supervisory Development Path Program provides supervisors with an educational program which allows for the progressive development of knowledge and practice of supervisory skills. The topics that are covered include:

- interviewing and selection of personnel;
- performance appraisal;
- motivation and elements of team building;
- equal opportunity practices;
- communication techniques;
- planning (its purpose and process);
- delegation;
- decision making; and
- leadership styles.

We would like to recognize the following people who completed the program:



*Bobbie Collins, Larry Wilkinson, and Shirley Lassiter*



*Glenda Lane, John Jett, David Steers, and Janet Nash*

# Department in the News



*Debbie LoPrinzi, Ann Sanders, and Becky Nowlin are members of a three-person team who keep the office running.*

Do you know where the Collateral Department is located, what its responsibilities include, and who operates it? Because many people don't know the answers to these questions, we have decided to feature collateral this month.

The Collateral Department is located on the second floor, at the end of the hall, past the executive offices, and past Richard Moore and Glenda Tiemann's office area.

What is collateral? Any property (securities) pledged by a borrower, which protects the interest of the lender, is considered collateral. This area is responsible for the safekeeping and record keeping of such pledges for commercial loans and a small portion of consumer loans. These files reflect whether or not a person has collateral, and, if so, what the collateral is. If the collateral is a car, for example, they maintain the title, serial number, and

any other pertinent information until that loan is paid in full. They are responsible for policing these records to ensure that current information is on file which protects the customer as well as our Bank.

**Ann Sanders** is work leader and supervisor of the Collateral Department. She has been with our Bank, off and on, for 12 years. Her main responsibility involves dealing with collateral that falls into the category of the UCC (Uniform Commercial Code) class. Basically, these include items that cannot be possessed and do not have titles, i.e., equipment inventory, accounts receivable, etc. She files a general notice with the Secretary of State and, when appropriate, with the County Clerk to alert other creditors that we have claims on the assets.

**Debbie LoPrinzi**, joined First City two years ago and is originally from New Jersey. Her specific duties include real estate documentation which is necessary to secure a real estate note. She also works with negotiable collateral, such as stocks, bonds, and certificates of deposit, and maintains a tickler system on maturity dates of C.D.s.

**Becky Nowlin** is involved in a little bit of everything, but her main responsibility is maintaining the files. She does this by updating and adding to existing files and creating new files. She has been with our Bank for one year.

This team has many responsibilities that center around several areas within our Bank, and they have been doing a fine job at making it work. Keep up the good work!

# Summer Dressing Suggestions

By request, we are rerunning an article from our July 1982 *First City Banker*. Some helpful suggestions concerning your summer attire are as follows:

*Sundresses and tank tops are great for play in the sun, so save them until your work is done.*

*Great at the beach are sandals, bare feet. But here at work, hose and socks can't be beat.*

*Shoulderless and backless is a way to show off that tan, but let's keep those garments for weekend plans.*

*Save the low-cut necklines for another time, just remember whose image is on the line.*

*Your cooperation is needed and surely you see . . . a banker's image protected must be.*

*With little effort comes good grooming . . . making us all more comfortable and less assuming.*

*There's only one more thing we'd like you to do: Please wear a smile . . . it's becoming to YOU.*

It is certainly true that clothes don't make the person, but first impressions are often lasting impressions. What we wear and how we maintain ourselves reflect the bank's image to our customers and to fellow employees; therefore, it is important that we dress appropriately and neatly.



# Gearing Up For Aqua Festival . . .



Summer is here, and this summer will launch the 22nd year for the Austin Aqua Festival. Skipper Pins will be on sale July 14 through August 4, and once again, First City will support the festival through the sale of these pins. You will be able to purchase Skipper Pins from

the representative at the Information Desk in the lobby and from the east/west tellers at our drive-thru lanes. The cost will only be \$2 and can save you up to \$40 in free and discounted admission tickets.

Austin Aqua Festival is designed to take advantage of and promote the beauty of Austin. The majority of the events will take place during a ten-day celebration, August 5 through August 14.

Austin Aqua Festival is the Southwest's "biggest and best" festival around. Plan to attend . . . there's something for everyone.



## Hats Off!

Hats off to those people completing training courses during the month of May.

### Customer Relations

Lena Bennett	Andrea Morrow
Cathy Boyle	Rita Salazar
Rose Calhoun	Dana Stringfellow
Debbie Grona	Beatriz Tavera
Carroll Lively	

### Effective Business Writing

Carmen Chronis	Barbara King
Laura Cobo	Lanie Lara
Karen Hudson	Melba Matthews
Donald Hutchins	Rebecca Prestwood
Irene Jones	Rita Salazar

### Number Skills

Mark Bruzzese	Lynn Reed
Catherine Frasier	Ellen Stein
Julie Manley	Teresa Womack

## Congratulations!

**Debbie Stockton** (Word Processing) and her husband, Keith, have a new addition to their family. Krystal Nicole was born on June 4 and weighed 5 lbs.

## July Training Schedule

The training course for the month of July is as follows:

### Number Skills July 18-22

Information regarding the course outline and participant selection may be found in your Course Catalog. Classes will be limited to 15. Please complete a registration form for each participant and return them to Abbie Daly no later than July 5. Should you have any questions, please feel free to call Abbie at extension 4682.

## July Birthdays

Susan Cantu	7-01
Linda Jacobs	7-01
Richard Lawrence	7-01
Laura Smith	7-01
Anthony Brooks	7-03
Walter Carter	7-03
Ron Lance	7-03
Daniel Munoz	7-03
Teresa Opperman	7-03
Stephen Parker	7-03
Monetta Griffin	7-05
Rene Santos	7-05
Katherine Glover	7-06
Wayne Weirich	7-06
Dan Strey	7-07
Janet Beasley	7-08
Fina Barbee	7-10
Jimmy Canady	7-10
Elizabeth Lawson	7-10
Gaynell Black	7-14
Lynn Reed	7-14
Janet Stoeltje	7-14
Sandra Kopinski	7-15
Richard Zinser	7-15
Tamra Holmes	7-16
Virginia Kuse	7-16
Gene Richardson	7-16
Twana Gray	7-17
Rick Bowen	7-18
Leslie Meads	7-18
Margaret Baker	7-19
Lutie Little	7-19
Michael Brown	7-20
Willard Houser	7-20
Donald Hutchins	7-20
Sandra Conner	7-21
Maria Ojeda	7-21
Bob Lancaster	7-22
Brent Standefer	7-22
Beverly Hoerig	7-23
Debbie Seidenberger	7-23
Ray Clark	7-24
Iverna Cons	7-25
Matthew Janowski	7-25
Anna Dunn	7-26
Janet Fergus	7-26
Paul Clinkscales	7-29
Susan Dyer	7-29
Gary Weseman	7-29
Jearaldine McIntyre	7-30
Glenna Elsner	7-31
Marilyn Lawson	7-31
Johnny Rodriguez	7-31
Cindi Thackston	7-31

**HAPPY  
BIRTHDAY!**

## Welcome to First City

We would like to welcome the following new employees to First City:

David Baley	Summer/Mail Room
Janet Beasley	Summer/Consumer Loans
Timothy Berry	Summer/Teller
Milton Black	Summer/Collection & Exchange
Brent Bradshaw	Teller
Deborah Burdette	Temporary/Real Estate
Vickie Cooper	Teller
Melissa Danks	Temporary/Teller
Robert Gamel	Item Processing
Jennifer German	Summer/Bookkeeping
Karen Gibson	Temporary/Trust
Carolyn Hand	Temporary/Collateral
Linda Jacobs	Data Processing
Kelley Kensing	Summer/Teller
Stephen Loftin	Summer/Bookkeeping
Erin Needham	Courier
Monica Noe	Teller
Javier Olguin	Data Processing
Stephen Parker	Summer/Teller
Bruce Peterson	Teller
David Purtle	Item Processing
John Sanchez	Mail Room
Denise Simmons	Item Processing

## Have a Safe One!

The Bank will be closed Independence Day, Monday, July 4. We wish you all a happy and safe holiday.

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