

Pace Procedures.

Whodunit?

by Philip Tobias

Oh, no — not again. Another Pace Procedure or Alert mysteriously appeared on the lunchroom bulletin board. Who is responsible for all these new policies anyway?

This culprit's name is Mark Hacker, and do you know what? He claims to be doing it all for *you*. How's that, Mark?

According to Mark, he's just making your job easier. Mark believes that effective training makes for happier, more efficient people. And more efficiency means greater "rewards, advancement and satisfaction" for everyone.

As Pace Procedures Editor, Mark Hacker is constantly on the go. You can forget the curmudgeonly stereotype of an editor, Mark says. Despite his newspaper and writing background, this is no old, cranky cigar-chawing editor.

No sir, this young Denver editor is always on the move, often juggling projects between "fourteen vice-presidents and fifteen departments." Between bites of a candybar lunch, Mark confided that he really loves this variety. Also the close knit "family-like" teamwork at Pace Warehouse.

Whether doing the yearly review of existing procedures, or reacting to implement an immediate Pace policy need, Mark stresses his role as the "caring face behind a policy." Someone working hard for you behind the scenes, finding clear, simple policies to follow. That may make your job easier, but not his: He's part coordinator, part detective.

After four years of retail experience in the video field, Mark enjoys winding down a busy day with a classic movie. Much like his old Humphrey Bogart whodunits, Mark often likens his own job to that of a Bogart-like "detective."

Just like a detective searches for clues to solve the case, Mark is constantly searching for ways to simplify your training and streamline Pace policy procedures.

And, just the facts, ma'am. Mark feels that the simplest possible guidelines make your job easier. And the easier it gets, the happier both you — and Pace Warehouse customers will be. Case closed.

