



Larry Dominguez, Press Operator, 16 years.



Patsy Arlane, Bindery Worker, 20 years, gives a tour of the Heidelberg Digimaster press.



Dave Shur, Bindery Supervisor, 28 years, Club Member, stands next to stacks of items ready for binding.



Michael B. Leighton, Director of Publishing Services, Club Board Member, left, inspects the reproduction of business cards from different eras with Stephan Nalbantian, Print Supervisor, 15 years.



Steve Cabazos, Bindery Equipment Operator I, 20 years.



Art Perez, Press Feeder, 5 years.

# Print That!



## ■ Publishing Services' open house highlights all the things the division can do. Are you using it to your advantage?

*Story by Arlene Herrero, Club Counselor  
Photos by Angel Gomez, Club Member  
Services Manager*

Craftsmanship ... Creativity ... Technology. That was the theme of the annual Publishing Services open house ... and a promise made for your next job produced there.

The open house was held Jan. 19 and 20 at the Printing Services headquarters in Piper Tech.

Publishing Services, a division of Gen. Services, is a full-service provider, offering options from the simplest job to the most complex.

"What can we do for you?" asks Michael Leighton, Director of Publishing Services and Club Board Member.

Here's a description of just some of what the division provides:

"We take our commitment to our customers very seriously. Publishing Services offers you the quality and service you can expect at the most sophisticated print shop with the low cost obtainable through a not-for-profit operation.

"We offer job planning, graphics, printing, copying and binding services at Piper Technical Center, 555 Ramirez St., Space 200. Our hours of operation for manufacturing are 6 am until midnight. Customer service and clerical functions operate from 8 am until 4:30 p.m.

"All of our services are charged back on a cost-recovery basis. Occasionally we will buy entire jobs or parts of jobs from outside vendors. In these instances we simply pass the cost on to our customers without any markup. Remember that our experience in the industry allows us to obtain the most beneficial pricing while ensuring that

vendors perform satisfactorily. We encourage you to contact our Customer Service staff to plan the most cost-effective way to produce your job. We will be happy to provide you a written estimate before we produce your job.

"In addition to our printing operations, Publishing Services is responsible for:

- Central duplicating
- Citywide copier program
- Electronic forms design
- Business card ordering

### The division's mission statement is:

"We are committed to inspiring customer confidence by providing the highest quality printing that our tax dollars can buy and by taking an individual interest in our customer's printing requirements. We do this by:

- Taking the time to understand the intent of our customer's printing requests
- Communicating to our customers exactly what they can expect and meeting those commitments
- Promoting the teamwork and cooperation necessary to optimize our resources for our customer's benefit
- Recruiting, training, developing and supporting a dedicated staff of printing professionals
- Maintaining the financial and production controls necessary to run an efficient business
- Working to continuously improve the quality of our product
- Maintaining the confidentiality which our customers require
- Examining and using emerging technology to the benefit of our customers
- Maintaining close ties to the Graphic Arts industry

"Because we believe in ourselves and respect our customers we absolutely guarantee complete customer satisfaction."



Willie Jackson, Press Operator, 24 years



Richard J. Malvino, Pre-Press Supervisor, 5.5 years, talks about the pre-press process.



Mercy Esquel, Supervisor, 16 years, and Juakin Ruiz, 11 years.



Walter Griffin, Press Operator, 15 years.



Patsy Arlane, Bindery Worker, 20 years; and Ronnie Cannon, Bindery Worker, 25 years.



Tracy Vu, System Analyst, 5 years, begins the tour with information on variable printing.



Michael Leighton (left) gives a tour to Tony Royster, Assistant GM; Alvin Blain, General Manager of General Services; and Robert Jensen, Assistant GM.



Standing next to the display of business cards available online for City employees are, from left: Dan Herrera, Asset Management (Gen. Services), Sr. Real Estate Officer, 39 years, Club Member; and Lavivah Tang, Real Estate Officer I, 18 years.