

Training at your fingertips

Brush up skills, learn a new one online at Stewart University

Do you need or want to brush up on your HMIS, Oracle or CRM skills? What about learning how to better use Outlook and its calendar and mailbox management features to make your day easier?

Then it's time to check out "Stewart University," which has webinars, training guides and reference materials on those topics and more. "Stewart University" can be found on *SEnet* by clicking on the "Resources" tab.

"Whether you're new to the Company or just need a refresher course, you can get a lot of valuable information there," said Information Systems Training and Documentation Manager Kelly Guillory. "It's open to all employees, and it serves as a great reference resource. Quite often,

employees use the site to find answers on their

own instead of waiting for someone to respond to a question."

Melissa Wells, administrative assistant at Royal Palm Funeral Home in West Palm Beach, Fla., said the resources were very helpful as a new employee.

"Managers and co-workers recommended I check it out to help get me up to speed," Wells said. "It helped me become more comfortable with CAFÉ, HMIS and Laserfiche."

An online course reviewing the basic — and not so basic — features of Outlook recently was added to the mix. The course covers everything from composing and sending emails to scheduling appointments and meetings. It also includes how to effectively use the program's web version.

Also new this month are webinars on Custom Funeral Planning and Understanding the Cremation Customer. Previously these topics were covered in a *FACE 2 FACE* class but are now offered in a shorter version online.

A number of online classes and webinars are offered at a variety of times, which means you can conveniently schedule a training session into your busy week.

(See *Training*, page 12)

What's online

Stewart University offers the following instructional materials:

Webinars

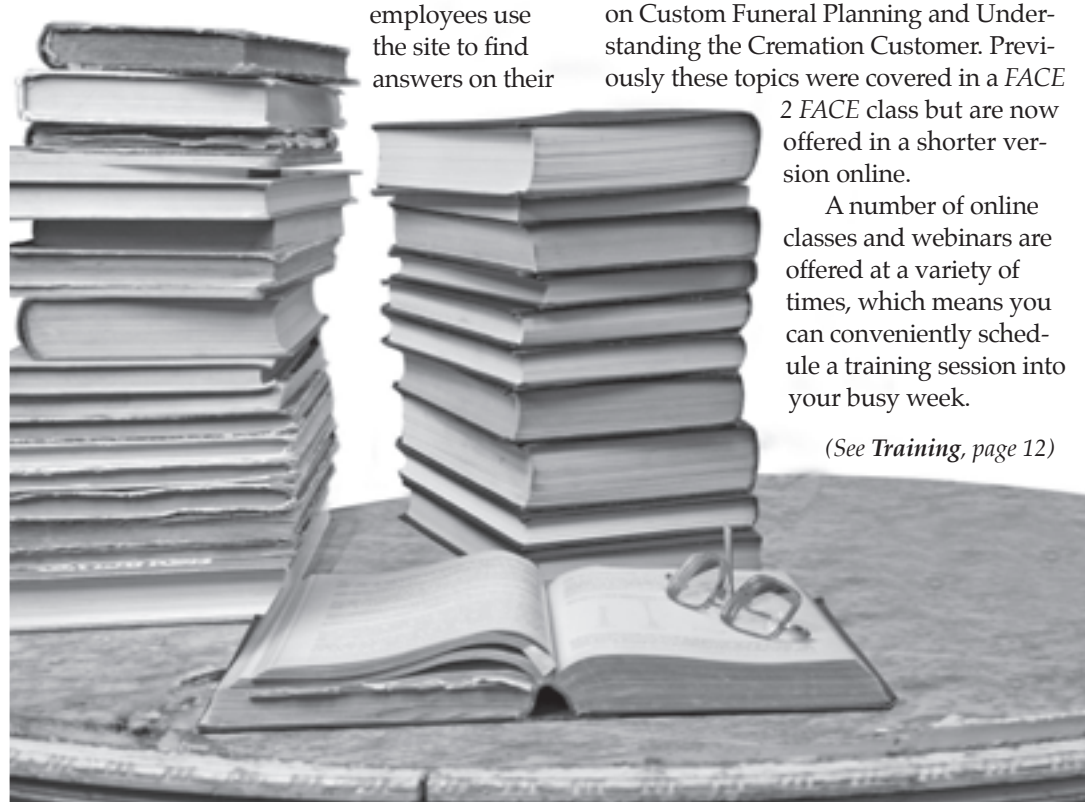
- CAFÉ
- HMIS
- CRM
- Enduring Memories InPictures
- Laserfiche
- Online Flowers
- Phone Inquiries
- TAP
- VIP
- Custom Funeral Planning
- Understanding the Cremation Customer

Online courses

- CAFÉ/HMIS
- CRM Sales Portal
- Laserfiche Weblink
- Open Hire
- Oracle: Employee self service, InvoicelT/Readsoft, manager self service and OTL
- Outlook
- Power Credit
- Security Awareness
- TAP
- Wage and Hour

Online reference materials and quick-start guides for the following programs and issues:

- CAFÉ/HMIS
- Resources for: cemeteries, computer use, funerals and management
- Safety and Claims
- CRM and CRM Sales Portal
- Enduring Memories
- Oracle
- Laserfiche
- Training forms and CDs



Listening takes effort

If you're one of the many people who meets someone new only to forget his or her name immediately after hearing it, don't worry. You're not alone. I do this on a regular basis.

It's because there's a fine line between hearing and actually listening — thoroughly understanding and paying attention to what the other person is telling you. Today's world has so many

face interaction skills.

In her book *The Art of the Personal Letter, A Guide to Connecting through the Written Word*, Margaret Shepherd writes, "Although you've traded quality for quantity, you've still got all your connections covered. You don't even buy a quart of milk without a quick text message home to see who wants fat-free and who wants 1 percent. ... In spite of all your efforts, you may still be missing the most satisfying, expansive, resilient, creative way to keep in touch — the per-

for you to do your job. That's a skill that's applicable to everything, not just the merger.

That's also why components of the Company's CARING cultural standards speak to the importance of listening, which in turn strengthens your relationships with others.



Tom Kitchen

“... there's a fine line between hearing and actually listening ...”

distractions that the art of listening isn't what it used to be.

My wife accuses me of not always "hearing her" and has asked me several times to get a hearing test when I go to the doctor. I've dutifully asked my doctor for the test, and he's laughed. "Your hearing is fine," he said. "My wife tells me the same thing." We joked about selective hearing, and while I hear fine, I may not be paying attention and absorbing what she's saying as best as I can.

When you can learn to push the distractions aside and truly listen to what's being said, you will become a better friend, employee, manager or colleague. It helps you better understand what people are telling you and what they need. It also shows that you respect them enough to give them your full attention.

To do that, though, requires you to focus on oral communication. Society has become so accustomed to electronic communication that we've lost a lot of conversational and personal face-to-

sonal letter."

Her book may be about writing letters, but the message about communication is the same as learning to do a better job of listening. You need to make communicating with people — actually listening and processing what they are saying — a priority. Email, texts and the like are OK for communicating quick facts, but we need to go back to the days of personalizing communication so we can actually understand each other.

The same thoughts need to be applied to information related to the Company's merger with Service Corporation International. A lot of information is already circulating throughout the Company, which can spark rumors. That's where true listening comes into play.

Carefully listen when you hear something new. Listening and devoting all of your attention to what's being said about new developments will help you filter through what is fact and what is fiction, and what is most important

- **Communicate** honestly and clearly by maintaining eye contact and listening without interrupting. It's important to first understand what someone is saying to you and then to be understood.
- **Respect** others and treat them as we would like to be treated. Understand that you may not always agree with others but you will maintain respect for customers, guests and co-workers at all times.

You can tell when someone is not really listening to you, right? Stay focused and avoid distractions to make sure you don't do that to anyone. Would you want a family to have to repeat their plans for their deceased loved one? Probably not.

So let's make an extra effort to really listen to our customers and colleagues and give them the respect they deserve.



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On the front line

Consumer Group Presenters generate big leads

While everyone throughout the Company has been doing his or her part to generate more leads and new business through Do Your Kids a Favor®, one group of people devotes 100 percent of its day to doing just that.

The 12 consumer group presenters — one in each region and three in the Southeastern area — are part of the front line in reaching potential customers and sharing what the

Company can offer from funeral services to cremation options. They often give presentations to groups from churches, senior care centers, hospice organizations, veterans associations and other groups in the Company's target demographic.

Their goal? Generate sales leads for the sales team in group settings. They met with hundreds of people at just more than 400 events countrywide between November

and May and led discussions with hundreds more at 1,128 events in 2012.

"We have a standard program, but our dedicated presenters inject their personal experience and personalities, which really personalizes the presentations," said Ginger Selby, manager of community relations and leader of the consumer group presenters. "It's not just a job."

John Ebey, a consumer group presenter and community relations specialist at Restland of Dallas, said he initially wasn't so sure about the job.

"I was the director of operations for Restland and Laurel Land and had been with the company for 30 years. My boss at the time called me in one day and moved me into the position," Ebey said. "It turned out to be a wonderful blessing in disguise. We get the opportunity to share the benefits of preplanning and do it in a much lighter setting."

Potential presenters must go through a training and certification process, which Selby and the respective regional vice president approve, before conducting group presentations.

"I'm really proud of our team," Selby said. "They make a huge contribution to the Company, and it's one of the most rewarding jobs I've done. I get to help other people. We think a lot of the people we meet with, even if they don't preplan, will still come to us. You can't measure the goodwill that comes from the presentations."

Jennifer Groves, a consumer group presenter for the Midwestern Region, said the job is incredibly important to the Company's success.

"Being able to talk in front of a group of folks day in and day out about our facilities, our people and our processes really is the best thing we do," she said. "We develop and cultivate those community relations, and we really get to be cheerleaders for our respective regions."

The program started in the Central Region in December 2006, Selby said, before going companywide in 2009.

Making the connection

The Company's Consumer Group Presentation team is responsible for meeting with various groups in the community to educate them on what the Company can provide regarding death care services. The figures below are based on fiscal year-end numbers. The 2013 figures are as of May.

	2012	2013
Events	1,128	401
Leads	20,442	7,013
Sales	\$14.19 million	\$5.71 million

Videos: Another method to connect with new families

Everyone loves a good video online. That's why the Company has created a few short films to showcase what our facilities offer. While they may not go viral, they can be a helpful tool to attract new customers.

Every facility website, with the exception of Catholic Mortuaries, has six videos under the "Helpful Resources" tab to provide more information to help people choose a location for their services. The videos are:

- *Funerals: Choosing a provider*
- *Funerals: Why we say goodbye*
- *Cemeteries: Choosing a provider*
- *Simplicity Plan®*
- *Choosing Cremation*
(Catholic Mortuaries websites do not have this video.)
- *Cremation: Choices and information*
(Catholic Mortuaries websites do not have this video.)

The videos are just another tool you can use when you visit a potential family to showcase what the Company can do for them at their time of need. They're also a great training tool to help you brush up on your tactics to find new customers.

Shareholders OK merger

Frank B. Stewart, Jr., Chairman of the Board of Stewart Enterprises, addressed attendees during a special meeting of shareholders held Aug. 13. Shareholders approved Service Corporation International's acquisition of the Company at the meeting.

"It has been an honor and a privilege for my family and the entire Stewart family to have served so many people in their time of need for more than a century," Stewart said.

He added that he greatly appreciates and is proud of the Company's management team and employees over the years and is confident SCI will continue to provide caring, quality service to families.



Chairman of the Board Frank B. Stewart, Jr., CEO Tom Kitchen and Chief Financial Officer Lew Derbes.
Photo by Denise Westerfield, Marketing Department

Free of charge

Even lucky employees cashed in recently, winning nine months of health coverage with no employee premiums due. They participated in the Company's Make a Date With Your Doc program by getting an annual physical and submitting entry forms to earn themselves a spot in the drawing, which was held in mid-July.

One participant was selected from each region. Employees in Puerto Rico were not eligible because they have a different health insurance provider.

Even though you might not have participated in the contest, we still encourage every employee to get a physical.

Congratulations to all of the winners and many thanks to everyone who completed their physicals!

Central Region
Catherine Steverson
Administrative assistant
Cheatham Hill Memorial Park

Corporate Region
Julie Vullo
Benefits analyst
Corporate Headquarters

Los Angeles/Pacific Northwest Region
Adriana Morales
Funeral assistant
Mission Hills Catholic Mortuary

Mid-Atlantic Region
Lillie Johnson
Preplanning specialist
Loudon Park Funeral Home

Midwestern Region
Scott Blahauvietz
Manager of community and family service
Westlawn/Hillcrest Funeral Home

Northern Region
Linda Miller
Administrative assistant
Dale Memorial Park

Southeastern Region
Ronald Levin
Family service specialist
Memorial Park Cemetery

Southern Region
Rodney Dufour
Funeral director
St. Bernard Memorial Funeral Home

South Florida/Puerto Rico
Vickia Byrd
Administrative assistant
Young & Prill Funeral Home

Southwestern Region
Kristi Shults
Administrative assistant
Bluebonnet Hills Memorial Park

Western Region
Margaret Wiemers
Preplanning specialist
El Camino Memorial Park

To see photos of the winners, please go to the homepage on SEnet.



Communication is key!

We know many of you may have questions related to the merger of our Company with Service Corporation International. If you have a question related to the merger that your manager or Human Resources representative is unable to answer, email your question(s) to questions@stei.com.

We will then periodically email answers to the most frequently asked questions to all employees in an FAQ document.

Information also is being posted as it becomes available on SEnet under the "Employees" tab.

Additionally, if you experience anxiety and uncertainty

about this situation, remember that our Employee Assistance Program (EAP) is available to all employees at no cost. Our EAP, the Cigna Life Assistance Program, helps you address life's daily challenges, including issues like parenting, education, aging, financial and legal questions, and emotional health. The program provides 24-hour confidential access to professional advice including some face-to-face visits when needed.

To access EAP benefits, call (888) 371-1125 or visit www.cignabehavioral.com.

FAQs

Montlawn Memorial Park, Funerals and Cremations

Where located: Raleigh, N.C.

Year founded/year acquired

by Stewart: 1932/October 1993

Funeral home built: June 1997

Leadership: David Brown, director of operations; D. Scott Sanderford, general manager; Nancy Maron, manager of community and family service; Cindy Brittain, director of administration

Employees: 26

Website: www.Montlawn.com

Total interments/2012 services: 195 funeral calls, 360 cemetery interments

Fun fact: Montlawn's Chapel of Memories is the only multistory mausoleum in North and South Carolina.



Marketing Department file photo



Caring in Action

Director of Operations Mark Panter presented a CARING Coin to Gina Parrish, an administrative assistant at Kicliter Funeral Home in Palmetto, Fla., in July for what he describes as going above and beyond.

"Since the day Gina was hired, she has taken ownership in the funeral home," Panter said. "She immediately showed an interest in updating the interior of the building."

In reporting the coin presentation to *SEInside*, Panter listed about 20 projects Parrish has taken on outside of her administrative assistant responsibilities, including repainting

all of the ceilings bright white, removing all of the wallpaper, recaulking all of the sinks at the funeral home and cleaning all of the chandeliers.

"Keep in mind she was hired as a secretary," Panter said.

Has there been a CARING Coin presentation in your area? SEInside wants to share it in a future issue. Please send a high-resolution photo with a write up about why the employee received the recognition to SEInside@stei.com.

Stay positive!

Managing reputation online key to attracting business

If you've ever gone online to see what other people say about a restaurant or a product you're interested in, you're not alone. Reviews on websites such as Yelp!, Google Places and Yellow Pages Online are a popular part of online shopping today, and they're an easy way to boost your business — or lose a potential customer.

Keeping tabs on what customers are saying about the Company online — good and bad — is key to attracting new business and improving how we work with families. Online reputation management has become an important job for employees at many companies, including Stewart Enterprises, and it is something we can all help with.

Collecting email addresses from customers, especially when creating the contract, is important for many reasons, not the least of which is helping counter bad reviews online. Despite offering Best in Class service, some people will post comments about a bad experience at a Company facility. While the comments can't be removed, you can take certain steps to soften the negative review.

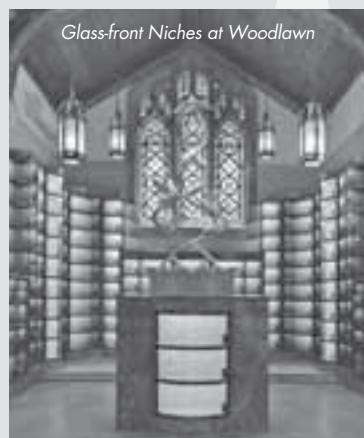
If a customer has a good experience, contact him after the service and ask if he would be willing to leave a favorable review about his experience at your facility. If a customer posts a bad review, consider it an opportunity to find out what went wrong and determine what you can do better in the future.

The Interactive Marketing team also monitors nearly all online reviews and can send an email to a customer on your facility's behalf asking him to provide positive feedback on his experience. That team also is finalizing plans to send a report to all directors of operations to track user-generated reviews for each facility.

Photo by Mark Panter, Kicliter Funeral Home

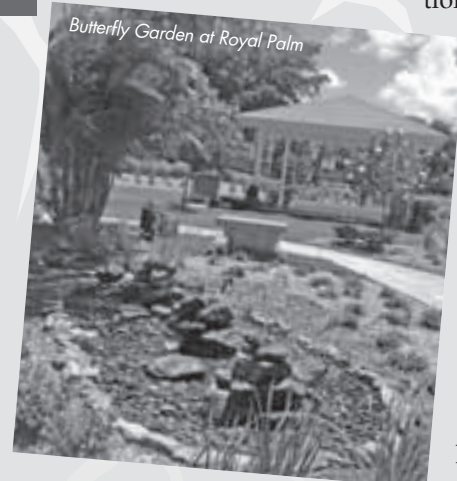
Taking root

Cremation gardens gain traction as nontraditional burials grow in popularity



850

Interments at Company cremation gardens and glass-front niches since the first one opened at Baldwin-Fairchild Oaklawn Park Cemetery in Sanford, Fla., according to the Accounting Department



Marketing Department file photos

As the North American cremation rate has grown over the years, the Company has made sure to increase its offerings for customers seeking nontraditional burials.

Most notably, that has been in the form of cremation gardens and glass-front niches, which started with

the Tranquil Oaks Cremation Garden at Baldwin-Fairchild Oaklawn Park Cemetery in Sanford, Fla., in late 2010. Since then, 13 other gardens have been built and 10 properties have added glass-front niches. Another 13 facilities are increasing their cremation memorialization options.

"The question was how do we make sense out of our current cemeteries so they have tremendous value for our cremation customers. That customer has eluded us and the whole industry," said Christine Hunsaker, senior vice president of cremation services. "It's not instead of, it's in addition to. We're taking already beautiful properties and making them more appealing to those customers."

And the number of customers only continues to grow. The cremation rate was just 3.56 percent in 1960 compared with 42 percent in 2011, according to the Cremation Association of North America. That number is expected to reach 49 percent by 2016. Meanwhile, the Company has seen its cremation rate rise from 35.9 percent of all families served in fiscal 2003 to 43.1 percent in fiscal 2012, according to

the Accounting Department.

More cremations means our cemeteries need more options for permanent, protected space for cremated remains. Hunsaker pointed out that abandoned cremated remains show up in garage sales and are discovered years later with no identity. That is why the Company's cremation training teaches sales specialists to help customers think about what will happen to an urn two, 10 or 50 years in the future.

"What happens when your kids find the urns of their grandparents? There's no emotional connection with that next generation," she said. "They say, 'What do we do with this?' If mom had known that would be the reaction, she may have made another choice."

How does your garden grow?

The newest cremation memorialization options the Company offers are three types of cremation gardens — Tranquil Oaks, Whispering Waters and Butterfly Gardens — and glass-front niches in columbariums, mausoleums or other structures. To add one at a facility, management considers several factors.

The first is demographics, said Stewart Resources Director George White, whose team is responsible for planning and building a garden. "We have to ask ourselves if it is a high cremation market," he said, citing states such as California, Oregon and Florida, where the cremation rate was more than 55 percent in 2012, according to the Cremation Association of North America.

"After we determine if it has potential, we go in and look around. We try to plan a garden near the funeral home so sales specialists can walk potential customers out to the site to view it."

It also needs to be visually appealing, which is why many of the current facilities have at least one water feature, such as a fountain, stream or pond. White and his team look for existing water sources and access to electricity.

They also take into account the climate. While putting an outdoor fountain in a cremation garden in Florida may make sense for year-round use, it may not be a good idea to include one in the North, which sees freezing temperatures, he said.

"Once we've decided on the size and composition, then we'll try to work with a landscape architect firm we've worked with in the past who understands what we're doing (with cremation gardens)," he said. "Then we come up with conceptual designs to see if it makes sense."

The gardens also allow the Company to turn unusable space because of trees, stone or other in-ground barriers into useable property. The cost for a garden can range from nearly \$50,000 for a Butterfly Cremation Garden to more than \$2 million for a Tranquil Oaks or Whispering Waters feature.

Looking to the future

The number of families choosing cremation and permanent memorialization will continue to grow and the Company's facilities must continue to evolve, Hunsaker said. Every cemetery will need some cremation alternative, no matter the size.

"Are they to the grand scope of some of these gardens we're building? No, but there needs to be the option," she said. "With cremation, you have flexibility. With burial, you only have so many options with that 4-by-8 box."

Your imagination is your limitation."

That's yet another benefit of cremation gardens, said Chris Hamiel, director of cremation services for the Eastern Division.

"I've given tours of the gardens to families, and they're literally blown

Comparing rates

The Company has seen its cremation rate rise every year since at least 2005 and has stayed ahead of the rate for North America, which includes Canada and the United States. All figures are in percent.

	Stewart	North America
2012	43.1	DNR
2011	42.5	42
2010	41.9	40.6
2009	40.9	38.15
2008	40	36.22
2007	39.3	34.6
2006	38.6	33.87
2005	37.3	32.13

Sources: Accounting Department; Cremation Association of North America; DNR=did not report

away when they see what they can do and how they can personalize the memorial. That also goes for the glass-front niches, where they can bring in the remembrance items for their loved ones to be displayed for ever," Hamiel said. "They allow our families to create a visual time capsule. It's the thing of the future."

Measuring up

As Stewart Enterprises and Service Corporation International push forward with plans for a merger later this year or early next year, here are a few key facts about each company:



1910	Year founded	1962
4,800 employees	People	21,000 associates
Jefferson, La.	Headquarters	Houston
www.stei.com	Website	www.sci-corp.com
24 and Puerto Rico	States with facilities	43 and eight Canadian provinces
217	Funeral homes	1,435
141	Cemeteries	374
Thomas M. Kitchen		Thomas L. Ryan
Frank B. Stewart, Jr.	Chairman of the Board	R. L. Waltrip
Nov. 1		Jan. 1
\$500 million	Fiscal 2012 revenue	\$2.4 billion
Oct. 9, 1991	Date went public	May 14, 1974
STEI (on Nasdaq)	Ticker symbol	SCI (on New York Stock Exchange)
\$13.23/\$6.92	52-week stock high/low*	\$19.59/\$12.87
Simplicity Plan®	Key brand	Dignity Memorial®
CARING (Communicate, Appearance, Respect, Initiative, Name, Gratitude)	Company values	Integrity, Respect, Service Excellence, Enduring Relationships

*As of Aug. 15, 2013

10 QUEST

Evelyn Cornwell, Calvary Funeral Home manager

Evelyn Cornwell may not have fully known she'd end up in the death care industry at the time, but singing at funeral Masses in grade school gave her the idea.

"If there was a funeral that was to take place at our parish's church, the children had to go to Mass and sing for whoever passed away," Cornwell said. "I'd watch the funeral directors push the casket up to the front of the church and just leave and come back after the service. There was an intrigue there."

She started as an apprentice embalmer at Forest Lawn in Hollywood Hills, Calif., in 1981 and has been in the industry ever since.

Cornwell is the original manager of Calvary Mortuary, which opened in 1999 as the first Catholic Mortuaries funeral home built as part of the Company's relationship with the Archdiocese of Los Angeles. Cornwell started working as facility manager even before the building was constructed.

"My job was to set up Calvary so that when the doors opened we'd be ready to go," she said. "But if a death occurred and they had a preneed contract already (with us),

it was my job to make the services happen."

One example of "making do" had Cornwell arranging a service at an Elks Lodge in a different city for a family that wanted a two-day vigil service.

Cornwell, who lives in Altadena, Calif., has been married to her husband, Chris, for 26 years and has two daughters — Marina, 24, and Cozy, 21.

What aspect of your job is most rewarding?

Most importantly, the people I work with and the families we serve. I also appreciate feeling like I've done the best I can every day.

Which element of CARING do you feel you excel at the most?

Respect. I feel everyone who walks through the door ... deserves respect and I feel it's important we make them feel as though we're treating their loved ones as our own. It seems as though society is spiraling downward without acknowledging others, and I like that the Company has included that in our Company standards.

What five things are necessary to do your job well?

1. You have to start and end each day with energy. 2. Patience. 3. Be empathetic and never lose sight of why you are here. 4. Have a good sense of humor in a subtle way. 5. Hope.

How do you best overcome challenges?

I just meet them head on — at work and in life. You can't allow something that could possibly be a hurdle to stifle what has to occur; otherwise it perpetuates and you lose control of the situation.

What's on your bucket list?

I would love to go camping across the United States, probably over three months, in a camper and stay in some of the best national parks.

Describe a day in your life using only one word.

Fast-paced.

If you could spend a day in another position with the Company, which position would it be?

I haven't embalmed in years, so I'd enjoy going back to that. Embalming is an almost thankless position, but the challenge embalmers face is amazing. There's such a rewarding feeling, and it's a feeling you share within yourself.

What advice would you give a new co-worker coming into the industry?

I'd encourage them to understand what they're getting into and embrace it because it will reflect who they are personally and professionally.

Who has had the greatest impact on your career?

My dad said to me when I was a teenager, "Whatever you do in life, love it."

Why Stewart?

I had decided to stop working and be a stay-at-home mom when Randy Stricklin, who was with Stewart at the time, asked me if I'd be interested in working with Catholic Mortuaries. It's been great to work with Stewart, and I've always been impressed with how they treat their employees. That feeling was reinforced when Hurricane Katrina hit and I saw what they did for the people who were affected.



NUMBERS

Losing their religion

The number of Americans who describe themselves as religiously unaffiliated is on the rise, according to a recent study of 2,973 adults conducted by the Pew Research Center. All figures are a percentage.

	2012	2007
GENERAL PUBLIC	19.6	15.3
GENDER		
Men	23	18
Women	17	13
RACE		
White	20	15
Black	15	13
Hispanic	16	16
EDUCATION		
College grad	21	17
Post-grad	20	19
Some college or less	19	15
INCOME		
\$75,000+	21	16
\$30,000-\$74,999	20	15
Less than \$30,000	20	17
MARITAL STATUS		
Married	14	14
Single	24	20
LOCATION		
Northeast	21	15
Midwest	19	15
South	15	12
West	26	21

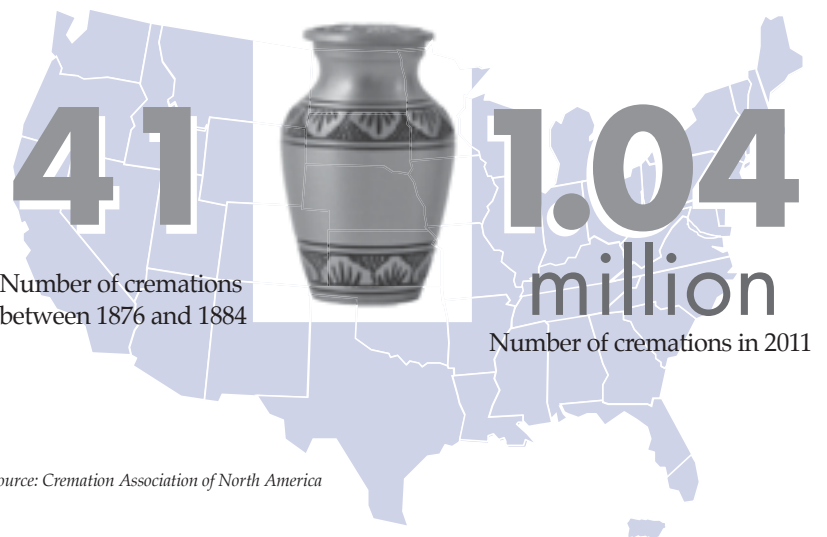
Putting it together

150-250

Approximate board feet of lumber included in a finished casket. A board foot measures 12 inches long, 12 inches wide and 1 inch thick.



Then and now



Source: Cremation Association of North America

7,602

Number of floral arrangements purchased through the Company's websites so far in fiscal 2013, which began Nov. 1

\$110.76

Average amount spent on those floral arrangements



Gone shoppin'

Facilities throughout the Company purchased the following supplies through the Corporate Purchasing Department in fiscal 2012, which ended Oct. 31:

20,000

Ounces of skin tint/makeup

14,000

Gallons of embalming fluid

85,000

Yards of suture material

TOP 10

Congratulations to July's Top 10 at-need cremation revenue producers!

Eastern Division

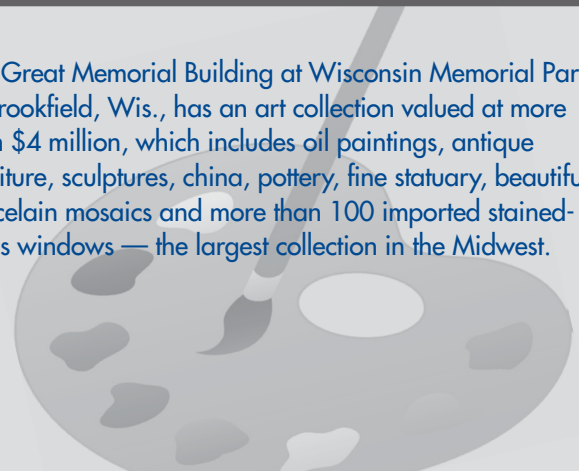
William Reed, <i>Southeastern Region</i>	\$8,665
Gerianne Kenny, <i>Mid-Atlantic Region</i>	\$7,600
Brendan Barry, <i>Southeastern Region</i>	\$7,196
Anne Hutzenbiler, <i>Mid-Atlantic Region</i>	\$6,995
Melissa Alexander, <i>Mid-Atlantic Region</i>	\$6,838
April Felkins, <i>Mid-Atlantic Region</i>	\$6,286
Paul Marks, <i>Central Region</i>	\$5,563
Enrique Rivero, <i>South Florida/Puerto Rico Region</i>	\$5,300
Denise Parkin, <i>Mid-Atlantic Region</i>	\$5,272
Nicholas Fitzwater, <i>Northern Region</i>	\$5,195

Western Division

Amanda Shoupe, <i>Southwestern Region</i>	\$10,064
Jeffrey Naber, <i>Midwestern Region</i>	\$8,670
Robert Sandeman, <i>Midwestern Region</i>	\$8,308
Kandy Lainez, <i>Los Angeles/Pacific Northwest Region</i>	\$6,850
Regina Whiteman, <i>Southern Region</i>	\$6,845
Megan Compeaux, <i>Southern Region</i>	\$6,530
Christina Lopez, <i>Los Angeles/Pacific Northwest Region</i>	\$6,355
Marisela Pons, <i>Los Angeles/Pacific Northwest Region</i>	\$6,295
Diane Gardner, <i>Southern Region</i>	\$6,290
Jorge Ramos, <i>Los Angeles/Pacific Northwest Region</i>	\$6,095

DID YOU KNOW?

The Great Memorial Building at Wisconsin Memorial Park in Brookfield, Wis., has an art collection valued at more than \$4 million, which includes oil paintings, antique furniture, sculptures, china, pottery, fine statuary, beautiful porcelain mosaics and more than 100 imported stained-glass windows — the largest collection in the Midwest.



Marketing Department file photo

PHOTO OF THE MONTH

Keep snapping!

The deadline for the November Photo of the Month contest will be 5 p.m. CDT Friday, Sept. 27!

Make sure to email your photos to Communications Specialist Christian Moises at SEInside@stei.com by the deadline so the selection committee has time to review the entrants and pick a winner.

The winning photo will be featured in an upcoming issue of SEInside, and the winning photographer will receive a gift from the Company store!

As a refresher, check out the June 2013 *SEInside* issue on *SEnet* to learn more about how to take the perfect picture to show off what's going at your location.



Congratulations to Donna Lee-Stroud, administrative assistant at Holly Hill Memorial Park in Fairburn, Ga., on winning the September Photo of the Month contest! The photo is of a Killdeer that built a nest next to a marker in the park. Can you spot the eggs?

APPRECIATION

The Company celebrated its Park Services employees last month, and many locations throughout the country said thank you in their own way. Here are two examples of how colleagues showed their appreciation for their Park Services employees:



Photo by Aprile Black,
Garden of Memories Funeral Home

SOUTH-EASTERN REGION

Garden of Memories Cemetery in Tampa, Fla., celebrated Frankie Grice's 50th anniversary with the park in July! As a cemetery operations employee, Grice focuses on installing bronze pieces and granite foot markers.



Photo by Kailee Vitelli, Chapel of the Roses Cemetery

WESTERN REGION

The **Chapel of the Roses Cemetery** in Santa Rosa, Calif., held a breakfast in early August to say thank you to its cemetery workers. Management went so far as to invite cemetery workers from other facilities in the area to celebrate their hard work.

*Want to share how your facility said thanks to Park Services employees last month? If so, email the story and photo to Courtney Sutherby at csutherby@stei.com. We'll do our best to share it with other employees via email, *SEnet* or *SEInside*.*

Training *(From page 1)*

"Employees can take the online courses at their own pace whenever they have the time," Guillory said. "During a webinar, you have a professional trainer available to answer any questions you may have."

Each webinar can accommodate a maximum of 20 people, and participants must register by noon the day before a class is scheduled. Online classes, meanwhile, are self-paced and can be taken individually whenever it's convenient for you.

If you are interested in participating in a webinar or class that is not offered, you can request that the course be added and the IS Training and Documentation Department will do its best to accommodate you.

With your supervisor's approval, you can register by emailing TrainingCalendar@stei.com. You'll then receive a confirmation email and the necessary call-in or log-in instructions.

"Anything you can do to better your skills is always a plus," said Employee Development Director Laurie Sapp. "Even if you think you know it, you can probably learn a little more. People who are newer to the Company and its processes can bring their questions to the experts to get clarity or more information."

Need help enrolling?

All of the information you need to take a class or access reference materials can be found on *SEnet* under the "Resources" tab. Once there, click on "Stewart University."

For training on soft skills or Company initiatives such as management skills, sales, funeral home programs or cemetery operations, contact:

Duane Darcey
Corporate Training Manager
(504) 729-1914 • ddarcey@stei.com

For training on information systems, contact:

Kelly Guillory
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(504) 729-1483 • kguillory@stei.com

