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BISHOP RANCH



Bishop Ranch's 3rd Annual Tree Lighting Ceremony

Thursday, December 2, 5-7 p.m.
6111 Bollinger Canyon Road (BR 1)
This outdoor event will be tented!

Mark your calendar: All tenants, plus your families and friends, are invited to the spectacular lighting of our 60-foot-tall holiday tree. Don't miss Santa's arrival via horse-drawn sleigh. (He's taking time from his busy schedule to pose for free pictures, too!) There'll also be food and beverages, including wine tasting. Performances by choral groups and other surprise holiday entertainment will enliven the holiday spirit. Please RSVP by **November 29** to **543-0100**. Hope to see you there!



Bishop Ranch Tenant Appreciation

24 Hour Fitness

Thursday, December 9, 5-7 p.m.
4450 Norris Canyon Road, San Ramon, FREE



24 Hour Fitness is rolling out the red carpet for Bishop

Ranch tenants and hosting a fun evening of food, beverages, live music and family entertainment. (Kids are welcome.) It's a great chance to see what 24 Hour Fitness offers to help you get and stay in shape—everybody can benefit. RSVP to Tenant Services at **543-0100**. The deadline is **Monday, December 6**.

Our Greatest Hits: 2004

In what other business location can you enjoy the professional and personal advantages of an unrivaled work environment? None other than Bishop Ranch. Here's a recap of the many services provided this year by the Tenant Services office—all exclusive amenities for Bishop Ranch tenants. (Not to worry about any you may have missed. Just plan on catching them in 2005!)



Tenant Services

- Grand Opening of the Bishop Ranch Conference Center
- Annual Tree Lighting and Holiday Fair
- Tenant Fair, more than 700 attendees and 42 vendors
- Child-care referral services
- Flu shots
- Blood Drives
- Health Fair
- State notary seminar and exam
- Pilates classes
- Bring Your Child to Work Day Ice Cream Social
- Summer Concert Series
- Bishop Ranch Employee of the Year contest
- Golf Swing Clinic
- Golf Scramble at San Ramon Golf Course
- See's Candy Sales (for Valentine's Day and Christmas)
- Discount tickets to Oakland A's, Golden State Warriors and San Jose Earthquakes games
- Discount tickets to ACT's "A Christmas Carol"
- Bishop Ranch Power Walkers Club
- Child and infant CPR classes
- Self-defense classes
- Toys for Tots (toy drive)
- Wardrobe for Opportunity Clothing Drive
- Handwriting analysis seminar
- Wardrobe and color seminar
- Life coaching seminar
- Ballroom dance lessons
- Internship program

Tenant Appreciation Events at the following venues:

- Blackhawk Country Club
- Blackhawk Grille Restaurant
- Bollinger Bar and Grill
- Faz Restaurant
- Luna Loca Restaurant
- Wente Vineyards Restaurant
- ClubSport
- The Rose Hotel
- 24 Hour Fitness
- San Ramon Golf Course

Business-to-Business Seminars on the following topics:

- Tax laws
- Marketing
- Financial investment
- Human resources issues
- College planning
- Identity theft

Bishop Ranch Days

- Monterey/Carmel
- Napa/Calistoga
- Tahoe

Attraction Discounts

- Pier 39
- Marine World
- Great America
- Water World
- Knott's Berry Farm

Ongoing Discounts and VIP Treatment

- 125-plus restaurants, hotels, fitness centers and more!

Want to Win \$300?

Tell us your three favorites among our 2004 events and services, and we'll enter you in a drawing to win \$300.

Fax entries to (925) 543-0102 or e-mail mmagee@bishopranch.com.

Deadline: December 25.

Phobias, Jitters and Fears—Oh My!



Tactics to Learn Control Seminar

**Wednesday, January 12,
Noon–1 p.m.
Bishop Ranch Conference
Center, 2623 Camino Ramon,
Suite 175 FREE, including lunch**

Andrea Spence, a certified clinical and medical hypnotherapist from the Palo Alto School of Hypnotherapy, is the presenter at this unique seminar designed to help participants ease their workday anxieties—including distress over placing cold calls, meeting people in large gatherings, making public presentations and more. Learn astute mental tactics that allow you to control your nerves and replace counterproductive “fight or flight” behaviors with appropriate, effective responses.

To reserve your spot, call Tenant Services at **543-0100**. **Deadline: Monday, January 10.**

The Warriors Are Courting You

The Golden State Warriors are offering Bishop Ranch tenants exclusive discount tickets for their 2004–2005 NBA season—at a savings of up to \$20 per ticket.

It's a snap to place your ticket order with the Warriors. Just download and print the order form from the Bishop Ranch Web site, **www.bishopranch.com** (first click “Tenant Services,” then “Attractions and Sporting Events”). Fax the form to the Warriors at **(510) 986-2202**, or mail it to Golden State Warriors, 1011 Broadway, Oakland, CA 94607-4019, attention: Andy Berling, Warriors group sales account executive. Questions? Contact Berling at **axberling@gs-warriors.com** or **(510) 986-2214**.

FYI: Visit our Web site to view game dates and seating info. (As additional games are added, we'll update the page.)



Tenant Profile: Richard Germano

In the mid '80s, Richard Germano was drawn to work at Comcast because, he says, “cable television looked to be an industry with a lot of upside opportunity.” Nowadays, Germano plays a key role in the company's success—as regional senior vice president he oversees their ever expanding operations in California.

Germano is excited about Comcast's prospects here, largely because of Californians' penchant for innovation and dependence on technology. “Comcast just keeps getting better with each of our product lines, whether it's high-speed Internet, digital cable TV, or our newest entry, Internet telephone service,” he says. “Best of all, we're committed to making our products even better, and we have a stable, growable infrastructure to deliver them.”



Résumé

Name: Richard Germano
Title: Regional Senior Vice President
Company: Comcast
Location: BR 15
Number of employees: 68,000 nationwide; 9,000 in California
Year company was founded: 1963
Number of years at Bishop Ranch: Two years

Company Profile

Offices: Corporate headquarters, Philadelphia, PA; California headquarters, Bishop Ranch

Business: “Comcast is the premier provider of telecommunications products and services.”

Business approach: “We manage through our people. They are highly motivated, and are always looking for a better way to provide service or make a customer happy.”

Biggest challenge: “Convincing the general public in California that we are here for the long run, and that we are different than the 60 companies that have preceded us.”

Biggest risk taken: “We have grown exponentially, mainly through acquiring other companies. Each time, there's a lot of risk that the strategy won't work out, and that it might result in interruptions of service.”

Favorite task: “Talking to employees and asking them what we can do better.”

Least favorite task: “Taking responsibility for something that went wrong—when talking to a customer that is absolutely right.”

Your source of inspiration: “The people I work with every day. They challenge me, make me better, make me laugh and make me excited about getting up in the morning to come back and do it all over again.”

Personal Philosophy

Best way to motivate co-workers and staff: “You have to respect them, and let them be free to make decisions, take responsibility and be accountable for their own results. I do not believe in telling people what to do.”

Suggestions for up-and-coming executives: “It's better to ask for forgiveness than to ask for permission.”

A goal you still want to achieve: “Proving that Comcast is good, different and that we will be here for decades to come.”

Favorite pastime: “Traveling to tropical islands with my wife.”

Favorite stress-buster: “Oddly enough, watching cable TV.”

Favorite vacation spot: “Maui.”

Favorite music: “Keith Urban's.”

Favorite cause: “I'm very involved with the problem of kids and drugs, particularly through D.A.R.E. [Drug Abuse Resistance Education].”

Wardrobe for Opportunity Clothing Drive

Wednesday, December 1

Thursday, December 2

2633 Camino Ramon, Suite 150 (BR3)

8:30 a.m.–1:30 p.m.

Consider donating business clothes, winter coats and accessories you're no longer using for a good cause. Your gift to this East Bay organization empowers disadvantaged job seekers in Contra Costa and Alameda counties by providing them with suitable attire for job interviews. As part of our "Season of Giving," Bishop Ranch will host a two-day clothes drive. Volunteers will be on hand to receive your donations (drycleaned and on hangers) and provide a receipt.

For more information on Wardrobe for Opportunity, be sure to visit their Web site at www.wardrobe.org.



Sweet Deals on Holiday Sweets

11 a.m.–3 p.m.

Tuesday, December 7

12667 Alcosta Boulevard,

Lobby (BR 15)

Wednesday, December 8

3000 Executive Parkway,

Lobby (BR8)

Thursday, December 9

2623 Camino Ramon, Lobby (BR 3)

For your shopping pleasure: Buy gift boxes of See's Candy at Bishop Ranch. Enjoy discounts of up to 30% off retail—just check for a convenient time and location. Tenants only, please.



Network Security Seminar

Wednesday, January 19, noon–1 p.m.

2633 Camino Ramon, Suite 150 (BR3)

FREE, including lunch

If you think your computer network is secure, think again. A skilled hacker can gain access to most any network. Attend this seminar and learn how to protect your most important information assets—company, employee and customer data.

Seminar talking points include:

- What kind of company is a target for intrusion?
- What, exactly, is identity theft and how can it affect your company?
- What are the requirements of SB1386 and your responsibilities for protecting customer data?
- What are effective security strategies (network, perimeter and application)?
- How can conscientious companies prevent exploitation of their IT staff?

Seminar presenters are Anthony Castillo, founder of US Digital Networks and author of articles on network security for national publications and white papers, and Tom Mescall, managing director of IT solutions with Armanino McKenna (a Bishop Ranch tenant). To reserve your seat, call Tenant Services at **543-0100**.

Our Thanks to You

We want to sincerely thank you for reading the *Inside Bishop Ranch* newsletter, attending our various seminars and events and taking advantage of the unique services that we happily provide for your assistance. Most of all, thanks for being a tenant at Bishop Ranch.

Our success is due in large part to your enthusiastic response and participation, and we encourage your support. If you have suggestions for new services, just call our office at **543-0100**. While you're at it, remember the following services are also available at your request:

- Notary list • Recycling information • Internship information • Web site job postings
- Child care referrals • Discounts to seasonal attractions and entertainment • E-mail blast list (call in your e-mail address so we can add you to our VIP list, and provide the scoop on everything Tenant Services has to offer)

We hope you look upon all your Bishop Ranch tenant amenities as a big plus—virtually an extension of your benefits package. We wish each of you a wonderful holiday season, and look forward to our working together in a successful—and fun—2005!

Sidney and Monica

Tenant Services

Bishop Ranch Business Park

Giving Thanks

Preferred Rates for Bishop Ranch Tenants

Priced to please: We're offering Bishop Ranch tenants preferred rates on everything from fabulous eateries and hoteliers to relaxing spas, salons—even golf outings. Visit www.bishopranch.com and click on Tenant Services to choose these and other special offers from the sponsor companies listed below.

New This Month

- ArtDirect.com • Dublin Golf Course • GMAC Mortgage • Hometown GMAC Real Estate
- Meeting Possibilities • Pasta Gondola Restaurant • Serenity Skincare
- Spotlights Art Academy

Caterers

- Classic Catering • Diablo Deli • Giuseppe's Pasta & Grill • Scott's Seafood Bar & Grill
- Walnut Creek • Valley Catering • Wallace Enterprises Inc.

Restaurants

- Applebee's Restaurant • Alouettes Restaurant
- Blackhawk Grille • The Brass Door • Bridges • The Dog • Faz Restaurant • Kabob
- House Too Restaurant • Luna Loca Mexican Restaurant • Mudd's
- Regional St. Bistro Restaurant • Steaks & Stix Restaurant

Hotels

- AmeriSuites Hotel • The Carneros Inn • Courtyard by Marriott • Crowne Plaza Hotel
- Pleasanton • Embassy Suites • Hampton Inn • Hilton Garden Inn Livermore • Hotel
- Griffon • The Huntington Hotel • Hyatt Regency San Francisco • Lafayette Park Hotel
- Marriott Walnut Creek • Oakwood Corporate Housing • Radisson Hotel Dublin • The
- Rose Hotel • Sierra Suites San Ramon • Summerfield Suites • Wyndham Garden Hotel

Miscellaneous Services

- 20/20 Optometry Inc. • 24 Hour Fitness • A-1 Auto Repair • A Lucky Dog • AHN's Shoe
- Repair • American Financial Lending • Armanino McKenna LLP • Artful Solutions • AT&T
- Media Services • Avis Rent-a-Car • Awe-Dacious Salon • The Basket Lady • Bay Plant
- Company Inc. • Bishop Ranch Dentistry • Bishop Ranch Veterinary Center • Black Tie
- Transportation • Bodylines Day Spa • California Overnight Delivery • Cambridge
- SoundWorks • Campus Wireless LLC • Chic & Younique • Corporate Flowers & Gifts
- Cort Furniture Rental • CP Communications • Danka Office Imaging • Diablo Funding
- Group • *East Bay Business Times* • East Bay Eye • Eastrom • Enchanted Florist & Gifts
- Enterprise Rent-a-Car • Excel Graphics • Fast Frame of San Ramon • Gift Bags Online
- Gift Baskets by Design • Give Something Back Office Supplies • Graphic Design &
- Creative Services • Healthy Ways Muscle Therapy Solutions • Heaven's Best Carpet
- Cleaning • Home Inventory Specialists • Hornblower Cruises • Indulgence Salon • Ladies
- Workout Express San Ramon • Matchpoint Graphics • MD Cellular World Inc. • Moore
- North America • My Training Dept. • Nor-Cal Moving Services • Out & About • The Paper
- Trail • Performance Lending & Investments • Quality Haircuts • The Rain Forest • RMS
- Data • Roger Louis Salon & Spa • Roesbery/Spillner Car Care • Sam Clar Office Furniture
- San Ramon Body & Detail Shop • San Ramon Chiropractic and Occupational Center
- San Ramon Family Optometry • San Ramon Floral Fantasy • San Ramon Lighting Inc.
- San Ramon Veterinary Hospital • Security Pacific Public Storage • Smog Check by Boss
- Trucks • Sponges Car Wash • Spray Soleil • Suddath Relocations • Susan Cooke Interior
- Design Group • Synergy Relocations • Tans Plus • Technology Integration Group (TIG)
- TLC Interior Plant Services • The T.O.D. Company • Tutoring Club • Valley Limousine
- Inc. • Versailles Jewelers • XO Communications • Yoga

Calling All Commuters

Beat nasty winter fog and I-580 traffic by commuting round-trip to work on one of six ACE Commuter Trains from Stockton, Tracy, Lathrop/Manteca, Livermore and Vasco. Free express buses bring you directly to Bishop Ranch from the Pleasanton station. The Bishop Ranch Transportation Centre (BRTC) offers an exclusive incentive to new riders: first month free and second month 50% off!



The train sports comfortable seats, wireless Internet access and much more. Regular monthly commute costs are reasonably priced: \$162 from Stockton/Lathrop and Livermore; \$113 from Tracy and \$65 from Vasco/Livermore. Part-time riders can purchase 20-ride tickets. Free taxi rides home for illness/emergencies are also available to registered commuters. Call BRTC, **830-0101**, to get details and learn ways regular riders can earn free and half-price tickets.

Plan Your Next Meeting Here

Have you scheduled your next meeting at the Bishop Ranch Conference Center? Our state-of-the-art meeting space has been open for six months, and is ready for your business. Unlike other conference centers in the area, we offer rooms at reasonable costs—including use of audiovisual equipment, room set up and many other valuable services. To schedule a tour of the Conference Center, call Amanda Cantu at **543-7700**.

Get Child-Care Referrals

Your Tenant Services office is working with child-care referral agencies in Contra Costa County as well as elsewhere in the Bay Area, and can help you obtain a list of licensed child-care providers based on your child's age, location of the child-care facility, hours required and any special needs. This referral service is free to Bishop Ranch tenants and their families. For assistance, call **543-0100**.

