

NEWSFLASH

Monthly Newsletter

October, 2010



Happy Birthday

MARILYN JONES 10/15
SERVICE ASSOCIATE
LISA GRAY 10/15
SERVICE ASSOCIATE
BONNIE NUNN 10/16
SERVICE ASSOCIATE
GARY MILLER 10/22
TEAM LEADER
MONTY JONES 10/29
SERVICE ASSOCIATE

GO DUCKS

Anniversaries!

Employees who have worked for our company for one or more years:

TONY METCALF 37 YEARS!!!!!!
PRESIDENT
BERT KOZLOWSKI 12 YEARS!!
SERVICE ASSOCIATE
PAT KOZLOWSKI 12 YEARS!!
SERVICE ASSOCIATE
LESA KOZLOWSKI 12 YEARS!!
SERVICE ASSOCIATE
MIKE ESTIGOY 6 YEARS!
SERVICE ASSOCIATE
BILL MCLEAN 3 YEARS
DAYTIME SERVICE ASSOCIATE
TANYA PACHECO 2 YEARS
SERVICE ASSOCIATE
DAWN BRANDON 2 YEARS
SALES-CUSTOMER SERVICE
RHIANNON SUTTON 1 YEAR
SERVICE ASSOCIATE
BARB WILBUR 1 YEAR
SERVICE ASSOCIATE

ALL EMPLOYEES

Don't forget to update your contact numbers (home line and/or cell phone) by notifying Nancy in Human Resources, if they ever change. Don't let a day go by that we can not contact you if the need arises. Thank You!



Nancy Atkins

So Many Ways You Can Help Your Customer

Have you noticed a sink or restroom fixture leaking while you are cleaning? Is the hard-surface floor you are mopping getting really difficult to get clean? Are you having problems with a certain lock? Are there carpet spots you cannot remove? These are just a few examples of the types of things you might notice while working at your account.

Identifying maintenance issues can be very helpful to the customer. Anytime you notice something that isn't working correctly, or something that simply needs some extra attention like floors or carpets, give your Team Leader a call and let them know what you've found.



Your Team Leader will make sure these items are brought to the attention of the Brother's staff, so we can follow-up with the customer. Noticing these types of things and reporting them let's the customer know we care and are looking out for their best interests. *-Fred May, Customer Service Manager*

Following Company Policy is Critical to our Success

There are good reasons why we have rules that must be followed by all employees. When Brothers signs a contract to clean someone's business, we guarantee their business will be cleaned in a timely professional manner. The 7:30 rule helps us know you are at work and working early enough for a Team Leader to be able to check your work at their discretion. I would like to ask every employee to please take time to re-read the following sections of your BCS handbook:

- **What we can expect from each other** - page 3
This is about showing up to work on time and personal integrity.

- **The 7:30 PM Rule** - page 4

Service Associates must be at work, clocked in and cleaning no later than 7:30 pm. If for any reason you can not be working by 7:30 pm, you must call your Team Leader and ask permission for a later start. This means that you must speak personally to someone before 7:30 pm. No call/No show by 7:30 pm can be grounds for the loss of your job.

- **Dress & Appearance** - page 4

Always wear your Company shirt & badge. This includes Service Associates, F/W Technicians & Team Leaders.

- **Breaks** - page 5

Follow the allotted break schedule as described. Do not extend your breaks unless you are "off the clock." If you have to take a meal break, clock out for at least 30 minutes. While working, turn your personal cell phones off, or leave them at home.

If you have any questions, call HR for clarification. *-Nancy Atkins, HR Manager*



It's Important to Keep Your Equipment is Top Condition

I've written in the past about the importance of keeping your equipment in good working order. Your Vacuum and the extension cord you use must be in good working condition in order for you to do a thorough job of vacuuming. There's another piece of equipment most of you have in your supply closet that is equally important and that is your chemical dilution center. It's the unit that makes sure the chemicals you use are diluted properly. Like most equipment, it too needs periodic maintenance vropf. If you notice any loose connections or water dripping from your dilution center, be sure to let your Team Leader know so we can send someone to tune it up. Remember to always use COLD water in your mop bucket and be sure to **TURN THE WATER OFF** before you leave your account. Thank you everyone! *-Steve Avery, Janitorial Accounts MGR*



September Safety Meeting Minutes -PLEASE READ-

The monthly safety meeting was held at the Brother Cleaning Services offices on September 21, 2010 from 5:30 PM until 6:30 PM. The General Manager, Accounts Manager, Team Leaders, and all Floor and Window personnel attended.

The first item discussed was vehicle safety and a reminder to all personnel to do a safety check of the vehicle they are driving before leaving company property. Such things as checking turn signals, head lights, brake lights and wind shield wipers should be checked along with other general maintenance type items.

The second issue discussed was a request that all personnel keep an eye out for any unsafe situations while they are at the accounts we clean. Broken cords, unsafe storage of paper products or ladder usage should be reported to the appropriate Team Leader so corrective action can be taken.

Gary Miller, Safety Coordinator

Supply Day Winners

Each supply day, we draw two tickets out of those who have come to pick-up supplies and award them a prize. September's winners are:

MARILYN JONES
MIKE STAATS
CONGRATULATIONS!!!

Here Come the Leaves.....

It's that time of year again when trees start to shed their leaves. It's important to keep your entryways and lobbies free of leaves so they don't get tracked further into your building. Leaves can also be very slick once they get wet. Be very careful this fall while walking to your building. Thank you for helping keep all the leaves out of your customers building.



BEST HEALTH WEB SITES

There are a lot of web sites on the Internet with information about health and medications psn1c. It's important to know where to look for accurate information. Consumer Reports rated these Web sites as excellent for health information:

1. Kidshealth.org
2. MayoClinic.com
3. MedicineNet.com
4. Medscape.com
5. National Institutes of Health (www.nih.gov)
6. WebMd.com

Nancy Atkins
HR Manager

HAVE YOU FOUND YOUR ACCOUNT CODE YET?

Two account codes have been randomly placed in this issue of the **NewsFlush**. If you find YOUR account code somewhere (including Floor # if applicable) be sure to call the office & identify yourself. **You must call by 5PM October 5th (WEDNESDAY) in order to receive your prize.** Thank You for reading the monthly NewsFlush!



CREATED FOR BROTHERS CLEANING SERVICES, INC.
by FRED MAY, CUSTOMER SERVICE MANAGER
customerservice@brotherscleaning.com

