



February 10, 2010

Help People Develop



Lots of Master Moments this month!! Ladies and Gentlemen, YOU ROCK!!! Here's our first:

This one was received from Randy Tyra, Facility and Security Manager with Certegy in Tuscaloosa, AL on January 28th, 2010: "Lydia, I wanted to pass along some compliments that were communicated to me from some corporate guests we had in our offices this week. These men are responsible for Fidelity Real Estate throughout the United States and internationally and they see the best and the worst of facility cleanliness and maintenance. As they toured our building, they commented on several occasions on how well the building was maintained and how clean everything looked. One of them visited the restroom just as the ServiceMaster custodian finished cleaning it and the first thing he said as he came out was how clean and fresh the restroom was. He said he could tell it was clean because it had a fresh smell and not a "floral" scent that shows that something is being covered up. They were both very pleased with what they saw. I appreciate the work that Bruce and PJ have done to increase and improve the level of service and communication here at Certegy. I believe the inspections are very useful in projecting expectations as well as giving feedback on the workers success for meeting those expectations. If they don't see this type of thing, I believe they feel as though no one cares. I can assure you that I cared when these men walked through our doors and asked about a tour of our facility. Even though it was important then, it really isn't as important as providing a clean environment for the employees that come here every day. The employees of ServiceMaster are providing this type of service and it will always withstand the unexpected visits and the watchful inspections. I hope you will help me pass along my thanks to all your staff. They are doing a wonderful job. Thank you!" WOW!! Congratulations on such great compliments to **Roberta Childs, Tamise Clements, Octavia Maddox, Moneat Spencer, Jackie Watkins, Tim Randolph, Bruce Taylor and PJ Phoenix!**



This Master Moment comes from Matthew Timbs with ServiceMaster Corporate in Memphis, TN regarding their recent winter weather situation: "FYI: Quick update on the Memphis buildings. Memphis Call Center is now clear of snow and ice but please keep in mind that there still may be a few spots of ice here and there. This also applies to the Ridge Lake Campus and FHI Campus. As temps drop again tonight we can expect some more frozen areas to pop back up. I would like to say a special thanks to the cleaning crews for their help in this winter storm. Sal (Cervantes) has provided The Facilities Group with his quick response this morning adding his people in groups to our locations for final cleaning as well as outdoor tasks. Of course, I cannot leave out the Security Group, they always pitch in when needed. Thanks to all for your hard work." Super job goes out to **Jonathan Quintana, Miguel Torres, Armando Escobedo, Francisco Garcia, Pablo Pulgar, Eddie Smith, Rodrigo Velazquez, Jesus Martin Quiroz and Salvador Cervantes.** Thank you all for taking such good care of these facilities during this difficult situation.

ANNIVERSARIES

8 YEARS

Frances Jackson

2 YEARS

Louberta Talley
Anthony Savage
Oscar Smith Ramirez

5 YEARS

Arthur Johnson
Bertha Davis
Timothy Davis
Betty Silver
Earnestine Nelson

1 YEAR

Jeffery Walls
Sheila Davis
Deidra Pete

4 YEARS

Alejandro Hernandez-
Natividad

3 YEARS

Betty May
Randle Stout
John Sanderson



CONGRATULATIONS

WELCOME

Kanesa Witherspoon
Audelina Ventura
Jackie Watkins

Denise Godwin
Pheniqueski Mickens

Salvador Cervantes would like to recognize and say "Thank You" to **Ms. Angela Kimble** for the fine job she's doing with the time and attendance system. Angela's always on time and she always remembers to clock in and out. Great job Angela and keep up the good work!!!



Happy Valentine's Day

BIRTHDAYS

Earnestine Nelson
Miguel Gonzales
Sebastian Marquez
Dwayne Young
Diane Purse
Lisa Gatewood
Dedrick Hill
Alejandro Hernandez-
Natividad
Francisco Garcia
Daisy Jones

Janice Dickerson
Ricky Walker
Varnell Glenn
Frances Presswood
Denise Meeks
Maria Spencer
Louberta Talley
Tamise Clements
Adie Spann



This Master Moment is from Marnie Wilder with NuVasive on Saturday, Jan. 30th (regarding the recent winter weather situation in Memphis): "Hi Sal, I am sure that due to the weather last night you kept your crews home. We sent some of ours home early too. I've just received a call that the break room is in terrible shape with trash, etc. Would it be possible to have someone come out tonight or in the morning to clean break rooms + empty the trash and spot check the restrooms? Please let me know. Thanks." From Sal that same night: "Yes, they are almost finished with the building now." Marnie's response on Monday morning: "Thank you Sal, the facility looked great this morning. I appreciate your team doing this over the weekend." Another great job to **Nancy Jimenez, Eddie Smith and Oscar Smith Ramirez!!**

Valuable info in your Handbook: "Attendance and Punctuality-A Service Partner's regular attendance on the job is important to our operation. However, if you must be absent because of illness, accident or another unavoidable cause, it is your responsibility to notify your supervisor at least four (4) hours in advance of your regular shift. This notification is required for each day absent unless it is understood that you will be absent for a specified number of days. A written release from a physician specifying the dates of illness and return to work date must be presented upon returning to work after absences of two (2) or more consecutive days. Failure to abide by these rules will be cause for disciplinary action which could include dismissal." Look for more handbook snippets in future editions!!