

# The Fast Track

Are you on the Fast Track at SMO? If you want to be on the fast track, you should consider the SMO Fast Track leadership program. The Fast Track program is for any SMO employee who is interested in learning more about leadership, supervision, and management. The 2004 Fast Track Program meetings will be held on Thursdays, February 12, May 13, August 12, and November 18, unless otherwise noted. The meetings will start at 4:30 and be held at the SMO Office. The four sessions will consist of: administrative tasks, supervision skills, training employees, and supplies and equipment. If you can not make it to all four meetings, that's ok. You should still attend. You do not have to attend each session, but those who do will receive a Fast Track Training completion certificate.

For more information about our Fast Track Program, or if you would like to attend, call David Murphy at the SMO office.

# Inclement Weather

Old man winter will be rearing his head soon as winter is just around the corner. We would like to remind you of SMO's employee policy for inclement weather.

Due to the obligations and responsibilities we have to our customers, our policy is to remain open for business as usual every scheduled working day if at all possible.

While regular attendance is very important at SMO, we do not require employees to travel in conditions which create a legitimate concern for their personal safety. Therefore, if you are concerned about your ability to get to work safely or to arrive on time due to inclement weather, you should notify the office as soon as possible. If you are able to come to work, your Supervisor/Manager may ask you to work a "snow schedule", which means you should come in early and perform any necessary services and leave before the roads freeze.

When operations are officially closed because of emergency conditions, the time off from scheduled work will be unpaid. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees work will receive regular pay.



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Supreme Maintenance Organization

COMPANY NEWSLETTER



Building Service Contractors Association International

Member

BUILDING PARTNERSHIPS THAT LAST [www.smoworks.com](http://www.smoworks.com)

## SMO STARS Employees of the Month



Paul Cathcart  
*Friendly Center Office Building*



Leroy "Rookie" Haywood  
*Project Crew*



Fidel Santos  
*News & Record*

# Monthly Contest Winners

	August 2003	September 2003	October 2003
<b>Team</b>	<b>Merrill Lynch</b> Keith Crawford Toni Hayes Kay Horton Cesar Malpica Laura Nolasco Rafael Caballero	<b>Pinto Coates</b> Lorena Harriott Corey Hairston	<b>Greensboro Pathology</b> Duryea "Juice" Taylor Maria Reyna Espinosa Marta Patricia Javier
<b>Building</b>	<b>UPS High Point</b> Manuel Carballo	<b>First Lutheran Church</b> Jesus Fonseca Humberto Espinosa	<b>Bishop McGuinness</b> Martin Acosta Enith Barbieri Juan Mosso Ramiro Santiago Olga Villasenor
<b>Closet</b>	<b>News &amp; Record</b> Juanita Allen Araceli Cirio Perez Jesus Pantoja Fidel Santos Hazalene Smith	<b>Oak Branch</b> Hoyle Everhart Esperanza Osorio	<b>Green Valley Office Bldg.</b> Gloria Dennis Diane Peeden

## Customer Profile



It has been our pleasure to serve the Charlotte Coliseum for the past three years. Located at 100 Paul Buck Road, in Charlotte, North Carolina, this 22,000 seat arena has hosted many memorable performers over the years. Among the more notables: Pavarotti, Santana, Neil Diamond, Janet Jackson, and Reba McInire.

Additionally, the Charlotte Coliseum is home of the Women's National Basketball Association team, the Charlotte Sting. They just completed their sixth straight season of playoffs.

Charlotte Coliseum's Director of Operations, Leon Brown, and Administration Assistant in Operations, Monica Pettiford, have helped us build a successful and mutually beneficial partnership.

Our Account Manager, Alex Rodriguez, keeps our staff motivated and ready for the next challenging post-event cleaning. As you may know, the post event cleaning schedule is far from regular which makes it very important to keep your team informed and excited about the next post-event cleaning opportunity. Thank you Leon and Monica for helping us succeed and thank you, Alex, and your crew for all their hard work.

"The Charlotte Coliseum has always maintained high standards. The cleanliness of this arena is an important part of our guest's experience. Supreme Maintenance Organization has consistently met our standards and has always been highly responsive to our requests."

-Leon Brown, Director of Operations

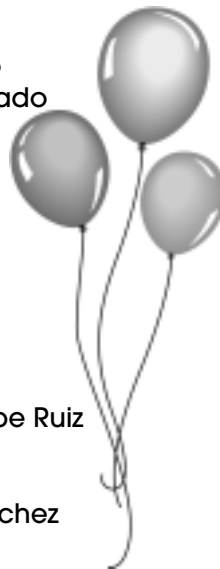
To learn more about the Charlotte Coliseum, go to [www.charlottecoliseum.com](http://www.charlottecoliseum.com).

## SMO Employee Birthdays

### Happy Birthday!!!

#### December 2003

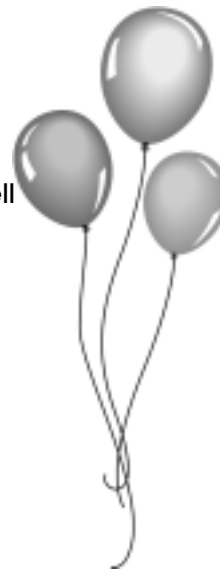
- 1 Alejandrina Hernandez
- 2 Aurelio Duque
- 3 Ken Allen
- 3 Marilu Meza Trejo
- 4 Jose Davila Delgado
- 4 Moises Tacuba
- 5 Diane Peeden
- 6 Ralph Farmer
- 8 Joel Backus
- 10 Luz Walker
- 14 Carlos Bailon
- 15 Eric Morris
- 17 James Aslton
- 17 Luz Gaviria
- 19 Maria Guadalupe Ruiz
- 24 Delfina Vazquez
- 25 Robert Taylor
- 26 Maria Delia Sanchez
- 30 Silvestre Tellez
- 30 Estrella Rico
- 31 Ngui A



### Happy Birthday!!!

#### January 2004

- 1 Don Holt
- 7 Glen Bellamy
- 7 Ken Ervin
- 18 Paul Cathcart
- 24 Lonnie Woods
- 27 Maria Vargas
- 30 Martin Acosta
- 31 Rodney Blackwell



### Happy Birthday!!!

#### February 2004

- 7 Bobby Black
- 7 Tina Castellon
- 7 Toni Hayes
- 12 Darrick Hill
- 14 Esperanza Osorio
- 16 Enith Barbieri
- 16 Araceli Cirio Perez
- 20 Cheryl Pinkney
- 22 Lorena Harriott
- 25 Cesar Malpica

## Clean Fact

### Security: It's Everyone's Job

Security is a very important function of your job at SMO. It is a critical component in providing excellent customer service. If all the trash is emptied, restrooms clean, and carpets vacuumed, but the door is unlocked and someone enters the building, then we have not provided very good customer service. Every SMO employee is a "deputy" in the effort to maintain good security. Good security helps to ensure your safety, the safety of your co-workers, our customers, and their property. While working, please remember these important security measures:

**Keys** - Do not label keys or loan them out to others. Report missing keys immediately. At the end of your shift, return your keys to the lock box, if required.

**Doors** - All doors must be locked at all times. Don't open a locked door for someone, even if you know him or her. Do not leave doors propped open for any reason.

**Visitors** - At no time should you bring anyone to work with you who is not a SMO employee, including your children and other family members.

**Employees Working Late** - If you notice anyone working in your area or building after you leave, please report it to your supervisor so it can be noted.

**Emergencies** - Know the location and procedures for fire and security alarms. Know your evacuation route in case of an emergency. Use the stairs. Do not use elevators. Call 911 if you feel there is an immediate and real security threat, and then notify your Supervisor.

**Suspicious incidences** - Immediately report any strangers lingering around your building, suspicious cars, unattended packages, or any other unusual event.

**Uniforms and IDs** - Wear your SMO uniform and ID badge at all times.

Security is everyone's responsibility. Please be alert and security contentions while on the job. Our customers entrust their property to us and it is a responsibility that we must take very seriously. We also want to provide a safe and secure worksite for all SMO employees.

## Christmas Plans

### Turkey Give-Away

SMO is planning its Third Annual Christmas Turkey Give-Away for Thursday, December 18 2003. Eligible employees are invited to stop by the SMO office between 2:00 and 6:00 pm to pick up your turkey. We will be serving refreshments and will have a door prize drawing every 30 minutes. Pay checks will also be available for pick up during this time. Please make plans now to come by, as we will not be able to give your turkey to someone else or keep it over night. If you any questions, please call the SMO office.



2002 Turkey Giveaway

### Ring the Bell

SMO will be volunteering to ring the bell for the Salvation Army on Saturday, December 20, 2003, at the Lowes Foods on New Garden Road. As you know, there are many people in need in Greensboro this Christmas season. The Salvation Army has always been there for those in need. Now you have the opportunity to give a gift of time. Please consider volunteering to ring the bell for one hour on Saturday, December 20. If you are interested or would like more information, call the SMO office at 294-7665 and speak to Tina.

