

Rookie's Night Out

We would like to once again congratulate Leroy "Rookie" Haywood for winning the 2003 SMO Employee of the year. By winning the award, Rookie and his wife Clara were able to enjoy a night out on the town with dinner and limo. He also received a crystal plaque and \$400 cash.

We would like to thank Rookie for his contributions to the success of SMO and for making the evening out so special.



Vacation Time

It's that time of the year again. Time for fun, sun and vacation. As you plan your summer vacations, please keep in mind the SMO Vacation policy. Vacation time off with pay is available to all regular full time and regular part time employees based on the following schedule;

After one (1) Year	One (1) Week
After Three (3) Years	Two (2) Weeks
After Eight (8) Years	Three (3) Weeks

Paid vacation can be used in increments of one (1) day. At least five (5) working days in advance of your anticipated vacation, you should submit a written vacation request and approval form to your supervisor. It is our goal to approve all request, however, some request may not be approved due to business needs and staffing requirements.

Vacation time off is paid at the normal rate of pay based on your scheduled number of hours. All vacation time must be used by December 31st of each year. It does not carry over.

Enjoy your summer!


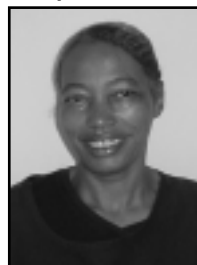


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SMO STARS Employees of the Month

<p>February 2004</p>  <p>Alma Hernandez <i>Central Carolina Bank</i></p>	<p>March 2004</p>  <p>Etta Tweedy <i>Prudential Realty Building</i></p>	<p>April 2004</p>  <p>Toni Hayes <i>706 Green Valley Road</i></p>
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Monthly Contest Winners

	February 2004	March 2004	April 2004
Team	585 Waughtown Rodney Blackwell Mildred McMullen William Crouch	Bishop McGuiness High School Martin Acosta Enith Barbieri Solomon Cisneros Juan Mosso Moises Tacuba	Henredon Ward Street Keith Crawford Erika Bates
Building	News & Record High Point Georganna Hines	Bank Of America Clarence Patterson Norris Galloway Eliseo Lopez Alesia Raynor	LeBauer Elam Avenue Jose Cortes Gutierrez Jose Cortes Monroy Juan Diaz Acosta Marizol Reyes Sergio Valera
Closet	UPS Greensboro Hub Margarita Bello Herberto Caballero Efrain Cano Angel Covarrubias Ascencion Cruz Miguel Davila Jose Davila Ana De La Cruz Juan Gonzalez Antonio Pacheco Gregorio Papola Maria Ramirez Jacinto Vega Alejandra Vidal Gilberto Zuniga	Central Carolina Bank Butch Hutchins Cathy Duncan Gloria Foster John Foster Alma Hernandez	Friendly Center Office Building Paul Cathcart Nellie Gregory Teresa Galindo

Company News

Don Holt promoted to Area Manager



Don Holt

SMO is pleased to announce that Don Holt is our new Area Manager in the Triad. Don replaces Steve Gardner, RBSM who is now the Account Manager at the Starmount Company account. Don started working with SMO as a part time Cleaning Technician in June of 1996. In 1999, Don left the company briefly and after his return, was quickly promoted to an Area Supervisor. His most recent position was a Site Supervisor at the CCB Building. In his new position, Don will serve as the Account Manager for all the "route" accounts in the Greensboro, High Point, and Winston Salem area.

Don was selected from among several very qualified candidates, some of which were from within SMO. He soon became the clear choice because of his proven ability to lead and motivate others and his desire to "do things right". Don has also demonstrated a great deal of concern for details. Gary Collins, VP of Operations, recently said that "Don's care and concern for both his customers and employees are very much in line with the values and philosophies of SMO".

Don is retired from the US Marines as a Master Gunnery Sergeant with 26 years of service. He formerly worked full time at the Starmount Country Club on the grounds maintenance crew. He and his wife Pat have three children and five grandchildren. We are very excited to have Don in this very demanding position and we are very confident the he is up to the challenge. **Congratulations Don!**

New and Improved Supervisor Training Program

In an effort to improve customer service and to enhance the work environment for our employees, SMO has implemented a new and improved Supervisor Training Program. In the past we have held Supervisor Training meetings quarterly. Recognizing the importance of having well trained supervisors, we implemented a new training program and have stepped up our training sessions to monthly. We are also developing a more intensive initial training program for new supervisors.

The program will utilize video, lecture, and role play methods of teaching. One of the best ways to teach is by making examples of some of your best performers. Whenever possible, we use real life situations from some of our best supervisors to illustrate or reinforce a point.

Our last class was held on April 22 and featured Jim Schisler of the Butchers Company. The class was attended by 20 supervisors and managers. Jim came up from Atlanta to conduct a class on "Training the Trainer". Jim used hands on illustrations and visual aids to teach Supervisors how to train employees using the Butchers' Company Building Block Training Program. The Building Block Training system is the foundation of SMO's training program and utilizes the tell, show, do, and review method of teaching.

Supervisor Training Sessions take place on the fourth Thursday of each month and all supervisors are expected to attend.

The following is a list of some of the training topics covered in this program;

- Training the Trainer
- Administration
- Inspections
- Customer Expectations
- Dealing with Difficult Employees
- Job Site Orientation
- SMO Policies
- Follow Up
- Customer Service
- Maintenance Schedules
- Quality Control
- Equipment Maintenance
- Employee Relations/Motivation
- Safety & Security

SMO Employee Birthdays

Happy Birthday!!!

June 2004

- 3 Maria Aguilar-Cardona
- 6 Candido Granillo-Fernandez
- 7 Roberto Cruz-Vergara
- 7 Paola Gonzalez-Sanchez
- 16 Alton Easterling
- 17 Edith Almendra
- 19 Julia Gonzalez-Altamirano
- 22 Harold Hernandez-Delgado
- 24 Robert Davis
- 24 Juan De Jesús Mosso
- 26 Gloria Dennis
- 29 Simon Lopez-Cruz

Happy Birthday!!!

July 2004

- 1 Ralph Hall
- 3 Shirley Harris
- 3 Marcial Almendra
- 5 Anaid Sanchez-Solis
- 8 Angela Jordan
- 13 Joel Rodriguez
- 13 Howard Smith
- 17 Darlene Anthony
- 22 Duncan Bass
- 22 Maria Hernandez
- 23 Efrain Cano Nava
- 25 Gary Collins
- 25 Leticia Lopez-Tolentino
- 28 Alba Quintero E.
- 29 Maria Isabel Perez-Perez
- 31 Fidel Santos-Mateos

Happy Birthday!!!

August 2004

- 1 Ana Maria De La Cruz
- 2 Carollee Bethea
- 2 Nellie Gregory
- 4 Marlene Lash
- 6 Macario Acosta
- 9 Jennifer Knight
- 9 Adriana Perdomo
- 12 Corey Hairston
- 15 Asencion Cruz
- 17 Jacinto Vega-Saucedo
- 18 Norris Galloway
- 20 Gloria Foster
- 21 Jeremiah Washington
- 22 Miguel Marquez-Aguirre
- 23 Fernando Gutierrez-Villalvazo
- 25 Maria Alonso-Hernandez
- 25 Beatriz Pacheco-Lopez



Train The Trainer Class



Jim Schisler of the Butchers Company, conducting class



Class members pay close attention