

smo news

Supreme Maintenance Organization

COMPANY NEWSLETTER



Building Service Contractors Association International

Member

Exceptional Contract Cleaning Services

www.smoworks.com

SMO STARS

Employees of the Month

October 2002

November 2002

December 2002

January 2003



Minerva Mendoza
UPS Hub Greensboro

Jorge Davila Delgado
UPS Hub Greensboro

Jesus Fonseca
First Lutheran & LeBauer Health Care

Hazelene Smith
News & Record

Monthly Contest Winners

	October 2002	November 2002	December 2002
Team	UPS Charlotte Hub Rodrigo Atuestas María Delia Sánchez Abelardo Sánchez Wuilson Reyes Yanet Herrera Saturnino Reyes Luis Castro Alex Rodriguez	Henredon Ward St. Stephen Vaughn Darrik Hill	Southern Guaranty Toni Hayes Will Hayes Cynthia Acosta Juanita Allen
Building	Friendly Center Office Building Elvia Acosta Nellie Gregory Paul Cathcart	Village Kids Ralph Farmer Macario Acosta Juan de Jesus Mosso	Winston-Salem Health Care Alicia Dowlatshahi Carlos Bailon Rita Chávez Cortez Carla Olivia Cortez Martire Cortez Marin Felipa Oliva Solomon Cisneros Anayeli Penaloza Linda Harris Moises Tacuba
Closet	Market America Avery Mebane Curtis Hillian Robert Taylor Alton Easterling	Westridge Suites Crystal James	LeBauer Brassfield Robert Davis

Christmas 2002 Turkey Give Away

We want to thank all of our employees who came out for our Christmas 2002 Turkey Give Away. All employees who came by got a turkey, refreshments, and a chance to win some great door prizes. We really enjoyed the opportunity to spend time with many of our hard working employees.



Gary Collins & Harold Mahaffey



Reggie Perry & Paul Cathcart



Jim Murphy & Nellie Gregory



Several employees enjoy a break.

Happy Birthday SMO Employees

February 2003

2/1 Pablo Campos
 2/4 Elvia Acosta Díaz
 2/7 Toni Hayes
 2/12 Darrick Hill
 2/12 Angela Donaldson
 2/14 Esperanza Osorio
 2/15 Alberto Garcia H.
 2/15 Roberto Ruiz
 2/16 Araceli Cirio Perez
 2/17 Teodula Leyva
 2/17 Alejandro Rojas
 2/18 Vincente Rios
 2/19 Curtis Hillian
 2/20 Cheryl Pinkney
 2/21 Cirino Campos
 2/21 Miguel Rojas
 2/22 Frances Beard
 2/22 Margarita Bello
 2/22 Lorena Harriot
 2/24 Ana Espinoza M.
 2/25 Tenesheya Sterling
 2/26 Porfirio Sierra Rojas

March 2003

3/1 Felix Ascencio
 3/4 Jesus Gallegos
 3/8 Leroy Haywood
 3/10 Juan Espinoza
 3/11 Hubert Hutchins
 3/15 Luisa Garcia
 3/17 Blanca Torres
 3/23 Cristino Chávez
 3/23 Hilda Ramirez
 3/26 Jesus Fonseca
 3/28 Cathy Duncan
 3/30 Angela McKinnon

April 2003

4/4 Theresa Brock
 4/4 Martire Cortez
 4/6 Juan Díaz Acosta
 4/8 Edilbertha Martinez
 4/8 Darren Murphy
 4/14 Anayeli Peñaloza
 4/17 Ascención Rojas
 4/18 Shanda Everett
 4/19 Efrain Pacheco
 4/22 Juanita Allen
 4/24 Alejandro Rodríguez
 4/24 Alejandra Celiseo
 4/25 John Foster
 4/29 Rodrigo Atuestas

May 2003

5/4 Maria Martinez
 5/4 Steve Gardner
 5/8 Manuel Carballo
 5/8 Edgar Panheco
 5/9 Daniel Kahler
 5/9 Gregorio Garcia
 5/10 Hoyle Everhart
 5/12 Stephen Vaughn
 5/13 Wuilson Reyes
 5/13 Rocio Fonseca
 5/13 Abelardo Sanchez
 5/14 Enedina Albarrán
 5/15 Maria Enriquez
 5/16 Alma Hernandez
 5/17 Julia Montes
 5/22 Rita Chavez
 5/24 Demi Caballero
 5/30 Fernando Robles
 5/31 Luis Castro

CLEAN FACT:

Planned Maintenance Program

Any cleaning company can show up most every day, empty the trash, vacuum, and wipe down the rest rooms. SMO does not desire to be "just any cleaning company." Our Planned Maintenance Program is a vital component in delivering our exceptional service. A big part of this program is the Daily Itinerary.

The Daily Itinerary is used to ensure that all periodic cleaning tasks are performed according to the job specifications. Periodic cleaning tasks are those tasks performed weekly or less frequent. Depending on your job site, periodic tasks include the following:

- Clean telephones.
- Dust picture frames, window sills, blinds, air vents, moldings, ledges, and baseboards.
- Scrub restroom fixtures.
- Detail vacuum.
- Clean and polish desktops.
- Buff or scrub and refinish tile floors.
- Clean and organize janitor closet.
- Sweep and mop stairwells.

SMO Quality Control Reps and Managers are trained to check the Daily Itinerary to ensure the work has been completed and properly recorded. If your job site does not have a current Daily Itinerary, please notify your supervisor or manager as soon as possible.

Completing the tasks on the Daily Itinerary in a timely and effective manner helps SMO to not be "just any other cleaning company." It means that we are taking care of the details and providing the level of service that we sold our customers.

Employee of the Year Selection

What does it take to be SMO Employee of the Year and how is the selection made? First, we ask for nominations from managers. The employee would have worked the entire year and usually has been with SMO for some time. Next, we look at all the candidates and evaluate them based on the following criteria: willingness to go above and beyond the call of duty, overall contributions to the goals of SMO, attendance, length of employment, overall attitude, respect of co-workers, and performance of duties. Based on these criteria, we narrow the list down to a short list of candidates of finalists and then SMO management decides who is the most worthy of the Employee of the Year honor.

COMPANY NEWS

Employee of the Year 2002



We are very happy to announce that Minerva Mendoza is our Employee of the Year for 2002. As always, it was very difficult to choose one winner because SMO has so many outstanding employees. Minerva started working for SMO

in May of 1998 as a Cleaning Technician. Currently a supervisor at UPS Hub Greensboro, Minerva has demonstrated consummate loyalty and dedication in fulfilling her duties at SMO.

According to Al Summers, SMO Account Manager at UPS Hub Greensboro, Minerva's ability to supervise a large group of employees performing complex tasks, and to communicate with both the client and her employees with equal ease in both English and Spanish, has been the key to our success at UPS Hub Greensboro. Gary Collins, Vice President of Operations, had this to say about Minerva. "She is hard working, very focused on the task at hand, and maintains a pleasant working environment. She has proven herself to be a most valuable asset to SMO."

For winning this award, Minerva will receive a plaque, \$400, and a night out on the town for her and a guest with dinner and limousine. Congratulations Minerva and thanks for all you do.

The Fast Track

Think you would like to be a Supervisor? Wondering if you got what it takes? Now you can find out by attending the SMO Fast Track Program. The Fast Track Program is for any SMO employee who is interested in learning more about leadership and supervision. There is no commitment on your part.

The program will consist of four sessions: administrative tasks, supervision skills, training employees, and supplies and equipment. The meetings will start at 4:30 pm and are scheduled as follows:

February 27, 2003
August 28, 2003

May 29, 2003
November 13, 2003

You do not have to attend each session, but those who do will receive a Fast Track Training completion certificate. Each session will begin with a 30 minute introduction to supervision at SMO. During this time you will learn what it takes to be a supervisor at SMO. You can meet and talk with current SMO supervisors to gain an "inside" perspective. The remaining hour will cover topics using lecture, video, and interactive formats.

The meetings will take place at the SMO office, unless otherwise directed. If you attend, you will be excused to report late to your job site. Please mark your calendar now for these important dates. For further information or to schedule your attendance at the next Fast Track meeting, contact Al Summers @ 294-7665, ext.108.



Health Care Assistance Plan

Supreme Maintenance Organization is proud to offer an affordable healthcare assistance plan to **all SMO employees**. It is the Fundamental Care program from Star HRG. The plan offers some very good benefits for as little as \$3.45 per week. The plan provides help for you and your family for everyday medical expenses such as doctor visits, trips to the emergency room, and help with prescription drugs. The best news is that SMO is able to offer this **benefit to all SMO employees**.

If you would like to participate, you can complete the simple enrollment form, or you may enroll on line at www.fundamentalcare.com. Your premiums will be deducted from your bi-weekly paycheck. Your coverage would begin on the first day of the following month after your enrollment is completed and approved.

If you have any questions about this plan, please call Tere or Al Summers at the SMO office. This benefit plan is just another way SMO strives to offer the best in **benefits to its valuable employees**.

2003 Holiday Schedule

Friday	April 18	Good Friday
Monday	May 26	Memorial Day
Friday	July 4	Independence Day
Monday	September 1	Labor Day
Thursday	November 27	Thanksgiving Day
Thursday	December 25	Christmas Day
Thursday	January 1, '04	New Year's Day

Congratulations!



We would like to congratulate Jim and Diana Wilson on the birth of their daughter, Alana J. Wilson. Alana was born on December 31, 2002 (a convenient tax break) and weighed 5 lbs. 11 oz.



Supreme Maintenance Organization

317-D S. Westgate Drive
Greensboro, NC 27407
(336) 294-7665
1-800-717-4766
Fax (336) 294-4479