

# SMO RINGS THE BELL!

We would like to thank our friends and associates who volunteered to ring the bell for the Salvation Army this Christmas. Through their efforts, SMO raised \$1,052.16 for the Salvation Army Kettle Drive. In total the Salvation Army raised just over \$145,000 to help make Christmas a little brighter for thousands of those in need in Greensboro. Thanks to:

- |                 |                 |              |
|-----------------|-----------------|--------------|
| Diana Wilson    | Tina Castrellon | Al Summers   |
| Steve Gardner   | Jim Allen       | Gary Collins |
| David Murphy    | Lauren McLean   | Don Holt     |
| Minerva Mendoza | Jorge Davila    | Jerry Wrenn  |

*Thanks and may God bless you.*



*Diana Wilson and Jerry Wrenn  
Ring The Bell for the Salvation Army*



*Diana Wilson, Marlene Lash & Robert Taylor chat at our Christmas Turkey Giveaway Event*



*Gary and Steve caught playing with the trash*



*Gary Collins congratulating Hazalene Smith on Winning Employee of the Month*

2002 Holiday Schedule		
Friday	March 29	Good Friday
Monday	May 27	Memorial Day
Thursday	July 4	Independence Day
Monday	September 2	Labor Day
Thursday	November 28	Thanksgiving
Wednesday	December 25	Christmas
Wednesday	January 1, 03	New Years Day

## SMO STARS ★ Employees of the Month ★

★ **October 2001**



*Jimmy Murphy  
QC Representative*

★ **November 2001**



*Yanet Herrera  
UPS Charlotte Hub*

★ **December 2001**



*Hazalene Smith  
News & Record*

## Monthly Contest Winners

	October 2001	November 2001	December 2001
<b>Team</b>	<u>CCB</u> Cathy Duncan Chris Foster Gloria Foster John Foster Alma Hernandez Don Holt Hubert Hutchins Clyde Jones	<u>News &amp; Record</u> Juanita Allen Araceli Cirio Edilberto Mejia Fidel Santos Francisco Santos Hazalene Smith	<u>UPS Hub Charlotte</u> Julio Camacho Blanca Coronada Yanet Herrera Saturnino Reyes Wilson Reyes Alex Rodriguez Maria Rodriguez
<b>Building</b>	<u>Southern Guaranty</u> Juanita Allen Toni Hayes Will Hayes Larry Little	<u>Henredon Ward Ave</u> Darick Hill Stephen Vaughn	<u>UPS Hub Greensboro</u> Marcial Almendra Manuel Carballo Jose Luis Davila Moises Duarte Angel Maza Araceli Ramirez Ramiro Santiago Victor Zamudio
<b>Closet</b>	<u>First Citizen's Bank</u> Theresa Brock Patricia Rios	<u>Scott Building</u> Reginald Perry Carolina Thompson	<u>Piedmont Natural Gas</u> Jennet Garraway Mike Hall Benito Villalvazo Lonnie Woods

Efrain Cano  
Adolfo Cortes  
Jorge Davila  
Eliseo Gonzalez  
Minerva Mendoza  
Maria Ramirez  
Al Summers

## CUSTOMER PROFILE

### United Parcel Service

Supreme Maintenance Organization is proud to name **United Parcel Service** as a customer. Nearly four years ago, SMO began providing daily janitorial services to the UPS Center in High Point. United Parcel Service has since given us the opportunity to provide services for six more of their facilities in Greensboro and Charlotte. Last May, UPS acquired Fritz Companies, Inc. Fritz is a freight forwarding company with locations in 120 countries around the world. We are fortunate to begin cleaning Fritz's Greensboro offices in February. To learn more about UPS, visit their web site at [www.ups.com](http://www.ups.com).



Our partnership with UPS has made us a better contract cleaning company and we thank UPS for the confidence they have placed in us. It is this relationship that gives SMO the ability to provide quite a few full-time and part-time jobs. We would like to thank **Al Summers**, Account Manager at the UPS Greensboro Hub, and **Alex Rodriguez**, Account Manager at the UPS Charlotte Hub, and their crews for their hard work and dedication given to this customer. We could not have grown without their efforts.

*We would like to Thank UPS for their business.*

## 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." SMO strives to be an exceptional contract cleaning company. Our Planned Maintenance Program is a vital component in delivering that 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 may include the following:

- Clean telephones
- Dust pictures 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

These tasks are scheduled in our Win Team Software to create a Daily Itinerary. The Daily Itinerary will list the tasks to perform and where to perform them each day. Your supervisor should remind you each day of any periodic task due in your area. If not, please ask your supervisor for this information.

Your supervisor should follow up to make sure these tasks are completed and then mark them as complete on the Daily Itinerary. 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.

## COMPANY NEWS SMO Announces the 2001 Employee of the Year

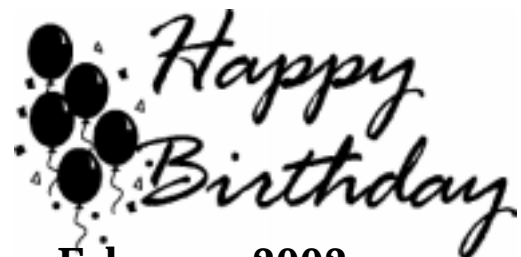


*Marlene Lash*

We are proud to announce that Marlene Lash is our Employee of the Year for 2001. It was very difficult to choose one winner this year because SMO has so many outstanding employees. Marlene started working for SMO in February of 1995 as a Cleaning Technician. She is currently a Site Supervisor at Dr. Sears and BB&T Leasing. Marlene is very dependable and conscientious. She also has very good relationships with her customers.

When Jill Sullivan, office manager of BB&T Leasing, was recently asked about Marlene, she said, "We here at BB&T Leasing Corporation are delighted to learn of the recognition you are to bestow on Marlene. Not only does she execute her duties in an efficient and pleasant manner. She is, in my opinion, a woman of fine character who brings Christ into all the lives she touches. Too seldom do such people get the recognition they deserve. Congratulations and best wishes, Marlene!" Gary Collins, Vice President of Operations recently said, "It always brightens my day when I see Marlene."

For winning this award, Marlene will receive a plaque, \$300, and a night out on the town for her and a guest with dinner and limousine. Congratulations Marlene and thanks for your hard work and dedication.



## SMO Employees

### February 2002

2/4 Elvia Acosta Diaz  
2/7 Tina Castrellon  
2/7 Toni Hayes  
2/11 Edilberto Mejia  
2/12 Darrick Hill  
2/12 Angela Donaldson  
2/16 Araceli Cirio Perez  
2/18 Vicente Rios  
2/19 Curtis Hillian  
2/20 Cheryl Pinkney  
2/25 Tenesheya Sterling  
2/26 Porfirio Sierra Rojas

### March 2002

3/1 Ada Duran  
3/8 Leroy Haywood  
3/10 Blanca Coronado  
3/10 Pablo Mexicano Diaz  
3/11 Hubert Hutchins  
3/13 Patricia Rios  
3/14 Veronica Rojas  
3/20 Ligia Chinchilla  
3/24 James Thomas  
3/26 Martha Diez  
3/26 Jesus Fonseca  
3/28 Cathy Duncan  
3/30 Angela McKinnon

### April 2002

4/1 Martha Munoz L.  
4/4 Theresa Brock  
4/6 Juan Diaz Acosta  
4/13 Cresenciano Espinoza  
4/16 Lorena Pacheco  
4/18 Shanda Everett  
4/21 Sofia Chavez  
4/22 Juanita Allen  
4/24 Alejandro Rodriguez  
4/25 John Foster  
4/26 Donna Satterfield  
4/30 Lysander McGhee

## The Fast Track



SMO would like to announce the start of its 2002 Fast Track Program. The Fast Track program is for any SMO employee who is interested in learning more about leadership and supervision. The program will consist of four sessions: administrative tasks, supervision skills, training employees, and supplies and equipment. The first session will be in February, then one will follow in May, August, and November. 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 first session is Thursday, February 28, at the SMO office. The session will be from 4:30pm til 6:00pm. If you attend, you will be excused to report late to your job site. If you plan to attend or would like more information, please contact Al Summers at 294-7665, ext. 108.