

smo news

July 2002

Supreme Maintenance Organization

COMPANY NEWSLETTER



Building Service Contractors Association International

Exceptional Contract Cleaning Services

www.smoworks.com

SMO STARS ★ Employees of the Month ★

★
April
2002



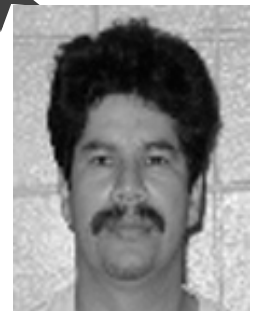
Julia Johnson
Merrill Lynch Building

★
May
2002



Martin Acosta
Special Services

★
June
2002



Maximino Monter
UPS Hub Greensboro

Monthly Contest Winners

April 2002

May 2002

June 2002

Team
GSO Coliseum Crew
Joel Backus
Tomas Herrera
Maximino Monter
Gabriel Sanchez
Marcos Sanchez
Pablo Simon Lopez
Maria Isabel Perez
Aracely Espitia Perez
(List continued on Page 4)

UPS Greensboro Hub
Minerva Mendoz
Eliseo Gonzalez
Jose Luis Davila
Ramiro Santiago
Manuel Carballo
David Hernandez
Araceli Ramirez
Lorena Ramirez
Maria Ramirez
Jorge Davila
Duncan Bass
Angel Maza
Moises Duarte
David Speaks
Maximino Monter
Janeth Sanchez

Bank Of America
Clarence Patterson
Norris Galloway
Angela McKinnon
Etta Murray

Building
News & Record (Gso)
Juanita Allen
Fidel Santos Mateos
Araceli Cirio Perez
Hazelene Smith
Francisco Santos

Henredon (Brevard St.)
Maria Isabel Perez Perez

LeBauer HealthCare
Jesus Fonseca
Jose Antonio Acosta-Acosta
Amalia Sanchez
Delfina C. Vazquez
Juan Diaz Acosta

Closet
SMO Warehouse
Steve & Sandy Gardner

PNG
Mike Hall
Jennet Garraway
Benito Villalvazo Falcon
Jennette Chavis

BIP - Scott Building
Earl Hopkins
Reginald Perry

CUSTOMER PROFILE

LeBauer HealthCare
336-547-1700

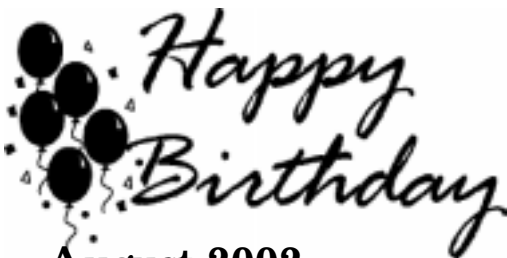
520 N. Elam Avenue
Greensboro, NC 27403

We are proud to serve **LeBauer HealthCare**. The challenges and special requirements of providing service to a medical facility pale in comparison with the knowledge that we continue to provide consistent quality janitorial service for the patients, Doctors and their staff. These physicians and their dedicated staff offer wonderful health care and it shows. In January, their Adams Farm branch expanded and relocated in order to provide service to the Guilford Jamestown community. In August, they will open additional space to accommodate the growing Brassfield office and all of this comes just after the renovations and improvements of their Main office on Elam Avenue. Their Stoney Creek and Burlington facilities are also doing very well.

In particular we would like to thank Jesus Fonseca, Site Supervisor of the Elam Avenue Facility and the Annex located just behind it. Mr. Fonseca has taken good care of his team and these facilities since 1999. Here is what Ben Revilla, LeBauer HealthCare Facilities Manager has to say about us, "*Supreme Maintenance Organization has served LeBauer HealthCare since 1997. Our medical facility requires the best janitorial service with special attention to biohazard waste collection and treatment room maintenance. You can depend on SMO to provide these services and address almost any special request.*"

Our crews deserve a big thank you for their hard work.

Thank You LeBauer HealthCare.



SMO Employees

August 2002

8/2 Nellie Gregory
8/4 Americo Merino
8/6 Lorena Ramirez
8/6 Ana Alvarenga
8/12 Juan Aviles
8/14 Charlton Smith
8/15 Melvin Eddy
8/15 Lucio Vasquez
8/18 Norris Galloway
8/20 Gloria Foster
8/21 Maximino Monter
8/21 Gabriel Sanchez
8/23 Van Grier
8/27 Janeth Sanchez
8/31 Angelica Ramirez

September 2002

9/1 Lamil Lockhart
9/2 William Dunston
9/12 Al Summers
9/13 David Murphy
9/14 Catherine Little
9/15 Diana Wilson
9/19 Juan Carlos Cisneros
9/20 Tonya Woods
9/23 Etta Murray
9/23 Yanet Herrera
9/28 Lorenzo Soto
9/29 Maribel Munoz
9/29 Carlos Castaneda
9/29 Gabriela Perez

October 2002

10/2 Maria Ramirez
10/4 John Hairston
10/4 Brenda Richardson
10/4 Francisco Arellano
10/7 Marcos Sanchez
10/8 Reginald Perry
10/11 Keith Crawford
10/12 Mildred McMullen
10/13 Marco Poblete
10/14 Gerell Owen
10/15 David Speaks
10/15 William Crouch
10/23 Hazalene Smith
10/23 Cindy Garner
10/24 Ramiro Santiago

CLEAN FACT: SMO Employee Training Guidelines

Supreme Maintenance Organization prides itself on the fact that each new permanent part-time and full-time employee receives 6 hours of classroom training prior to reporting to their assigned worksite. Once on-site, a jobsite orientation is given. Throughout the process of new employee orientation, special emphasis is given to ensuring that the new employee understands his or her duties, is shown how to perform these duties, and is then given an opportunity to practice under the leadership and guidance of the supervisor/trainer.

SMO has adopted the Butcher's Company patented Building Block System of training (*which uses a series of training cards to Tell, Show, Do, and Review*), for use in the classroom and in the field, to reinforce key functions of cleaning. In addition to the Butcher's system, we also use professionally produced videos, lecture and question and answer sessions to ensure the new employee is comfortable with their new position.

Supplemental Training Options

If an SMO supervisor feels there is a need for special or additional training at his or her jobsite, there are a number of options available, two of which include:

- **Additional Classroom Training:** This option will likely apply when there is only one or two individuals who require "refresher" training and will take place at the SMO office unless other arrangements are made.
- **Group Refresher Training:** Usually reserved for annual recertification of federal/state mandated training and can also be requested for other purposes.

Benefits of Training

There are a number of good reasons for training (or re-training) employees. Some are obvious, others less so. Some of the benefits include:

- **Enhanced Efficiency:** Properly trained employees perform more work, in less time, at a higher level of quality.
- **Reduced Injuries:** Inadequate training is often cited by OSHA as a leading cause of workplace injuries.
- **Improved Morale:** Training is cited by numerous studies as the benefit valued most by employees.
- **Reduced Employee Turnover:** The average company in America spends nearly \$800 per year per employee on training. With each employee that leaves the company, that number is doubled! Training pays for itself.
- **Happier Customers!:** Our customers demand and deserve the very best service possible. Untrained or improperly trained employees simply cannot provide service to the level of quality desired by SMO or our clients.

If you would like additional information, contact Al Summers in Human Resources.

COMPANY NEWS

Health Care Assistant 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 Tina or Al Summers at the SMO office. This benefit plan is just another way SMO strives to offer the best in **benefits to all its valuable employees**.

WWW.SMOWORKS.COM. Supreme Maintenance Organization is happy to announce that we have recently redesigned our web site. Please visit our user friendly site to learn more about SMO. We have plans to make our site interactive so that customers and SMO managers can communicate quickly and effectively. The site will be used to host a data base of quality control inspections and work request that can be accessed in a timely manner.

The Fast Track



SMO would like to announce the third meeting of its 2002 Fast Track Program to be held at **4:30p.m. on Thursday, 29 August in the Conference/Training Room of the SMO Office**. 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 was held in February, then another in May. Following this meeting there will be one more meeting in November. You do not have to attend each session, but those who do will receive a Fast Track Training completion certificate.

For further information or to schedule yourself for attendance at the next Fast Track meeting, contact Al Summers @ 294-7665, ext.108.

Supreme Team News

The next meeting of the Supreme Team, SMO's employee leadership group, is scheduled to be held on Saturday, 24 August at 9:30a.m. Currently the team consist of 5 active members including: Paul Cathcart, Etta Tweedy, Jennet Garraway, Bertha Greene, and Hubert Hutchins. There are two vacancies on the team that need to be filled as soon as possible.

The team is currently working on finalization of the By-Laws and is continuously engaged in discussions on ways to improve employee teamwork, employee appreciation, and redefining the role of the Supreme Team.

If you know of an SMO employee who you feel would be a good candidate for membership on the Supreme Team, please call Al Summers at the SMO office.

Job Openings

SMO, as any growing organization, often has job openings for newly created full and part-time positions and/or positions vacated by former employees for various reasons. While all of these positions can be filled by "new" employees, from time-to-time there are opportunities for our part-time employees to move up into a full-time position.

Our current listing of full-time positions includes:

- Site Coordinator @ Greensboro Academy Hours: 11:00am - 7:30pm (M-F) Salary: \$11/Hour
- Site Coordinator @ Forsyth Academy Hours: 11:00am - 7:30pm (M-F) Salary: \$11/Hour

If you are interested in one these positions, please contact Al Summers @ extension 108.

April 2002

Team GSO Coliseum Crew (Continued)

Lorenzo Rodriguez
Rafael Caballero Cruz
Crescenciano Espinoza
Noel Ortiz
Maria De Jesus
Francisca Gomez
Alejandro Pacheco
Efrain Pacheco
Blaulia Valdivia
Gloria Urbietta Lopez
Florentino Reano
Celia Verde Gonzalez
Lorenzo Soto
Feliz Ortega Ramirez



317-D S. WESTGATE DRIVE
GREENSBORO, NC 27407