

HOUSEKEEPING HERALD



A Publication Especially for our Associates, Partners and Friends

Special Edition

April 2008

APRIL 2008 TRAINING MEETING

The next training meeting is scheduled for Saturday, April 12th, 2008 at 9:00 am. The subject of this meeting will be Safety. Safety is a top priority and must be reviewed on an on-going basis.

In addition to Safety there are three training meetings that you must attend each year. They are Team Leader, Policies & Procedures and Hands-On-Training.

Call the office by Wednesday, April 12th to reserve your seat. You must give us a definite response that you are coming. We will not hold your spot if you just say you might come. If you reserve a seat please attend as we may have had to turn someone away because all the seats were reserved.

Our Deepest Sympathy

We would like to extend our condolences to the following people who have recently lost a loved one.

*Edith, Daniell & Latricia Slade,
Wayne & Joyce Obermiller,
and Samantha Gibbs.*

Our thoughts and prayers are with you.

HEY...HAVE YOU READ YOUR NEWSLETTER LATELY?

Do you realize that hidden in the middle of any story in each Housekeeping Herald could be a message which reads: If your identification number is XXX or XXXX call the office before noon on a specific day to claim your prize?

There may be one opportunity, or as many as four, for an associate to win a \$25 Meijer gift card.

The ID#'s in the February 29th newsletter belong to **Janet Louchart & Carlos Gutierrez.** Congratulations to Janet for calling to claim her prize!

Have you ever gotten paid to read a newsletter or the newspaper before? Here at MMSI we feel that the information that we print is important and time sensitive. Since we want you to read it, this contest is just an added incentive for you to do so.

Read on as your ID# could be hidden in one of the articles!

PAYCHECK CHECK

Please take a moment to check your paycheck for the following information:

- Is your name spelled correctly?
- Is your address correct?
- Including your City and Zip Code?
- Is your marital status correct?
- Are your exemptions correct?
- Do you have enough Year-To-Date tax withholding?

If you have any changes or corrections to be made please contact the office so that we can get these changes made as soon as possible. If you would like to verify the social security number that we have on file for you, you may either call the office or stop in and we will be happy to help you.

EMPLOYEE AWARDS

Jerry Beebe Receives Four Year Award



Nancy Parkhurst Receives Perfect Attendance Award



"We've Been Dedicated to Maintaining Our Clients Image Since 1975"

Our Service Divisions:



We're Proud Members of:



THIS IS OUR RECIPE FOR SUCCESS AT MMSI

1. A willingness to render service when the client needs it, coupled with an ongoing search for clients in need of our service.
2. The ability to perform a menu of services to the satisfaction of the client.
3. An understanding that the client actually wants the entire service; not a refund in lieu of a non-completed portion.
4. Personal integrity manifested in a desire to live up to our promises.
5. A definite and defined market and advertising that informs potential clients of our credentials and desire to serve them.
6. Respect for all competitors.
7. A system of ethical principles with regard to customers and associates.
8. Associates who can understand and honor those principles.
9. A training program that teaches our principles and methods, that results in a staff of associates that wants to, and can do the job.
10. Trained, neat, clean and uniformed associates.
11. A program that provides the proper supplies and safe, top-notch equipment to our associates, on time.
12. Clean, lettered and well maintained company vehicles.

If your identification number is seven-hundred six call the office by noon on September sixth to claim your prize.



Attendance Contest Winner Debra Peche

Congratulations to **Debra Peche** who is our latest Attendance Contest winner. This contest ran from January 1st through February 15th. Debra won the electronics package valued at \$350.00. The package included an under the counter TV/CD player. Debra was entered in the drawing for being on time to work every day and not missing a single day. She also had to clock in and out correctly each day.

The following individuals were eligible for the contest drawing: **Joyce Obermiller, Judith Knights, Wayne Obermiller, Janet Louchart, Lori DeFever, James Thompson, Susan Lake, Irene Lovett, Sarah Hall, Debora Jaworski, Danny Summerfield, Daniell Slade, John Burton, Ivory Stanton, David Davis, Roger Steinka, Stella Hardaway, Tammy Tysick, Theodore Falkowski, Deirdre Riley, Patty Burlingame, Petranka Kirova, Patricia Klammer, Willie Chatman, Floyd Flemings, Laura Ingham, Jesusita Villegas, Laina Mobley, Karen Judge, Sandra Schlicker, Henry Frenzke, Irene Allen, Nancy Parkhurst, Karen Garcia, Roberta Chorenko, David Hill, Urlene Eastman, Geneva Parker, Christopher Birky, Mary Sledge, Jeffrey Herzberg, Patricia Jones, Shirley Hodges, Karen Hill, Robert Putman, Sarah Tester, Alice Shipman, Debra Peche, Pamela Maurer, Randy Leonard, Lawrence Carter, Alice Stephens, Carlos Gutierrez, Gerron Canales, Shawntavia Byrd, Mindy Novak, Pamela Barnes, Carrie Davis, Becky Barnett, Jeffrey Baker, Richard Reinhart, Robert Jones and Jonathan Emery.**

The next contest will start March 1st, 2008 and run through April 15th, 2008. The prize package will be a "Home Makeover" for spring with a \$350.00 gift card to Home Depot! If your identification number is one ninety-four call the office by noon on March seventh to claim your prize. It doesn't take much effort to be eligible for this contest. Just go to work everyday, clock in and out correctly and do your job! You could be our next big winner!

Congratulations, Debra!

Martha Loubert

Laina Mobley

James Bartosek



- EMPLOYEE HEADQUARTERS -

Shawn Allen - Associate of the Month



The Associate of the Month for February, 2008 is **Shawn Allen**. Shawn has worked for MMSI since June, 2005. Shawn is part of our Floor Crew and is responsible for keeping the floors at our accounts clean and shiny! Shawn also helps with snow removal in the winter at WNEM TV 5 and the Commerce Center. Shawn's supervisor, Nick Lash, has nothing but great things to say about him.

Shawn's parents are Rosemary Allen and Patrick & Janice Allen. Shawn has two brothers, Patrick and Nelson. Shawn graduated from Chesaning High School.

When Shawn is not working for MMSI he likes to spend his time fishing, hunting, golfing, playing cards, darts and his X-box. Shawn has a variety of work experience from washing government cars (police, FIA, DNR) to bagging groceries at Meijers, but the things that he likes most about his job with MMSI is that everyone has been very nice to him. Especially Linda and Kathy who were there when Shawn needed them the most!

Shawn will receive an Associate of the Month plaque and his name will be added to the Associate plaque located in our front lobby.

Congratulations, Shawn! Thank you for all your hard work!

SECURITY AND SAFETY

The following are some tips that you should be aware of for your personal safety when going to work at night by yourself.

First, when driving or coming to a stop, be aware of your surroundings. If your identification number is twenty sixty-six call the office by noon on February sixth to claim your prize. Look at the people on the street and cars next to you and have an eye on what they are doing. Are they approaching your vehicle, are they trying to talk to you. Make sure to drive with your doors locked and your seat belt fastened.

Second, when parking at your buildings at night, park in a well lit area, lock your car on exiting and go straight into your building. Once inside make sure to lock the building behind yourself. If someone comes to the door and asks to be let in, do not for any reason let them in. Even if they say they are the owner of the building, they should have their

own key. If you are in a building that can not be locked, make sure to check back at the entrance often and be aware of noises in the building to keep you alert. If any of the buildings you are cleaning in have lights that are burned out please let your supervisor know so that we may contact the account and request that they get repaired.

Third, if you are working with a coworker do not leave the building unless you are leaving together. If the garbage has to be removed to a dumpster, take it with you when you and your coworker leave the building. Do not take it out by yourself, especially if it is a poorly lit area.

Fourth, carry your keys in your hand when you are walking to your car so that you do not have to stand outside fumbling for your keys. Look around your car and inside before you get in. Lock your doors immediately once you are in the car.

Adapted in part from Mark's Cleaning News



Willie Chatman



Unice Callahan



Mary Sledge



Cassandra Nelson

If We Don't Service Our Clients Properly, Someone Else Will!

There is always another company waiting in the wings to take over if we don't service our clients up to the standards they expect.

POLICIES & PROCEDURES OVERVIEW

Policies & Procedures are in place at AIBM for many reasons such as:

- To assure our clients that we will maintain and hold our employees to professional standards while doing their job on the clients premises.
- To provide to our client a service of cleaning and maintaining the appearance of their building.
- To establish guidelines that are followed by all employees in the following areas; honesty, hygiene, attendance, and job performance.

Rules are also in place to provide an environment that enhances our employees performance. By being informed ahead of time of what is expected in the work place, such as: no horse play, no profanity, honesty, wearing your uniform, ID badges, etc., you will be more able to successfully complete your job duties. If your identification number is twenty-three seventy-two call the office by noon on April seventh to claim your prize.

The Absentee form that you signed outlines how vacations and days off are taken and also how excused and unexcused absences are handled.

All employees that did not attend the Policies & Procedures meeting in March, are encouraged to review the copy that you signed upon being hired. If you no longer have it, ask your supervisor to give you another copy and to review it with you.

As of March 1, 2008 there will be no exceptions to the enforcement of the policies & procedures.

NEW ADDITIONS TO THE FAMILY

We would like to welcome the following new associates.

Thanks for joining our ranks!

James Reichard
Darlene Decker
Jerry Bare

Welcome To The Family!

CLEAN CLOSET AWARD

AT&T in Grand Blanc has one of the cleanest closets! The winner for the March 14th payday's Clean Closet Award is **Kenneth C. Cottrill** for his equipment closet at **AT&T** in Grand Blanc. Operations Manager, **Kathy Osterhout** nominated him for this award.

Holy Trinity School in Bay City has the cleanest closet for the March 31st payday's Clean Closet Award. The winners are **Sherri Hauk & Nicole Johnroe** for their equipment closet at **AT&T**. Area Supervisor, **Sue Berg** nominated them for this award. If your identification number is eight seventy-nine call the office by noon on April seventh to claim your prize.

Congratulations, Ken, Sherri & Nicole! Keep up the good work.

When managers and supervisors visit accounts they check the appearance of the custodial closets. Some of the things they check for are:

- Vacuum bags are empty. Vacuums are dust-free, clean and wiped.
- Electrical cords are wrapped properly.
- Mops and wringers are cleaned and rinsed out.
- Sinks are scoured and faucets are clean.
- Closet floors are swept and mopped.
- Shelves are clean and neat with everything in its place.
- All containers of chemicals & spray bottles are labeled with the proper HAZCOM labeling.
- MSDS Books are checked to be sure that there is one for each chemical used in that particular account.

Each pay period, we choose an account team as winners. Team members receive a gift certificate for Little Caesar's Pizza or Meijer's! If your identification number is twenty-four sixty four call the office by noon on April seventh to claim your prize. There is no limit on how many times you can win. Who knows, you could win next!

Roderick Henderson



Markey Maintenance Services, Inc. doing business as Absolute! Building Maintenance/Educlean Services/Medi+Clean Environmental Housekeeping is committed to a work place that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability or any other basis protected by federal, state or local laws. In an effort to prevent such illegal harassment or discrimination from occurring, we will communicate this policy to every employee. No employee of this company is exempt from this policy. If you experience or witness sexual harassment, report it immediately to your supervisor or call the office at (989) 752-2424 or (800) 588-2424. Your call will be handled in confidence.

OFFICE NUMBERS:

SAGINAW 989-752-2424 • FLINT 810-733-2424 • BAY CITY 989-684-2424 • CARO 989-672-2424 • MIDLAND 989-633-2424 • MT. PLEASANT 989-779-2424
 TOLL FREE 800-588-2424 • TIMEKEEPING: 989-752-TIME (8463) or 800-79-PUNCH (797-8624)

BACKUP TIMEKEEPING 989-752-JOBS (5627) or 888-413-JOBS (5627) • **PAGING DISPATCH:** 800-217-5056 • Ask To Page A "Markey Maintenance Supervisor"