

SMO STARS

EMPLOYEE OF THE MONTH

January 2014



Amelia Estes
Bank of North Carolina

February 2014



Berenice Toribio
RockTenn

March 2014



Teresa Pelecastre Cruz
Triad Commercial Properties

MONTHLY CONTEST WINNERS

January 2014

February 2014

March 2014

TEAM

Carolina Biological Supply

Todd Langston
Adreian Padilla
Georgina Silva-Villanueva
Kelly Graves
Wallace Enoch

LeBauer Elam

Maria Zermeno
Isaac Lopez
Maria Duarte
Maria Santos
Vincent Jones

Jefferson Middle School

James Chatman
Kelvin McCaskill
Camille Shakir
Veronica Clark
Kendra Windham
Danielle Underwood

CLOSET

UPS Spartanburg

O'Dell Huey
Barbara Meador
Nathan Ridgeway

News and Record

Timothy Warnsley
Feliciano Sanchez
Ana Aguilar Reyes
Misael Roman Noyola
Meeka Haith-Woods

UPS Summersville

Justin Moyer

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May

2 Franco Donado
 2 Teresa Pelcastre Cruz
 4 Steve Gardner
 4 Ofelina Cortez
 8 Manuel Carballo
 9 Susie Lovelace
 9 Maricela Chegue Irineo
 9 Antonio Avila
 10 Shirley Shaw
 11 Warrenell Hanks
 12 Wallace Freeman
 12 Trevon Roney
 12 Yesenia Vargas
 14 Lucio Bustamante
 14 Cindy Ingram
 14 Warren Young
 17 Barbara Meador
 17 Pascuala Noguera
 18 Edmundo Calix Rodriguez
 19 Laura Garduno
 19 Carmen Wright
 20 Itzel Avila Perez
 20 Xanthus Campbell
 22 Rita Chavez
 23 Dwight Whitt
 24 Brittany Williams
 25 Maria Duarte
 25 Sonia De La Rosa
 26 Azucena Avellaneda
 26 David Martinez Hernandez
 28 LaDonnie Raynor
 28 Evette Jordon
 28 Leaser Carson
 29 Danielle Underwood
 30 Valerie Bowers
 30 Francois Dauphin

June

1 Gema Castro
 1 William Pena
 3 Christopher Brewer
 4 Timothy Warnsley
 6 Candido Granillo-Fernandez
 6 Thomas Wilson
 8 Maximina Cisneros
 9 Raul Ortiz Rico
 10 Carmela Garcia
 10 Felix Galeana
 11 Ana Bracetty
 11 Elmo Linton
 11 Shanika Wilson
 13 Calvin Roan
 14 Miya Foster
 15 Karina Valderrama Vielma
 15 Manuel Figueroa Moreno
 15 Michael Leggett
 15 Susan Browning
 16 Isaac Thomas
 17 Yasmin Diaz Rodriguez
 18 Chris Collins
 18 Stephon Jacobs
 19 Marvin Willis
 19 Vanesa Gonzalez
 20 Gloria Torres
 20 Maria Santos
 23 Reginald Joy
 25 Joyce Beasley
 26 Veronica Jose
 27 Juan Castillo
 27 Michael Woodard
 27 Sharon Harris
 28 Enrique Silva Solis
 28 Walter Harvey
 29 Shirlene Rollins
 30 Melinda McKenzie

July

2 Barbara Kelley
 2 Isabel Leon
 2 Lamont Terry
 2 Sabrina Taylor
 3 Camille Shakir
 3 Kelly Norton
 6 Fermin Ranchito
 7 Daniel Pozo
 7 Humberto Medrano
 7 Katisa Roseboro
 7 Kecia Ford
 7 Salvador Mendez
 8 Desira Cox
 9 Calvin Shelley
 9 Ronald Jones
 9 Shinequa Thurmond
 12 Idalia Rios
 13 Sherrkia Mcgriff
 14 Emmanuel Carballo
 17 Alicia Lucas
 17 Felicia Doe
 17 Rosa Calderon
 18 Kendra Windham
 18 Monica Wilson
 19 Ana Aguilar Reyes
 19 Antonio Bonilla
 20 Jonathan Barnes
 20 Vicenta Flores
 21 Graciela Garcia Maya
 21 Willie Williams
 22 Duncan Bass
 24 Melanie Mustonen
 25 Gary Collins
 26 Ramon Bueno
 28 Justin Moyer
 28 Robert McGirt
 29 Algeria Foster
 29 Maria Isabel Perez-Perez
 30 Nancy Montes
 31 Emily Lynch
 31 Jeanette Cooper



	May
Years	
17	Steve Gardner
15	Leroy Haywood
9	Duryea Taylor
9	Eudoxia Lara
7	Maria Murillo
6	Ibra Thiam
5	Maximina Cisneros
5	O'Dell Huey
5	Emma Fuentes
2	Bessie Peters
2	Clarence Reed
2	Angelia Woodward
1	Maricarmen Blackwell
1	Paulette Cobb
1	Todd Langston
1	Jeffrey Fassett
1	Sotera Perez
1	Jasmine DeSalvo
1	Gabriela Carlin Zermeño
1	Jeffrey Holt
1	Kelly Graves
1	Meeka Haith-Woods
1	Tesfay Tewolde

	June
Years	
13	Martin Acosta
7	Joaquina Marcial
7	Melanie Murphy
6	Ileana Fuentes
5	Cindy Ingram
5	Franklin Griffin
5	Melinda Mckenzie
5	Michelle Murphy
5	Mary Baskett
5	Warrenell Hanks
5	Mary Porter
5	Saint Clifford
5	Wallace Brown
4	Juana Mayo
3	Rosa Calderon
3	Sarah Collins
3	David Matias
3	Olga Lopez Vital
2	Luis Saavedra
2	Alberto Carmona Gonzalez
2	Scott Myers
2	Maria Livier Aguirre
2	Flor Gonzalez Bautista
2	Liliam Rosales
2	Adam Collins
1	Leaser Carson
1	Leven Hendrix
1	Delores Cates
1	Mark Murphy
1	Algeria Foster
1	Theresa Olsen

	July
Years	
11	Asencion Cruz
10	Connie Galvez
9	Maria Duarte
7	Octavia Hernandez
7	Aleida White
6	Candelaria Zacarias
6	Georgina Silva-Villanueva
6	Olga Maltos Castillo
5	Alfonza Muhammad
5	James Moten
5	Dwight Whitt
5	Christopher Collins
5	Humberto Medrano Ortiz
5	Mujahid Adams
5	Shyel Larry
3	Daniel Betancourt
3	Edmundo Calix Rodriguez
2	Dulce Perez Galindo
2	Amelia Estes
2	Gloria Torres
2	Maria Gomez Delgado
2	Raymond Newton
1	Michael Woodard
1	Belen Gonzalez Garcia
1	Robert Grossnicklaus
1	Antonio Bonilla
1	Barbara Kelley
1	Janie Green
1	Paul Williams Sr
1	Percy Adams
1	Reynaldoe Edwards
1	Ronald Jones
1	Thomas Wilson
1	Isaac Thomas
1	Alisha Caceres
1	Gerald Dixon Jr
1	Joyce Bozeman
1	Orlando Gaston
1	Renee Golden
1	Samuel Roseboro
1	Genevieve Massenburg
1	Mark Hartman



Winston Salem - Forsyth County Schools

Winston-Salem / Forsyth County Schools (WSFCS) serves 54,000 students with the goal of providing a well-rounded education for each child, with a focus on making sure each student graduates ready for college or a career. Their graduation rate hit an all-time high of 82.1 percent in 2013, and they are working to reach 90 percent by 2018. Offering more than 30 Advanced Placement classes and the International Baccalaureate Programme, WSFCS was one of two districts in North Carolina to receive the College Board's AP District Honor Roll award. The award is given for increasing the participation and access to AP classes, and also increasing the percentage of students who pass their AP exams.

The WSFCS district also boasts a strong arts program, including two schools – Diggs-Latham Elementary and Reynolds High – that received the John F. Kennedy Center for the Performing Arts School of Excellence in the Arts Education Award.



SMO is grateful for the opportunity to be an important part of providing clean and healthy facilities for WSFCS and their students. Gary Collins, SMO's VP of Operations, says, "We imagine the kids that depend on us to keep their school clean, and it makes us realize we are an important part of their educational success."

It is indeed an honor to serve WSFCS, thanks to our Account Manager, Felipe Miranda, and his wonderful team. Keep up the great job and thanks for all your hard work!

You can learn more about WSFCS by visiting wsfcs.k12.nc.us.



"I want to thank Felipe and Crystal for doing an amazing job at Whitaker Square; I walked in this morning and was wowed on how well it looked! Felipe always does an amazing job for us, we only have to ask him once for something, and it is done right the first time. Crystal is doing a great job as well! They both are very good at what they do!"

AGAIN THANK YOU ALL!

Ryan

"My office is always clean and cared for. Please know that Susie is awesome. And if I can ever do anything for her, all she needs to do is let me know."

Sherry

"I wanted to commend you on the janitorial services. The floors looked great and the suites looked very clean."

Thanks again for doing a great job!

Denise

"SMO employee Georgina Janeth Llanos returned \$90!"

Thanks,

Kim

"I just wanted to let you know that Tim has come by a couple of times during the week to see me and asked if there were any problems he needed to address or anything we needed. This is very much appreciated. It's good to know he really cares about doing a good job."

Thanks for everything.

Veronica

Congratulations, Maria Ramirez!

SMO would like to congratulate Maria Ramirez for winning the 2013 J.D. Murphy Employee of the Year Award! We are fortunate to have so many valuable and dedicated team members. “It is always a challenge to pick one winner from so many deserving employees”, said Gary Collins, Vice President of Operations.

Our three finalists were recognized at the SMO Awards & 25th Anniversary Celebration held on Saturday, April 5, 2014 at the Koury Convention Center. The other two finalists were Secia Canales and Melinda McKenzie. Secia Canales has been with SMO since January 2006 and is a Day Porter Supervisor at the North Campus of Wake Tech Community College in Raleigh, North Carolina. Melinda McKenzie is a Site Supervisor at the UPS Center in Florence, South Carolina and has been with SMO since June of 2009.

Maria Ramirez is very dependable and rarely misses work. In fact, in 2013 she only missed 3 days of work, and those were due to a family tragedy. A key testament to Maria’s performance on the job is that the other SMO employees look up to her as a standard of excellence. When asked about Maria’s performance, Carlos Cantu, SMO Account Manager said, “Maria is dependable, trustworthy, knows her job and performs it well at all times. Her customers at Rock Tenn just love her and highly value her contributions.”

We are very blessed to have Maria on our team. We would like to thank Maria for her dedication and commitment to SMO as she is truly deserving of this award. For her efforts, Maria received the 2013 J.D. Murphy Employee of the Year Award and \$500 cash. Congratulations, Maria!



*Maria Ramirez with Gary & David
2013 J.D. Murphy Employee of
the Year*

SMO held its 2014 Employee Awards and 25th Anniversary Celebration at the Koury Convention Center in Greensboro, North Carolina, on April 5, 2014. During the celebration we recognized and honored those employees who had reached five, ten, and fifteen years of service with SMO. We also recognized our three finalists for the 2013 J.D. Murphy Employee of the Year Award and announced our winner, Maria Ramirez.

We were privileged and honored to have as our guest speaker Pastor Wayne Robinson. Wayne is the Founder and Senior Pastor of the New Millennium Christian Center in Greensboro, North Carolina. A former collegiate and professional basketball player, Wayne also currently serves as the Greensboro Area Director for the Fellowship of Christian Athletes. Wayne delivered a passionate message entitled *Building Character Under Pressure*. We would like to thank Pastor Rob for helping make this evening so special!



Pastor Wayne Robinson

We welcomed many former customers and employees as well as friends and family members who have contributed so greatly to the success of SMO over the years. Gary Collins and David Murphy reflected on the past 25 years with the business and told the SMO story, (PLEASE SEE "Our Story" on Page 9). As always, Gary did a great job of engaging and entertaining the audience as he told the story with the theme of perseverance and when you feel like quitting, "Don't quit."

David and Gary also recognized their wives, Paula Murphy and Lisa Collins, for their love and support, presenting each of them with a custom SMO 25th Pandora charm. The pair also honored their parents,



Gary, Paul & Louise Collins, Faye Murphy, and David



SMO Trash Can Cake

Faye Murphy and Paul and Louise Collins, and presented them with a small token of appreciation for all their prayers and support over the years.

We finished the evening by inviting our guests to enjoy our delicious trash can cake and coffee. Each attendee also received a gift commemorating the special evening. We would like to thank everyone who attended this celebration and made it such a special evening. It was great seeing people that we have not seen in many years. We also want to thank the following vendors that helped sponsor the commemorative gifts:

- JanPak
- Xpedx
- Direct Mop Sales
- Seen Dunn Insurance
- Karacker

Congratulations to Our Dedicated Employees!

The following employees received service awards and were recognized for five, ten, and fifteen years of tenure:

Fifteen Years of Dedicated Service

Paul Cathcart	January 1, 1999
Etta Tweedy	April 22, 1999
Leroy "Rookie" Haywood	May 3, 1999



Gary, Paul, Etta, Leroy and David

Ten Years of Dedicated Service

Clara Haywood	April 27, 2004
Connie Galvez	July 1, 2004

Five Years of Dedicated Service

Pedro Emmanuel Rios Leon	October 17, 2008	Cindy Marshall Ingram	June 23, 2009
Duncan Bass	November 19, 2008	Melinda C McKenzie	June 26, 2009
Pedro Hernandez	March 2, 2009	Mary Baskett	June 29, 2009
Misael Roman Noyola	March 3, 2009	Warrenell Jamey Hanks	June 30, 2009
Beatriz Diaz Geronimo	April 2, 2009	Alfonza N. Muhammad	July 1, 2009
O'Dell A. Huey	May 11, 2009	James L. Moten	July 1, 2009
Emma Elvidia Fuentes	May 20, 2009	Dwight Douglas Whitt	July 6, 2009
Mary Lou Porter	June 1, 2009	Christopher Robert Collins	July 7, 2009
Wallace Edward Brown	June 1, 2009	Humberto Medrano Ortiz	July 10, 2009
Saint Sean Clifford	June 12, 2009	Mujahid A. Adams	July 10, 2009
Franklin Spencer Griffin	June 15, 2009	Shyel Cashae Larry	July 21, 2009

In October of 1988, David Murphy, who had recently graduated from UNC-Chapel Hill, asked his best friend, Gary Collins, who had just graduated from Elon University, to start a cleaning business with him. "I remember we were sitting on the front porch of Gary's parent's house when I asked Gary about going into business with me," said Murphy. Collins accepted the offer because he thought "it would be a cool way for best friends to hang out." Little did he know, that 25 years later his little cool way to hang out would turn into a multi-state business with over 450 employees.



SMO's Management Team Today



Our First Borrowed Vacuum

Gary and David originally named the new company MC Cleaning Service. The tag line read, "We'll Do Good By You." In January of 1989 they realized the name did not fit the vision of the fledgling company, so Supreme Maintenance Organization was officially launched.

Gary and David set up shop in their parent's spare bedroom, borrowed their moms' Kenmore vacuum, kicked in \$100 each, and started SMO. To this day, Gary likes to remind everyone that "David had to borrow his \$100." The pair started by performing construction clean up services for local homebuilders and doing any odd jobs they could find. The new company landed its first cleaning contract in June of 1989. Gary and David continued to work hard and soon found themselves cleaning day and night, and were increasingly thankful for these customers who helped build the company. As the company continued to grow, they hired some family and friends to help out.

There were many ups and downs with starting a business with no capital and little experience at a relatively young age, but it was through the grace of God that Gary and David were able to persevere and build SMO to what it is today.

Here we are 25 years later celebrating the success of SMO with many of the people who have made that success possible. Today, the company employs over 450 people across four states and serves over ten million square feet daily for some of the most prominent businesses and organizations in the Southeast. As the company continues to grow, David and Gary have never forgotten where they came from and it is these humble beginnings that have given them a deep appreciation for their employees and what they do on a daily basis. According to Collins, "This has created one of our company's core philosophies and the reason that we consider our valuable employees to be internal customers." Thanks for your help in making all this possible.

Welcome Aboard Greg McGhee!

SMO is pleased to announce that Greg McGhee has recently joined our team as Vice President of Landscape Services. Greg brings over twenty-two years of experience in the janitorial and landscape maintenance industries. This latest addition to the SMO executive team positions the company to continue its growth and expand its service offerings.

As Vice President of Landscape Services, Greg will provide sales and operational leadership to the SMO Landscape Services Division. Greg will also offer his vast experiences to assist in the sales efforts in the Janitorial Services Division.

Greg first started in the janitorial service industry when he joined his friend to help him start a new janitorial company, Professional Facilities Management, Inc., in Montgomery, Alabama in 1992. Greg served in many capacities during his twenty years with PFMI and was instrumental in helping them grow into a regional facility service provider. He eventually became Vice President, where he was responsible for 20 million dollars in janitorial and landscape services. In 2012, Greg joined Vision Landscapes in Birmingham, Alabama as their Vice President of Business Development.



“Greg will be a tremendous addition to the SMO executive team. His extensive experience in both janitorial and landscape sales and service will help strengthen SMO as an industry leader. Greg will lead our efforts as we expand our service offerings to our customers with SMO’s Landscape Services Division”, said David Murphy, SMO’s President.

When asked about his new position, Greg said, “I am extremely excited about the opportunity to become part of such a great organization as SMO. It was an easy decision to join the SMO team because I have known David and Gary since 1993, and I know how much they value their customers and employees. I look forward to serving with the entire SMO team.”

The North Carolina Department of Labor has presented SMO with a Gold Safety Award for demonstrating an outstanding safety record in 2013. The Gold Award criteria as defined by the Department of Labor are based on achieving a rate of days away from work, job transfer, or restriction (DART) that is at least 50 percent below the industry rate. A firm must not have had a fatality at the site or location applying for an award during 2013 to qualify for the award.

We like to think that safety is no accident. Safety is a habit and a state-of-mind, so we want all of our SMO employees to please stand up, reach over your shoulder, and pat yourselves on the back for a job well done. We really appreciate your contributions to this achievement. Your care, consideration, and daily decisions to follow safety rules protects you and the people in your building and provides the facilities you serve with a safe, clean, and healthy building. Thank you, and remember, Safety First!

Congratulations To Wilson Carrillo, Published Author



SMO is proud to announce that we have a published author on staff. Wilson Carrillo, Cleaning Technician at Rock Tenn in Winston Salem, NC, has recently published his first book. Wilson is a valued team member who has been with SMO since 2007 and we are very proud of his accomplishments.

In his book, *Enseñanzas de Wilín*, he gives reflections on simple life experiences combined with parables for children of all ages, from 10 to 100 years old. His teachings are in both English and Spanish.

You can purchase Wilson's book online at amazon.com.



*Wilson Carrillo
Book Signing at SMO*