

SMO STARS

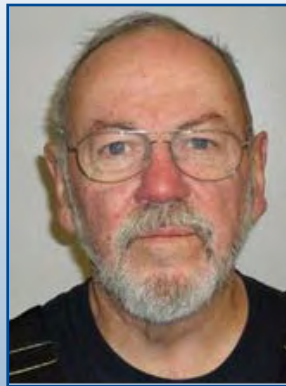
EMPLOYEE OF THE MONTH

January 2013



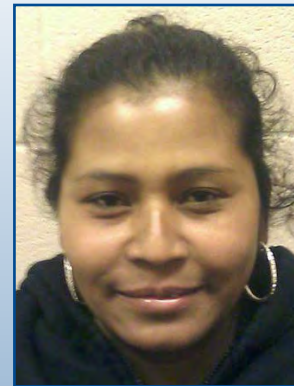
Maria Isabel Perez
UPS Greensboro

February 2013



Harold Black
UPS Franklin

March 2013



Augustina Perez
Wake Technical
Community College

MONTHLY CONTEST WINNERS

January 2013

February 2013

March 2013

TEAM

Wake Technical Community College
North Campus Day Porters

Secia Canales
Maximina Cisneros
Maria Alvarez

UPS Columbia Ground Hub

Kendra Cox
Wallace Brown
Willie Brown
Eric Gibson

LeBauer Elam

Maria Zermeno
Vincent Jones
Maria Murillo
Maria Santos
Isaac Lopez Rojas
Sonia De La Rosa

CLOSET

Adams Building
Sharon Staley

ERMC Friendly Center
Office Building

Alberto Molina
Teresa Galindo Ortega

Bank of North Carolina
East Third Street

Fernando Contreras

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SMO EMPLOYEE BIRTHDAYS

June

1 Gema Castro
 1 Brock Guapo
 2 Lydia Stewart
 4 Timothy Warnsley
 6 Candido Granillo-Fernandez
 8 Maximina Cisneros
 9 Raul Ortiz Rico
 10 Felix Galeana
 10 Carmela Garcia
 15 Susan Browning
 15 Michael Leggett
 15 Manuel Figueroa Moreno
 17 Yasmin Diaz Rodriguez
 18 Stephon Jacobs
 19 Vanesa Gonzalez
 20 Gloria Torres
 20 Maria Santos
 23 Reginald Joy
 24 Demetria Ramirez
 24 Larry Perry
 25 Joyce Beasley
 26 Veronica Jose
 27 Sharon Harris
 27 Juan Castillo
 28 Enrique Silva Solis
 28 Walter Harvey
 29 Shirlene Rollins
 30 Juan Castro
 30 Melinda Mckenzie

July

5 Dennette Oconner
 6 Fermin Ranchito
 7 Gresham Cannon
 7 Humberto Medrano Ortiz
 7 Juan Ibarra
 7 Kecia Ford
 13 Sherrkia Mcgriff
 14 Emmanuel Carballo
 15 Montserrat Duarte Olmedo
 15 Quentin Summers
 17 Rosa Calderon
 19 Ana Aguilar Reyes
 19 David Duernberger
 20 Cleveland Fox
 21 Graciela Garcia Maya
 22 Duncan Bass
 25 Gary Collins
 28 Chrystal Alston
 29 Maria Isabel Perez-Perez
 30 Nancy Montes De Oca
 31 Joan Cagle

August

1 Manuel Diaz
 2 Maria Ramirez
 2 Willie Winfield
 3 Charles Andrews
 4 Marlene Lash
 5 Elizabeth Granados
 5 Timothy White
 7 Eric Gibson
 8 Marie Peoples
 8 Secia Canales
 9 Terry Thore
 11 Reynaldo Sanchez
 12 Maria Alfaro
 15 Asencion Cruz
 17 Elsy Perez
 18 Ignacia Escobedo Padilla
 22 Veronica Ortega
 24 Eleazar Rios Altamirano
 24 Wallace Brown
 24 Yaneth Sanchez
 25 Alfonza Muhammad
 26 Erendida Acosta
 28 Agustina Perez Silva
 28 James Bing
 29 Curtis Ezell
 30 Noralba Robledo



SMO EMPLOYEE ANNIVERSARIES

June

Years
 12 Martin Acosta
 9 David Duernberger
 6 Joaquina Marcial
 6 Melanie Murphy
 5 Ileana Fuentes
 4 Cindy Ingram
 4 Franklin Griffin
 4 Mary Baskett
 4 Mary Porter
 4 Melinda Mckenzie
 4 Michelle Murphy
 4 Patricio Tejeda Diaz
 4 Saint Clifford
 4 Wallace Brown
 4 Warrenell Hanks
 3 Juana Mayo
 3 Reginald Gray
 2 David Matias
 2 Ernest Thompson
 2 Olga Lopez Vital
 2 Rosa Calderon
 2 Sarah Collins
 1 Adam Collins
 1 Alberto Carmona Gonzalez

July

Years
 10 Asencion Cruz
 9 Connie Galvez
 8 Maria Duarte
 6 Aleida White
 6 Candido Granillo-Fernandez
 6 Damian Rojas
 5 Candelaria Zacarias
 5 Georgina Silva-Villanueva
 5 Olga Maltos Castillo
 4 Alfonza Muhammad
 4 Christopher Collins
 4 Dwight Whitt
 4 Humberto Medrano Ortiz
 4 James Moten
 4 Mujahid Adams
 4 Shyel Larry
 3 Jeffrey Dukes
 2 Daniel Betancourt
 2 Edmundo Calix Rodriguez
 2 James Bing
 2 Sharon Harris
 1 Amelia Estes
 1 Dulce Perez Galindo
 1 Gloria Torres
 1 Maria Gomez Delgado
 1 Raymond Newton
 1 Tyrone Douglas

August

Years
 8 Noralba Robledo
 7 Maria Zermeno
 6 Nancy Guzman
 3 Anthony Outterbridge
 3 Winston Lynch
 2 Anthony Ratliffe
 2 Dorothy Mccoy
 2 Kaydrin Butler
 2 Manuel Figueroa Moreno
 2 Phillip Drumgole
 2 Roberto Perez Silva
 2 Samantha McClain
 1 Clarence Davis
 1 Gary Young
 1 Maria Alfaro
 1 Maria Rodriguez
 1 Quincy Turman
 1 Vera Martinez Viveros



CUSTOMER SPOTLIGHT



Triad Commercial Property Management WELLS FARGO CENTER

Triad Commercial Property Management (TCPM) is one of central North Carolina's premier property management services providers. Over the past 3 years, TCPM's ability to properly service large and small portfolios across the full spectrum of property types has created incredible growth. The expertise and management skills of the TCPM Team are exemplified at Wells Fargo Center, TCPM's "signature" building. Since taking over the management of the tower in the fall of 2008, TCPM has reduced annual operating expenses for this 28 story, 580,000 SF, Class A office building by over \$300,000, while continuing to provide quality service for this Class A tenant mix. Additionally, TCPM has increased the occupancy at the building; largely in part due to the services provided by TCPM and contracted services.



SMO is honored to partner with Facility Manager, Jan Rumbley and Senior Property Manager, Susan Oakley. We also consider ourselves part of the TCPM team serving the tenants of the buildings Ms. Oakley manages along Green Valley Road in Greensboro. Ms. Oakley says, "SMO's CIMS-GB certification gives me confidence in knowing that our tenants are being served by a "best in class" service. This certification, along with their team approach to customer service, helps attract and retain tenants."

We would like to recognize SMO's Account Manager, Steve Gardner; Supervisor, Elizabeth Granados; and the excellent Cleaning Technicians that keep Wells Fargo Center clean and healthy. Thank you for your outstanding work.

You can learn more about TCPM and their portfolio by visiting www.triadcommercial.com.

WE LISTEN TO OUR CUSTOMERS AND HERE IS WHAT THEY ARE SAYING...

"Tim Warnsley is an excellent employee. He carries himself in a professional and friendly manner at all times. He is an excellent representative of your company. It would be great if he could be there 24/7; but we know that is not possible. Under his care, everything is fresh and clean."

Vickie S. McCarher
Karen Ingram



"Also, I just want to pass on some recognition for Pedro. He has been willing to do some last minute cleaning during the new transition. He is always so pleasant and responds quickly when needed. He's a great asset to the SMO team."

Sheby Luck Newton, PHR



"Thanks so much for sending your crew out last night to take care of our carpet. They did a fabulous job and I am extremely pleased. Makes us feel a lot better knowing how well it was cleaned. Please let Keith know."

Miranda Poole

2012 J.D. MURPHY EMPLOYEE OF THE YEAR

CONNIE GALVEZ

SMO would like to congratulate **Connie Galvez** for winning the 2012 J.D. Murphy Employee of the Year Award! As always, it is very difficult to select one winner because we have so many valuable and dedicated team members. Gary Collins, Vice President of Operations, has said that, "It may be one of the most difficult decisions we make because we have so many deserving candidates and it's hard to pick just one."

Our three finalists were recognized at the SMO Awards Dinner held on Saturday, March 23, 2013. The other two finalists were Maria Ramirez and Pedro Rios. Maria Ramirez has been with SMO since 2006 and is a Cleaning Technician at RockTenn in Winston-Salem, NC. Pedro Rios is Site Supervisor at the News & Record in Greensboro, NC, and has also been with SMO since 2008.



Connie Galvez

Connie is a Day Porter at Wake Tech Community College (WTCC) in Raleigh, NC, and has been with SMO since day one at the college in 2004. Connie provides services to the Holding Hall building on the main campus, which serves as the college's administration building.

When asked about Connie's performance, Jesus Fonseca, SMO Account Manager, had this to say, "Connie provides excellent service to our customers at Holden Hall and assists with the supervision of other campuses." Dr. Stephen Scott, President of WTCC, remarked about Connie's performance, "Your commitment to your job and your duties at Wake Tech is very much appreciated and does not go unrecognized."

We are very blessed to have Connie on the SMO team. We would like to thank Connie for her dedication and commitment to SMO as she is truly deserving of this award. Connie was presented with the 2012 J.D. Murphy Employee of the Year Award and \$500 cash at the 2013 SMO Awards Dinner.

Congratulations, Connie!

SMO EMPLOYEE AWARDS DINNER 2013

SMO held its 2013 Employee Awards Dinner in Greensboro, North Carolina, on March 23, 2013. During the Awards Dinner 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 2012 J.D. Murphy Employee of the Year Award and announced our winner, Connie Galvez.



Our Guest Speaker was Manuel Dudley, Dean at Guilford Technical Community College at the Greensboro Campus who gave a very inspirational presentation called "Leading with S.P.I.R.I.T."

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

Ten Years of Dedicated Service

- Moises Tacuba-Pelaez September 6, 2002
- Asencion Cruz July 11, 2003
- Maria Juana Vargas March 13, 2003

Five Years of Dedicated Service

- | | | | |
|------------------------------|-------------------|-----------------------------|----------------|
| • Nancy Garcia Guzman | August 23, 2007 | • Maria Isabel Perez-Perez | March 31, 2008 |
| • America L Flores Bonilla | September 4, 2007 | • Veronica Ortega | March 31, 2008 |
| • Marie Peoples | October 15, 2007 | • Felix Galeana | March 31, 2008 |
| • Fermin A Ranchito | October 15, 2007 | • Yolanda Garcia Lopez | March 31, 2008 |
| • Evette Coulter Jordon | November 7, 2007 | • Cristabel Amaya Moreno | April 14, 2008 |
| • Damian Rojas | November 16, 2007 | • Antonio Lauriano | April 24, 2008 |
| • Anthony Aldridge | November 29, 2007 | • Ibra Thiam | May 16, 2008 |
| • Wilbert L Hunter | December 21, 2007 | • Ileana Fuentes | June 13, 2008 |
| • Laura Garduno Garcia | January 2, 2008 | • Olga Maltos Castillo | July 2, 2008 |
| • Mariela Figueroa Hernandez | January 22, 2008 | • Candelaria Zacarias | July 7, 2008 |
| • Maria Esquivel Martinez | March 25, 2008 | • Georgina Silva Villanueva | July 8, 2008 |

Congratulations to all of these dedicated employees!

SMO UNIVERSITY



All new SMO employees attend Cleaning Tech 101 and Safety & Security 102 training programs. These programs incorporate the Tell, Show, Do & Review method of teaching. In the example below, employees are taught basic “service failures” which are problems we want to avoid. Employees are then taught step by step procedures to complete the various cleaning tasks they perform. They are also instructed on Customer Service, Quality Assurance, and Green Cleaning. After each course, employees are administered a quiz to measure comprehension.

Earlier this year we held a personal enrichment class, “What You Need to Know About Filing Your Tax Return,” which was lead by Michael Smith, CPA, of Liberty Tax Service.

Managers and Supervisors are required to attend monthly training programs. Below is the remaining schedule of classes for 2013:

Supervisors

Month	Topic
June.....	Quality Assurance 203
July.....	No Class
August.....	Customer Service 204
September.....	Train the Trainer 209
October.....	SMO HR Policies 205
November	Know Your Equipment and Supplies 210
December	No Class

Managers

Month	Topic
June.....	Qualities of Leadership 406
July.....	Budgeting & Job Costing 409
August.....	Quality Assurance 402
September.....	Customer Service 403
October.....	Train the Trainer 410
November	SMO HR Policies 405
December	No Class

CONGRATULATIONS DIANA

SMO is pleased to announce that **Diana Wilson, RBSM**, has recently been appointed Vice President of Business Development. Diana brings seventeen years of janitorial service sales and leadership experience to her new role with the company. This new addition to the SMO executive team positions the company to accelerate its growth as it continues to expand its territory and markets served.

As Vice President of Business Development, Diana will provide leadership and management to the SMO sales team and be responsible for the acquisition of new business and the company's sales and marketing efforts. Diana will also continue her role of providing excellent support to SMO's customers and employees.

Diana joined SMO in 1996 as an Administrative Assistant and was quickly promoted to Administrative Manager. Shortly thereafter, she moved into Sales. Her most recent position was Sales Consultant. Her previous experience in banking and property management has proven to be very valuable to SMO. In 1998, Diana received her Registered Building Service Manager (RBSM) designation by the BSCAI. This designation is the most prestigious symbol of excellence for building service contracting professionals.

"Diana's commitment to excellence and her proven track record made her a clear choice to lead our sales efforts. She has worked extremely hard to earn this opportunity to be the first non-owner to join the SMO Executive Leadership Team," said David Murphy, SMO's President.

When asked about her new role, Diana said, *"I am humbled and challenged by this new role. I will continue to serve SMO's internal and external customers and promise to promote an environment of growth and teamwork while developing new and lasting business partnerships."*

Congratulations Diana!



Diana Wilson, RBSM
Vice President of Business
Development