

SMO STARS

EMPLOYEE OF THE MONTH

April 2015



Timothy Logan
UPS Myrtle

May 2015



Helen Graham
Kayser Roth

June 2015



Zeniado Diaz
Wake Tech Community College

Monthly Contest Winners

April 2015

May 2015

June 2015

	April 2015	May 2015	June 2015
BUILDING	WS/FCS Children's Center Renee Golden William Butts	Community OneBank - Ramseur Barry Turner	Bank of NC - Cary Preston Corners Jose Ruiz
CLOSET	UPS Lumberton Maximino Marquez	WS/FCS Jefferson Middle School Newton Curry Kenneth Alford Kendra Windham Tommy Watson Jose Gomez	Community OneBank - Salisbury Michael Leggett

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July

1 Raymond Mobus
 1 Latorria Snipes
 2 Travis Anthony
 2 Barbara Kelley
 6 Fermin Ranchito
 6 Darius Williams
 7 Daniel Pozo
 7 Humberto Medrano Ortiz
 7 Juan Pereira
 7 Kecia Ford
 9 Calvin Shelley
 9 Guadalupe De Jesus Toribio
 9 Ronald Jones
 11 Jeremy Byrd
 12 Idalia Rios
 13 Sherricka Mcgriff
 13 Marcus Thomas
 14 Cynthia Baines
 14 Emmanuel Carballo
 17 Rosa Calderon
 18 Kimberly Clinkscapes
 18 Kendra Windham
 19 Ana Aguilar Reyes
 19 Laura Watson
 19 Martika Lattimore
 20 Caren Angeles
 21 Willie Williams
 21 Graciela Garcia Maya
 22 Duncan Bass
 22 Dante Barton
 22 Amanda Claar
 25 Gary Collins
 27 Chester Parker
 28 Aurora Colon Hernandez
 28 Justin Husler
 29 Maria Isabel Perez-Perez
 30 Tyrone Bennett
 30 Chelsea Hammonds
 30 Robbie Spell
 30 Nancy Montes De Oca Montes
 31 Emily Lynch

August

1 Manuel Diaz
 1 Tonya Oliver
 2 Angel Wilson
 2 Maria Ramirez
 2 Willie Winfield
 3 Charles Andrews
 3 Yncel Gallardo Cortez
 4 Jasmine Perry
 4 Jessica Wright
 4 Marlene Lash
 5 Elizabeth Granados Gonzalez
 5 Dereck Muse
 6 Joaquin Caceres
 8 James Ervin
 8 Mimi Shell
 8 Tiffiney Kemp
 8 Secia Canales
 9 Francis Kitchens
 9 Brandon Tuttle
 10 Kash Mcghee
 11 Kristina Gonzalez
 11 Reynaldo Sanchez
 12 Maria Alfaro
 12 Nelson Torres
 13 Faila Kabeya Mujinga
 15 Asencion Cruz
 17 Tevin Jackson
 17 Elsy Perez
 18 Mitchell Kincaid
 19 Maria Livier Aguirre
 19 Shalece Gilliam
 19 Al-Rashae Evans
 21 Joe Branch
 22 Veronica Ortega
 23 Harry Johnson
 23 Belen Gonzalez Garcia
 23 Cherrie Taylor
 24 Eleazar Rios Altamirano
 24 Yaneth Sanchez
 25 Maria Briceno
 25 Alfonza Muhammad
 26 Chrystal Staples-Glover
 26 Diamond Lucas
 26 Theresa Olsen
 27 Leo Rucker
 28 Agustina Perez Silva
 29 Kevin Fritz
 29 Genevieve Massenburg
 29 Shavonda Surratt
 30 Noralba Robledo
 30 Leonel Olvera
 30 Deshaun Fisher-McCullum

September

2 Kessie Avent
 3 Benjamin Hawkins
 4 Shelly Middleton
 5 Mary Porter
 6 James Whalen
 11 Myia Rivers
 12 Dulce Perez Galindo
 12 Alvin Summers
 12 Renee Golden
 13 Alejandro Huerta Garcia
 13 Carleen Wardlow
 13 David Murphy
 14 Danielle Spence
 14 Sabrina Leary
 15 Bennett McGhee
 15 Diana Wilson
 16 Amanda Woods
 16 Crystal Sanders
 17 Raziel Cantu
 17 Eva Abram
 18 Elliott Mason
 19 Briana Williams
 19 Lakiya Adams
 19 Tory Stewart
 21 Janie Green
 22 Zenaido Diaz
 22 Clara Haywood
 23 Maria Murillo
 23 Ivy Collins
 26 Pedro Granados Gonzalez
 27 Cassietta Williams
 28 Donnell Woodhouse
 29 Maria Ayala
 29 Jeffrey Torres
 29 Lourdes Reyes
 30 Melissa Banks
 30 James McGhee



July		August		September	
Years		Years		Years	
12	Asencion Cruz	10	Noralba Robledo	15	Manuel Carballo
11	Connie Galvez	9	Maria Zermeno	10	Maria Santos
8	Aleida White	8	Nancy Guzman	10	Yaneth Sanchez
8	Octavia Hernandez	4	Anthony Ratliffe	9	Carlos Cantu
7	Candelaria Zacarias	4	Roberto Perez Silva	9	Maria Ramirez
7	Olga Maltos Castillo	4	Samantha McClain	9	Wilson Carrillo
6	Alfonza Muhammad	3	Maria Alfaro	8	America Flores Bonilla
6	Christopher Collins	2	Barbara Jones	5	Elsy Perez
6	Humberto Medrano Ortiz	2	Cathy Gwynn	5	Maria Canales
6	James Moten	2	James Ervin	4	Samuel Hagan
6	Mujahid Adams	2	Sean White	3	Berenice Toribio
5	Georgina Silva-Villanueva	2	Torrey Durham	3	Eleazar Rios Altamirano
4	Daniel Betancourt	2	Wallace Freeman	3	Gema Castro
4	Edmundo Calix Rodriguez	1	Victor Garcia	3	Sharon Staley
3	Amelia Estes	1	Browdus Shuff-Singleton	2	Daniel Pozo
3	Dulce Perez Galindo	1	Cassandra Richardson	2	Aldair Moreno Rivera
3	Gloria Torres	1	Cassietta Williams	2	Calvin Shelley
3	Raymond Newton	1	Curry Young	2	Goldline Shelton
2	Barbara Kelley	1	Cynthia Yarborough	2	Gregory Barnes
2	Belen Gonzalez Garcia	1	Darren Gainey	2	Igsa Garcia De Lopez
2	Genevieve Massenburg	1	Erica Scott	2	Tim Chatman
2	Janie Green	1	Gabriel Cates	2	Jovonte Whitley
2	Mark Hartman	1	George Beltran	2	LaDonnie Raynor
2	Orlando Gaston	1	Jazmin Chavarin	2	Maricela Chegue
2	Percy Adams	1	John Hairston	2	Miya Foster
2	Renee Golden	1	Kenneth Alford	2	Robert McGirt
2	Robert Grossnicklaus	1	Kessie Avent	1	Adrian Chestnut
2	Ronald Jones	1	Laura Watson	1	Bryon McFadden
2	Salisa Johnson	1	Marcus Thomas	1	Clarence Priest
1	Camron Brooks	1	Nelson Torres	1	Jo Avery
1	Christopher Surles	1	Shayshon Phoenix	1	Malcolm Mcghee
1	Corrie Saunders	1	Shililah McHone	1	Marcus Bridges
1	Irma Mireles	1	Sylvia Lennon	1	Maria Briceno
1	Manisha Ellis	1	Tai Harris	1	Melissa Banks
1	Mariela Ortiz	1	Theodore Collins	1	Mikeah Trotter
1	Montana Murphy	1	Tommy Watson	1	Pia Irby
1	Rodenna Gholson	1	Travis Anthony	1	Platini Lelo
1	Thomas Anderson	1	Donetta Hairston	1	Quentin Hammonds
1	Tiffany Youmans			1	Rebecca Butler
1	Zuri Avila			1	Suzette Jernigan
				1	Terry Loman



Truliant Federal Credit Union

Truliant Federal Credit Union (TFCU), founded as Radio Shops Credit Union, was chartered in 1952 to serve approximately 2,000 members and a little over \$100,000 in assets. In August 1999, when the credit union opened its Field of Member-Ownership on a selected basis to various groups and companies, it was given a new name, Truliant, which more accurately reflected its growing and diversified field of membership. Today, TFCU offers financial services, accounts, loans and more to thousands of member-owners and organizations in the southeast and beyond.



“Our strength is in our commitment to always have our member's best interests at heart by providing the ease and convenience of innovative, automated services combined with the friendly, personal attention they expect and deserve,” explains Linda Cornatzer, Facility Supervisor. “It's our mission to improve the quality of life for our member-owners and to be a valued financial partner that always has their best interest at heart as we help guide their financial future. We believe the key to our success is in helping members reach their financial goals.”

In 2013, Truliant chose Supreme Maintenance Organization as a trusted service partner. “Their commitment to best practices means we can rest assured that safety, security and efficiency are part of their highest standards,” noted Linda.

“Our SMOworks program, industry accreditations, Green Cleaning, and SMO University empower each and every SMO team member with the correct protocols to provide consistent and healthy facility services,” states Diana Wilson, Vice President of Business Development. “We take great pride in every customer we serve, and are happy to be working with Truliant.”

Seeing a parallel between the two companies, Cornatzer adds, “SMO shares a commitment to developing and supporting their employees and the communities they serve. Choosing SMO as a vendor-partner became simple, as we learned more about their like-minded community servant spirit.”

To learn more about TFCU, visit their website at <http://www.truliantfcu.org>.



Here Is What Our Customer are Saying...

"I am contacting you to let you know how much I appreciate your company having Duryea coming out here monthly to follow up on how our office is being cleaned. He is very personable, respectful and definitely takes his job seriously. We are new tenants to this office and at my previous location, there was no such service as this.

I just wanted to say thank you for the follow ups as it shows you are taking your services to your customers seriously."

Nina

"I just want to send you a quick note to tell you how much we appreciate Duncan and the work he does for us. Our office went through a renovation and consolidation of space at the end of last year. Duncan was so helpful and went above and beyond each night to carry out the additional trash we generated from cleaning our storage areas and old files. He was such a good sport about it and ALWAYS with a smile on his face. On a regular basis he is willing to do anything special we need.

All of our SMO crew does a great job, but Duncan goes above in doing whatever we need and with a great attitude!"

Delores

"Steve - Another good experience with your staff following standard operating procedure and doing so in a professional manner."

Susan

Congratulations, Secia Canales!

SMO would like to congratulate Secia Canales for winning the 2014 J.D. Murphy Employee of the Year Award! Our three finalists were recognized at the SMO Awards & Recognition Banquet held on Saturday, April 18, 2015, in Greensboro, North Carolina. The other two deserving finalists were Ofelina Cortez and Melinda McKenzie. Ofelina has been with SMO since January of 2007 and currently serves as a Supervisor at the UPS Center in Winston Salem, North Carolina. Melinda is our Supervisor at the UPS Center in Florence, South Carolina and has been with SMO since June of 2009.



Secia Canales has been a part of the SMO team at Wake Tech Community College since January 2006 and currently serves as a Day Porter Supervisor at the North Campus. She is always available to perform additional requests from her customers and does it with a great attitude and a smile. Secia is also a valuable member of the floor crew during “floor season” performing many different tasks. According to Jesus Fonseca, SMO Account Manager, “Secia is always willing to go above and beyond and does so with a great attitude. She is dependable and is a big asset to the SMO team.”

SMO is very blessed to have so many valuable and dedicated team members. “It is always so difficult to select one winner from so many deserving and valuable employees,” said Gary Collins, Vice President of Operations. We are very blessed to have Secia on the SMO team. We would like to thank Secia for her dedication and commitment to SMO as she is truly deserving of this award. For her efforts, Secia received the 2014 J.D. Murphy Employee of the Year Award and \$500 cash.

Previous J.D. Murphy Employee of the Year Winners

1995 Peggy Seger	2002 Minerva Mendoza	2009 Marisela Castillo
1996 Brenda Goolsby	2003 Leroy “Rookie” Haywood	2010 Eudoxia “Silvia” Lara
1997 Concepcion Gurrero	2004 Paul Cathcart	2011 Yaneth Sanchez
1998 “Big Al” Easterling	2005 Hazalene Smith	2012 Connie Galvez
1999 James Alston	2006 Martin Acosta	2013 Maria Ramirez
2000 Tina Castellon	2007 Abelardo Sanchez	
2001 Marlene Lash	2008 David Duernberger	

SMO held its 2015 Employee Awards and Recognition Banquet in Greensboro, North Carolina, on April 18, 2015. During the Awards Banquet 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 2014 J.D. Murphy Employee of the Year Award and announced our winner, Secia Canales.



Our speaker this year was Greg McGhee, Vice President of Landscape Services at SMO. Greg gave an inspirational speech about having a "Servant's Heart."

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

Twenty Years of Dedicated Service

Marlene Lash February 17, 1995

Ten Years of Dedicated Service

Maria Angela Ayala	October 4, 2004
Eudoxia "Silvia" Lara	May 11, 2005
Lucio Bustamante	May 11, 2005
Duryea Taylor	May 17, 2005

Five Years of Dedicated Service

Adriana Padilla Herrera	October 2, 2009	Itzel Avila Perez	December 31, 2009
Agustina Perez Silva	December 31, 2009	Lorena Herrera Nunez	March 26, 2010
Claudia Ramirez	February 24, 2010	Maria Carrillo	October 1, 2009
Delores Drumgole	November 13, 2009	Reynaldo Sanchez	October 15, 2009
Elizabeth Granados Gonzalez	April 5, 2010	Shirley Shaw	January 11, 2010
Emmanuel Carballo	October 2, 2009	Yasmin Diaz Rodriguez	March 10, 2010
Fernando Valdiviez	February 9, 2010		

Congratulations to all our employees who reached these important milestones!



Cleaning Tech 101 Restroom Cleaning

All new SMO employees attend Cleaning Tech 101 training class which includes restroom cleaning. This program incorporates 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 while cleaning restrooms. Employees are then taught step-by-step procedures to complete the cleaning tasks necessary to thoroughly clean restrooms. After completion of Cleaning Tech 101, employees are administered a test to ensure comprehension. Well-trained cleaning professionals allow SMO to provide consistently clean and healthy restrooms in our customers’ facilities.

Restroom Service Failures





Susan Browning

If you work or visit one of the Deep River Commercial Property facilities in the Triad, you may see Susan Browning working diligently as a day porter, making sure that the building is presentable and the restrooms are well stocked. As a Cleaning Technician for the past nine years, Susan Browning exemplifies the exceptional service and dedication that SMO provides to all its clients.



With almost a decade of experience, Susan knows how to help SMO better serve their customers each and every day. Understanding the company's goal for continuous improvement, she occasionally offers suggestions to provide better solutions and approaches to the client needs. Susan gives credit for her contributions to the open communication that SMO provides between its team members. "They listen to your ideas, and are understanding and helpful," she notes. Working with SMO's staff has been a joy for Susan, adding that they are "Real nice people that are understanding, helpful, and very responsive in giving the best advice from their years of knowledge." But, it's the customer who ultimately provides the gratitude that shows Susan that she is doing her job well. "They give me positive feedback and tell me when I have done a good job."

Susan knows that in order to provide a consistent product for customers, following the rules and procedures that SMO has developed over the years is very important. "They have trained me on what the rules and expectations are," explains Susan, "which allows me to do what I am supposed to." That training has truly paid off. Recently, Susan's experience and training was tested when someone who claimed to have worked in the building wanted to get in after hours. Following protocol from her training, she did not let them in. Susan concluded, "As hard as it is, abiding by the rules and regulations of what you are supposed to do is a policy SMO values." Understanding that consistency in process, along with dedication to customer service, has made Susan Browning a valuable team member since 2006.

When she is not working, Susan is passionate about raising her children and enjoys relaxing at home with her family. Some activities that she does with her kids include swimming, visiting relatives, and going to church on Sunday. Thank you to Susan for her loyal service!

Landscaping Tips for Commercial Businesses

For business owners, the impression that the exterior of your commercial building gives is just as important as that of the interior. It's part of your brand, and how you present your business to the clients driving by or stopping in.

Here are 10 tips to ensure your office building's landscaping reflects the positive message you want to send to your customers.

- 1. Plants & Productivity.** Did you know that landscaping can actually make your employees more efficient? A study done by an environmental consulting firm found that employees who have access to a window, a natural area, and even indoor plants have an increase in alertness, attention span, and a decrease in blood pressure. These improvements for your employee's health can make your whole office run smoother.
- 2. Mulch.** Adding a layer of mulch makes beds look distinguished and more organized. It is important to consider putting mulch around trees and more difficult areas to mow. Placing mulch in shaded regions allows the area to look good even if grass cannot grow.
- 3. Edging.** Keeping your beds separate from the lawn is important in making the front of your building look clean. Edging every other mow will get the job done, but doing so every time you mow will ensure your beds are in tiptop shape.
- 4. Mowing.** The simplest and most obvious way to keep your commercial building looking sharp is keeping the grass mowed. Depending on the type of grass, a good rule of thumb is to keep the grass about 2 inches high. Experienced landscaping services understand how to cut the grass in lines parallel to each other only when fully dry, and to change the mowing direction every other visit to ensure a straight and attractive cut.
- 5. Aeration.** Aerating turf is the process of removing plugs from the soil. This is highly important to make sure your turf stays as healthy as possible. This process allows oxygen to get to the roots and assists the growth of supportive microorganisms. An aerator is required to initiate this process; however, they can be expensive to rent. A good landscaping provider will have an aerator to do the job efficiently and correctly.
- 6. Diversity of Color.** With green grass, green leaves, and green bushes, your landscape may seem a little dull or boring. That's why adding a variety of color can make your office space pop. When planning beds, you want to be aware of colors that complement each other, the time of year that the plants thrive in, and how much water they require.
- 7. Fertilize.** Water isn't the only thing that will keep your turf alive, proper fertilization of the soil is just as important. The entire turf should be fertilized about 4 times a year and should not be done in extreme heat. Fertilizing can also be reduced by proper aeration of the turf.
- 8. Thatching.** Thatching is the method of removing the layer of dead grass from turf. Doing this allows turf to grow more freely. A special thatching tool makes the job much more cost effective for property management than manual thatching.
- 9. Pruning.** Removing dead leaves and twigs from your plants and bushes is known as pruning. By doing this, the plant has more room to thrive and grow. This should be performed every so often; it varies from plant to plant.
- 10. Hardscaping.** Just as important as landscaping is hardscaping. This involves sidewalks, retaining walls, fountains, etc. These can really tie your beds and turfs together. Making sure paths are clear of brush and debris makes all the difference between a good customer experience and a bad brand representation.

The grass is always greener on the other side, and Supreme Maintenance Organization's Landscaping Service is always on your side. Call us today at 336-294-7665 to schedule your expert consultation.

Stay green!



Special Services Division Welcomes Jeremy Weaver

Supreme Maintenance Organization (SMO) is pleased to announce that Jeremy Weaver has recently joined the company as Special Services Manager. Jeremy joins SMO with over four years of experience in the Janitorial Service industry as an Account Executive and Floor Division Manager. He brings a vast array of skills that will allow SMO to continue its excellent track record of our Special Services Division. Jeremy is also an IICRC Certified Carpet Cleaning Technician and Stone, Masonry and Ceramic Tile Cleaning Technician (SMT).



SMO's Special Services Division Will Offer:

- Carpet & Upholstery Cleaning
- Strip & Refinish VCT
- Title & Grout Cleaning
- Window Cleaning
- Pressure Washing
- Construction Cleaning
- Restroom Restoration
- High Ceiling Cleaning
- Event Cleaning
- Minor Maintenance
- Light Bulb Service
- Painting
- Concrete & Stone Polishing
- Carpet Repair
- Parking Lot Restriping
- Touch Point Cleaning
- Floor Installation & Repair
- Apartment Turnkey

If you would like to receive a quote for your Special Service needs, please call Jeremy at 336-294-7665 or email him at jeremy@smoworks.com