



Schnurr for President

MARK SCHNURR, CAVALIER'S VICE PRESIDENT OF BUSINESS DEVELOPMENT, HAS BEEN ELECTED AS THE PRESIDENT OF THE CAPITAL CHAPTER OF IFMA (INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION).



Mark Schnurr, Cavalier Services, Inc.
Vice President of Business Development

The International Facility Management Association (IFMA) is the premier professional association for facility management. IFMA supports the largest community of FM professionals in the industry, comprising more than 17,500 facility professionals throughout 50 countries with 126 chapters throughout the world (the Capital Chapter of IFMA is the largest with over 700 active members).

Mark has played an active role as a volunteer in the Capital Chapter of IFMA since 1994. Mark served as the Chapter's Vice President (2002-2003), Treasurer (2001-2002), Secretary (2000-

2001), Chair of the Programs Committee (1999-2000) — "Committee of the Year" and member of the Programs and Special Events Committees (1994-1998).

"Actively participating in IFMA has made me a well-rounded professional with a better understanding of what a customer wants and needs to help grow their particular business more effectively," said Mark Schnurr.

IFMA's new vision is to serve as the ultimate resource and representative for facility management. "I see my role this year as one who drives the Chapter closer to IFMA's ultimate objective by directing process improvements in every area of the organization, said Mark. Ironically, much of what Mark has learned in his six plus years with Cavalier's Performance Management System can and has been applied to the growth of the Capital Chapter.

IFMA was established in 1980 as a not-for-profit, incorporated association dedicated to promoting excellence in the management of facilities. The

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CAVALIER SERVICES, INC.

A QUARTERLY PUBLICATION TO ENHANCE LINES OF COMMUNICATION AND FOSTER A COOPERATIVE ENVIRONMENT THROUGHOUT OUR COMMUNITY OF CLIENT PARTNERS, TEAMMATES AND VENDORS.

SUMMER 2003 • VOLUME 3, ISSUE 2



THE CAPITAL CHAPTER OF IFMA SERVES MORE THAN 770 FACILITY MANAGEMENT PROFESSIONALS IN THE WASHINGTON D.C. AREA.

CLIENT PARTNER SPOTLIGHT:

HIGHWOODS PROPERTIES INC., A GROWING PARTNERSHIP

Highwoods Properties Inc. provides leasing, management, development, construction and other customer-related services for their properties and for third parties. Nearly 600 properties encompass more than 45 million square feet. Highwoods Properties—the largest owner and operator of suburban office properties in the Southeast—is a valued Cavalier customer. Cavalier's business relationship with Highwoods began when **BARBARA EVERETTE**, a Highwoods Property Manager in Glen Allen, VA employed Cavalier to service three of her buildings.

When Everette selected Cavalier, she was looking for a company who could effectively serve the needs and expectations of her customers. The challenges ranged from massive renovations and build-outs to acquiring all new tenants. As a customer-driven company, Cavalier was capable of quickly implementing processes and the right people to solve business problems.

"Cavalier did a good job meeting the challenges that faced them," said Everette, "It is evident that Cavalier strives to achieve good client/staff relationships. They

“**CAVALIER GOES THE EXTRA MILE TO TAKE CARE OF ITS CUSTOMERS.**”

— *Barbara Everette, Property Manager, Highwoods Properties Inc.*

place staff that tenants are comfortable with and the management team makes an effort to personally meet with tenants.”

Cavalier's and Highwood's business relationship continues to grow. Everette strongly recommended Cavalier to her peers and superiors because "Cavalier goes the extra mile to take care of its customers." Cavalier now services eight Glen Allen, VA properties, including Everette's buildings, and four properties in Charlotte, NC.

Would you like your company featured in a Client Partner Spotlight? Contact Bill Warnecki at 703-849-1100, or e-mail: info@cavalierservices.com.

Scotchgard Your Grout?

Over the years we have heard a lot about the benefits of protecting carpet with a product called Scotchgard. Now the 3M company has taken that same technology to tile and grout. The latest addition in maintaining restroom floor cleanliness is by applying this ready to use, high tech silicone polymer that bonds and protects unglazed ceramic tile, quarry tile and masonry grout.

The effect is a floor that resists soils, stains and odor causing mildew. Liquids do not penetrate the tile or grout, so routine and detailed cleaning becomes easier and faster to perform. Scotchgard is a protector and NOT a floor sealer or finish. The typical application can be applied and ready for use in a few hours, with the normal life expectancy of three to four months. So, if you would like **BETTER LOOKING FLOORS** that are **EASIER TO MAINTAIN**, CALL our SPECIAL SERVICES DEPARTMENT for more information or for a product demonstration **703-849-1100**.



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TEAMMATES

Produced by Cavalier Services, Inc., TEAMMATES is a quarterly publication designed to enhance communication lines and foster a cooperative environment throughout the community of client partners, teammates and vendors. Articles and information for submission should be accompanied by author name and may be mailed or e-mailed. Please send your feedback, comments or suggestions to the editor at: Cavalier Services, Inc., 2722 Merrilee Drive, Suite 300, Fairfax, Virginia 22031-4400 or info@cavalierservices.com.

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Performance Management at Its Best

Case Study: THE UNIVERSITY OF VIRGINIA FOUNDATION

AT CAVALIER SERVICES, PERFORMANCE MANAGEMENT IS OUR MANTRA. THE ARTICLE BELOW IS JUST ONE EXAMPLE OF IT IN ACTION.

AT THE CORE OF CAVALIER'S PERFORMANCE MANAGEMENT SYSTEM IS COMMUNICATION. CAVALIER RECOGNIZES THAT EFFECTIVE COMMUNICATION IS VITAL IN MAINTAINING HEALTHY RELATIONSHIPS AND ENSURING THAT REQUIREMENTS AND EXPECTATIONS ARE MET AND/OR EXCEEDED.

Understanding that the ability to provide the highest level of service is heavily dependent on identifying and understanding customer requirements and expectations, Cavalier holds formal Partnering meetings with customers quarterly or semi-annually to identify requirements, and to encourage and facilitate open dialogue. During these meetings, customer requirements and expectations are identified and communicated, inspection and report results are reviewed, joint goals are set, and action items are developed. Cavalier issues formal minutes documenting the meeting activities. Many of our customers find tremendous value in the Partnering meeting process.

Customers also find the tools used in Partnering meetings to be effective and adaptable to other aspects of their jobs. For example, Laura Pence of the University of Virginia Foundation began using an action item register similar to the one used in Cavalier Partnering meetings for UVA Foundation meetings.



UVa Foundation facility

Pence uses the action item register to record and track the myriad of actions resulting from Foundation meetings. Pence finds that recording actions, who is responsible for them, and when they will be completed is a "Great way to make sure that nothing falls through the cracks." Pence said further, "Using an action item register reduces the likelihood of misunderstanding and increases the likelihood of effective communication."

Would you like your company profiled in a future issue of TEAMMATES?

Contact Linda Pendergrass at 703-849-1100 or e-mail: info@cavalierservices.com.

CAVALIER SOFTWARE UPGRADE

Cavalier just recently completed an upgrade of our network server hardware and software. The new Microsoft platform will facilitate improved efficiencies and communication for

our Customers and Teammates. In the works for this Fall: Implementation of Microsoft's CRM software; wireless PDA usage for the Cavalier Performance Measurement

System®; and the reconstruction of the Cavalier Website to accommodate secure customer portal access to account specific information.

Is there a technology or communication method that you would like us to use?

Let us know at: customerservice@cavalierservices.com.

role of IFMA all over the world is to spot trends, conduct research, provide educational programs, and assist corporate and organizational facility managers in developing strategies to manage human, facility and real estate resources.

If you see Mark around, wish him well as he begins this new year full of opportunity and promise.

Congratulations Mark!

MORE CAVALIER CONGRATULATIONS...

to Bill Warnecki and Alex Paul on receiving their new designations.



Bill Warnecki,
CBSE
(Certified Building
Service Executive)



Alex Paul,
RBSM
(Registered
Building Services
Manager)

FIGHT STRESS, BURNOUT AND FATIGUE & WIN!

More and more often we hear these words. The subject is addressed in advertising, in magazine articles and on television. The Merriam-Webster dictionary defines stress as “a physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in disease causation.”

Every one of us is affected by stress in some way. In the most basic terms, it is our natural defense mechanism. Stress becomes harmful when we remain in a state of high alert for extended periods of time. In its early stages, signs of job stress can include “low morale, job dissatisfaction, a short temper, difficulty concentrating, and upset stomach, headaches and trouble sleeping.”¹

With our tight economy, we are all being asked to take on additional responsibilities. We are accessible day and night through cell phones, pagers, e-mail, and the Internet. As a result, our personal time is disappearing. Survival means being able to cope with these stresses on a daily basis. The following list of activities² can help control the tension in our lives:

- Get plenty of sleep
- Eat regular, healthy meals and snacks, and drink plenty of water
- Carpool or use public transportation, and use this time to relax
- Exercise regularly
- Keep a clean house
- Laugh



While we will never be able to completely rid our lives of stress, we can take steps to control it. We need to remember to be accountable to ourselves as well as our companies. We will all benefit in the end.

¹Linda Wasmer Andrews. “Avoiding HR Burnout: Right Reaction, Wrong Time,” HR magazine, July 2003, 46.

²Kathryn Tyler. “Cut the Stress: Lighten Up,” HR Magazine, May 2003, 101.

SAFETY FIRST

Equipment maintenance is an important topic when it comes to safety. When starting your shift and ending your shift it is always good to check your equipment to make sure that there are no safety hazards. A cut cord, loose wire, dirty filter, or malfunctioning motors are all signs that your equipment needs repair. A machine with a cut cord or loose wire can lead to electrocution or the machine shorting out. A machine with a dirty filter can lead to over heating and possibly melting of parts within the machine or the motor shutting down completely. Once you notice that a machine is faulty or is not working properly please notify your supervisor to have it repaired immediately. Keeping the equipment in good working condition can eliminate safety hazards and prolong the life of the machine. Speak with your supervisor or area manager for steps to take to ensure your machines are kept in good working order.



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