

SUMMER IS FADING... ITS BACK TO SCHOOL TIME!

By: Erin Randall

To all of our educational clients! Put away those slip and slides! Get out the pencils and backpacks! Are you "back to school" ready? During the summer, most schools are closed down, with the exception of minimal office staff. There isn't a need to keep the schools in pristine condition. Once August rolls around, most schools are rushing to get ready for their student's arrival after Labor Day.

With Cavalier Services Inc., you can minimize your hassle of the rush. We take great pride in our services. We consistently deliver uncompromising quality service to all of our customers and teammates every day. Let Cavalier assist you with your facility needs whether its a minor repair or a major renovation. We provides certified professionals with knowledge and experience that you can trust!

For more information about Cavalier's facility services or to request your service, visit Cavalier Services's website located at www.cavalierservices.com and click on the "Request Service" red button.

You can also email: CFSRequests@cavalierservices.com to request your next service.

We look forward to helping you enjoy the rest of your summer!



Let us do the work...so that you can enjoy the last lazy days of summer!

CAVALIER FACILITY SERVICES PROVIDES:

- Restroom Restoration & Grout Cleaning
- Power Washing
- Lobby Floor Polishing & Maintenance
- Carpet Shampooing
- Interior Caulking
- Stairwell Painting
-Plus A Lot More!

Inside Teammates Summer 2009

- Employee Referral = New Client.....2
- Reduce..Reuse..Recycle in Schools2
- Scholarship Essay Topic Announced ...3
- Client Partnership at its Best3
- New Teammates 4

CAVALIER SERVICES, INC. IS A
GS-42 CERTIFIED
CLEANING SERVICE PROVIDER

This cleaning service meets the criteria of the Green Seal™ environmental standard for Cleaning Services for reduced toxicity, waste, and exposure



EMPLOYEE REFERRAL BECOMES NEW CLIENT!

Kappa Sigma Fraternity Headquarters
Charlottesville, Virginia

By: Ralph Smith

Curtis Quarles, an employee of Cavalier Services has been with us for approximately five years. In addition to his general cleaning duties, he is also very skilled in floor work. Curtis has done many strip & wax jobs, as well as carpet cleaning jobs. In the words of his manager, Ralph Smith, Curtis is "one of the hardest workers that I have and he takes a lot of pride in his work". Curtis also realizes our goal of continuing to grow by adding new business and accounts and he is certainly doing his part to help.

Recently, at the Kappa Sigma Fraternity Headquarters in Charlottesville, VA, Curtis received word that this particular company was looking to put their cleaning out to bid. Curtis saw this as an opportunity for new business. Curtis met with the receptionist to gather more information and indeed, the information that he had heard was correct. Curtis then asked for a bid proposal form from the account and faxed it to the Richmond office, and the rest is history. We were awarded the account and officially start on August 3rd.

Congratulations to Curtis for a job well done! And thank you for your hard work and exceptional customer service skills.

REDUCE..REUSE..RECYCLE

By: Deann Greene

Now that summer is waning, and the days are shortening, many kids [and teachers] are getting ready to go back to school. With the autumnal rite of passage comes myriad back to school sales and retail overload as stocks of pencils, pens, and paper are depleted in anticipation of a year full of learning.



So, how do you combine school's three R's, that's reading, writing, and arithmetic, with the Healthy High Performance Cleaning three R's of reduce, reuse, and recycle? "CAVALIER + GS42 Green Seal Certified = Clean Environment, Healthy Children, and a Better Education"

During the past couple months, Cavalier Services has added close to half a million square feet to their educational and religious portfolio with one of their newest clients, Charlotte Catholic Diocese. While I could tell you why Cavalier Services earned their business, I believe it can best be noted by quoting our client from a letter of recommendation received. It noted, "The due diligence that they subscribe in their business practices helps them to protect our children who attend our schools;

therefore, the personnel doing the servicing are not only of top quality but also are trained in the "Cavalier" system of cleaning and maintenance."-Dan Turner, Charlotte Catholic Diocese. *So how is Cavalier Services instituting Healthy High Performance Cleaning in the schools we service?*

REDUCE we were able to provide the Catholic Diocese immediate cost savings by investing in the latest equipment, thus reducing labor and increasing productivity. Combined, the schools have over 3000 students and teachers; that's a lot of foot traffic, dirt and debris brought into the school that can potentially bring harmful pollutants into the air as well as impact the sustainability and life of the hard floors. Approximately 95% of our products meet EPA guidelines, Green Seal and Environmental Choice/Eco Standards- even floor finishes!

REUSE as a GS-42 Green Seal Certified company, Cavalier Services utilize reusable microfiber supplies from hand cloths to mop heads. This not only provides a savings to the Catholic Diocese, it also creates a safe and healthy environment for the children and teachers. The micro fiber products have small fibers that are closely woven together that collect/trap dust and debris. We know that when dust is pushed off a surface and into the air, it not only distributes harmful particles, but it also takes close to 48 hours for those dust particles to settle. Cavalier Services is able to reduce the dust, water usage and create a healthy, cleaner environment.

RECYCLE becomes a partnership, within the schools we will be implementing new ideals into their existing recycling program. We will take ownership of the recycling program to identify the needs and any opportunities that present themselves. Cavalier Services continues to work with the Healthy Schools Campaign* [a not for profit organization which advocates for policies and model programs that allow students and staff to learn and work in a healthy school environment.]



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DELIVER UNCOMPROMISING
QUALITY SERVICE TO ALL OF
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KYLIE PAGE WARNECKI SCHOLARSHIP

By: Maria Cecelia Tueros



The Kylie Paige Warnecki scholarship was established on 2002 in memory of Kylie Paige Warnecki, infant daughter of Bill and Karen Warnecki. The scholarship award supports education, which offers a path to empowerment and understanding, opening doors for future career success.

As a recognized tradition, Cavalier Services provides the opportunity to all our Cavalier teammates and/ or their children to reach their educational goals.

All applicants must be a current Cavalier employee, the son, daughter, grandson or granddaughter of a current employee.

It has been Cavalier's goal to present this award base on a specific selection criteria's for over the last past eight years.

The criteria is base on academic record, extracurricular activities/ honor/ recognition, community involvement, financial need and a 500 word essay

Our essay topic for this 2009 scholarship award is "Do the expectations of one generation on another reflect more of their hopes or their regrets? How do the expectations of your parents' generation affect your political actions and attitudes?"

Applicant must be enrolled in or accepted by an accredited university, college or community college.

This award may be used for tuition, fees, books, room and board or other approved expenses. The

selection committee consists of three members of the executive team and two representatives from the Cavalier operations department.

Our scholarship award winner for the upcoming school year will be announced in our fall edition of the newsletter.

Partnerships At Their Best..... Cavalier Services, Inc & Christendom College

By: Linda Pendergrass

Partnering, the practice of establishing and nurturing mutually beneficial business relationships based on trust and commitment is a principle used by Cavalier Services with its customers.

More than eight years ago, Cavalier Services began a partnering relationship with Christendom College that continues to grow and flourish. Christendom College, an accredited four-year, Roman Catholic liberal arts college, was looking for an alternative to their student-staffed janitorial service. At the same time, Cavalier Services was seeking opportunities to enter new markets such as the K-12 school and college markets. The commonality between the two organizations is the desire to manage and deliver quality service to its customers based on measurable performance goals and objectives.

Since 1992, our business model has been based on a Performance Management System designed to exceed the expectations of its valued customers. The system encompasses four components essential to business success: goal setting, performance measurement, communication and employee well being. We recognize that focus in these areas leads to a well managed, innovative business which, in turn improves customer service and employee and customer retention.

When challenged with the need to reduce costs and improve efficiency, Mike Foeckler, VP for Operations and Facility Planning at Christendom College, started looking for better ways of managing major internal business processes and contracted services. Once these processes and services were identified, Mike began, with Cavalier's assistance, the job of establishing high level service objectives, specific goals and ways to measure them. Mike set high level objectives such as "providing quality green-cleaning services for all campus facilities", with the understanding that objective-setting was the first step on the road to success.

The second step, performance measurement, told how well things were going and where adjustments were needed to improve service, increase efficiencies, and achieve objectives. Since Mike was already using Cavalier's Inspection Report to review his facilities on a monthly basis, it became one of the measurement tools of choice to track progress toward fulfilling objectives. Tools were created to measure the percentage of green cleaning products and equipment in use, the frequency of inspections by facility and the impact of periodic schedules on overall cleanliness.

Partnering is a business foundation for progressive organizations such as Christendom College and Cavalier Services. Through a successful partnering relationship both organizations have benefitted. Christendom College has a cleaner, healthier living and learning environment for its students and Cavalier established itself as a leader in the K-12 school and college markets. Both organizations realize that partnering, with a disciplined focus on goals, measurement, communication, and employee well being, is the key to continued success.



~Did You Know?~

CAVALIER HAS A CLASS A CONTRACTORS LICENSE FOR YOUR FACILITY NEEDS

REQUEST FOR SERVICES "RED HOT" BUTTON IS LOCATED ON OUR HOME PAGE:

WWW.CAVALIERSERVICES.COM

WELCOME NEW TEAMMATES

Lauren Fugger, Accounts Receivable/Operations Coordinator

Lauren recently worked as an administrative assistant performing accounting/administrative duties, such as generation of invoices, collection of payments, customer orders, budget creations and more. Lauren is currently working full time toward a degree in Business Administration and Finance at Northern Virginia Community College, she also has credit hours from George Mason University. Her great customer service skills, terrific teammate attitude and can do positive personality is a great addition to the Cavalier team.



John Medina, Project Manager for Northern Virginia (The Canal Center)

John integrated the Northern Virginia team under the direction of John Dublin, as our new Project Manager for the Canal Center portfolio. Recently, John served as an Area Manager for BSMI, where daily customer interaction, coordination of proper staffing, training of employees, performance evaluations and commitment to company expectations were his daily routines. In addition, he ran the operations department for USSI as their Operations Manager for over 6 years. John has attended multiple seminars from the Green Clean Institute to be successful with today's market requirements. He brings a clear new vision to our team.

Erin Randall, Marketing Coordinator

Erin joined Cavalier as the Marketing Coordinator in June 2009. Erin brings over a decade of customer service experience, fantastic interpersonal skills and a fresh new outlook to the Cavalier Team. She previously worked as an Events Director for a non-profit organization and also as a Business Development Specialist for an international staffing agency. In her free time, Erin runs her own successful photography business. We are happy to have her fresh outlook within our organization.



Paul Silva, Project Manager for Southern Virginia (World Trade Center)

Paul has joined our Southern Virginia team as our new Project Manager overseeing the World Trade Center facility in Norfolk, VA. Prior to becoming part of our group, Paul held the position of Facilities Director at MacArthur Center Mall, with The Taubman Company for over 6 years. In addition, he worked as the Operations Engineering Manager with the Department of Cultural Facilities in the city of Norfolk. He describes himself as being very loyal, dependable, detail oriented, well organized and decisive.



Think Before You Print!

The average American uses **seven** trees a year in paper, wood and other products made from trees. This amounts to about **2,000,000,000** trees per year!

Just think, if you recycled that next email that you didn't mean to print; Or better yet, don't print off documents that could be read on your computer screen, you could help save our trees!

Information Source: National Recycling Coalition

