

Use Fall to Winterize

By Carrie Frasz

Before temperatures drop too significantly, fall is the perfect time to get your building ready for winter. By planning ahead and taking a few additional precautions, you can avoid some hefty problems and costs that the season yields.

Winterize the Indoors

Check all doors, windows and vents for air leaks. Even a small penetration can lead to a significant heating cost increase. Insulating, caulking and weather stripping help seal the heat in and keep the cold out.

Window work. If your building has been toying with idea of replacing drafty windows, now might be the time to do it. Many of the newer window models, such as dual-glazed windows, claim to insulate buildings- blocking out cold and cutting energy costs.

Monitor pipes. Indoor pipes can also be a problem, if housed in an unheated area. Prevent freezing or bursts by wrapping them with insulation and testing regularly.

Guarantee a comfortable working place. Test your heating system and make repairs early on. Limit access to the controls to prevent unnecessary and costly changes. Have supplies, such as air filters, on hand.

Know your building. Make sure you know where any emergency shut-off valves are for pipes or plumbing systems.



The Kylie Page Warnecki Scholarship

By Carrie Frasz

Xavier Morales was awarded the 2005 Kylie Page Warnecki Scholarship. Xavier, age 21, is the son of Luisa Flores, an Operations Manager at Cavalier.

As a student at Montgomery College, Xavier is studying under the Mental Health Program. He will use the scholarship to continue to his pursuit a degree in Social Work.

Xavier was selected from numerous eligible applicants. Applicant qualifications include being a Cavalier employee, or the child of a Cavalier employee, and enrolled or accepted by an accredited university, college, or community college. Recipient selection is based upon various criteria and reviewed by a Selection Committee.

"I'm thankful for the generosity of Bill, his family and Cavalier; and the faith they have put in me to succeed," said Xavier. "I feel honored that Cavalier chose me from the many great candidates."



Bill Warnecki (left) presents a certificate commemorating the scholarship to Xavier Morales, shown here with his mother, Luisa Flores, Operations Manager for Cavalier.

The Kylie Page Warnecki Scholarship is awarded annually in memory of Bill and Karen Warnecki's infant daughter. The purpose of the scholarship is to help Cavalier employees and their family members reach their educational goals.

Exterior Winter Preparation

Inspect roof and gutters. Make sure your roof is ready for the elements. A heavy snow can put a lot of burden on roofs, gutters, and rooftop pipes and vents. Before the weight of snow begins to fall, ensure stability and quality before it is too late.

Know your roof. Be aware of vents that have the potential of needing snow removal, pipes that should not be covered or frozen, and any trouble areas that should be monitored through the winter months. Insulate outdoor piping if needed.

Establish how snow will be removed. If contracting snow removal, schedule ahead and purchase any needed supplies.

Melting snow needs a place to go. Make certain that gutter systems are clear of fall leaves and debris. Check to see that drainage systems lead to low ground, directed away from your property and can handle the excess rains and melting snow.

Ready landscaping for the cold. A winter frost does not have to mean high cost of re-landscaping in the spring. Prepare lawn areas and plants by adding fertilizer, pruning through the winter and bagging if necessary.

Be sure to shut off valve for outside faucets and drain water from pipes. This will prevent bursting pipes and expensive flood damage.

Take a walk. Walk around your property to inspect exterior walls, check for damage, cracks, or gaps. Scan sidewalks for cracks and test handrails.

Whether inside or outside, the key to getting your building safely through another winter is to be prepared. Have plans made for emergencies. Inform tenants of your building's winter safety preparation and any emergency plans. Schedule maintenance and snow removal ahead of time and have back up plans.

Use the next few months to winterize your building. Being prepared is a great way to avoid unneeded additional costs and headaches.

Inside TEAMMATES

FUN DAY	PAGE 2
TOUCH-UP PAINTING TIPS	PAGE 2
PERFORMANCE MANAGEMENT CASE STUDY	PAGE 3
NEW TEAMMATES	PAGE 3
NEW PARTNERS	PAGE 3
SCHOLARSHIP AWARD	PAGE 4



Teammates put their work aside for an afternoon of games, competition, prizes, food and plenty of laughter for Cavalier's first annual Fun Day.

Fun Day was an initiative from the Performance Management department of Cavalier. Director, Linda Pendergrass feels that "employees who have fun, feel appreciated, and enjoy their jobs are more productive at what they do." Although Performance Management was the driving force behind the Fun Day, input from other Departments, including Payroll and Human Resources was instrumental in the day's success.

The highlight of the afternoon was the competition. Teammates were broken into teams to challenge each other in battles of wit and strength. The competitions consisted of Cavalier Trivia, eating contests, puzzles and relays. Prizes were awarded to winning teams and recognitions were made for "Office Goddesses" and more.

In addition to providing a day to relax, Fun Day was the kick-off to the on-going Bright Ideas Competition. The Bright Ideas program is a means for employees at all levels to share their ideas for improving systems



Teammates gather around for Cavalier Trivia

and processes in Cavalier. From September 8 through October 27, 2005 teams will go head-to-head, brainstorming answers to a "Question of the Week." The team with the highest number of responses to the question wins a monthly award.

"Fun Day was a great tool to re-energize our internal teams and strengthen the ties among our Teammates," said Linda. "The more than 200 responses to the Question of the Week was tremendous and exceeded my expectations."

The day was a great success. It provided opportunities for the formulation of great ideas and for Teammates to de-stress, laugh, and let their competitive juices flow.

Our first question of the week:

If you were President/CEO of Cavalier, what is the first thing you would change?

- One Word Starbucks!
- Managers perform QAAR inspections at other managers' buildings
- Form a CSI sports team
- Flex Time
- Allowed to wear jeans on Fridays
- Put a treadmill in the office and call it the "gym."
- Retirement Plan
- Kevin Rohan, President, leading by example on Fun Day



CORPORATE OFFICE
2722 MERRILLE DRIVE
SUITE 300
FAIRFAX, VA 22031-4400
703-849-1100

KEVIN ROHAN, CBSE
PRESIDENT

BILL WARNECKE, CBSE
VP OPERATIONS

PAUL RENICK
CONTROLLER

LINDA PENDERGRASS,
COM
DIRECTOR, PERFORMANCE
MANAGEMENT SYSTEMS

MONIQUE KOVACH,
SPHR
DIRECTOR, HUMAN
RESOURCES

SEAN ROHAN
DIRECTOR, FACILITY &
SPECIAL SERVICES

MARK SCHNURR
REGIONAL EXECUTIVE
DIRECTOR

SAM YOU
NORTHERN VIRGINIA
REGIONAL DIRECTOR

BENNY SPILLER, RBMS
SOUTHERN VIRGINIA
REGIONAL BRANCH
MANAGER

ALEX BLUM, RBMS
NORTH CAROLINA BRANCH
MANAGER

TEAMMATES

A quarterly publication produced by Cavalier Services, Inc., 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 Merrille Drive, Suite 300, Fairfax, Virginia 22031-4400 or info@cavalierservices.com.

Performance Management at Its Best

Case Study: TEAMMATE WELL-BEING

By Linda Pendergrass

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

As an innovative company, Cavalier understands that continued business growth and success depends on attracting and retaining the best employees.

Cavalier understands that in order to provide uncompromising service to external customers, internal customers (Teammates) must be cared for and nurtured. This nurturing and care is tangibly demonstrated through the offering of competitive wages and benefits, tuition assistance, college scholarships, job training and inclusion of Teammates at all levels in corporate process improvement efforts.

Just as customers are the heart of Cavalier's business, Teammates (employees) are the backbone of the business. Cavalier believes that every Teammate deserves to be treated with respect and made to feel a valued member of the Cavalier team. Listening to, acting upon and rewarding Teammates for improve-

ment ideas, performance excellence and team-based problem solving is a Cavalier practice that involves and empowers employees toward excellence.

Rosa Villatoro, a Cavalier Teammate for more than twenty-two years, appreciates the opportunities she has to make a difference in Cavalier. Villatoro, a Team Leader in our Residential Services business unit, takes great pride in servicing her customers and looks for ways to exceed their expectations. She actively participates in Cavalier's Bright Ideas program and has seen many of her ideas for customer service improvement become reality. "Working for a company that listens to me and gives me room to make decisions about servicing my customers is great."

"Working for a company that listens to me and gives me room to make decisions about servicing my customers is great. Some of my customers have been with me for more than 20 years, so I always look for ways to make them happy," said Villatoro.

Ann Morrissey and her daughter Patricia, long-time Cavalier customers, echoed Villatoro's comments. They said, "We have had Rosa work for us for over 20 years. She has managed in an extremely capable manner her changing Team during this long time. Rosa is intelligent, polite, thoughtful and considerate. She works well with her team and is certainly a great asset to your company. We are very happy with the services she provides and feel fortunate to have her."



Rosa Villatoro

Teammate Well-Being is one of the four tenets of Cavalier's Performance Management System. Cavalier's people strategy of hiring the right people, getting them off to a good start, coaching, recognizing and rewarding them results in increased workforce loyalty and commitment.

Touch-up Painting Tips

By Alex Blum

While touring and inspecting tenant spaces, I have seen some great paint jobs ruined months later by the infamous "touch-up." Whether for the normal "wear and tear" that occurs over time in an office, or mishaps along the way, here are some tips for a successfully blended wall.

The key is having the paint can or the color tint formulas from the job. Even if the can of paint is old, as long as the lid has been sealed tight and the can has not been frozen (left in the garage for the winter), mixed well it will be fine. For optimal results, take it to a paint or hardware store and have it shaken.

The main reason that a touch-up becomes an eye sore is that the textures do not match. The wall has most likely been rolled, leaving a slight textured appearance, a very different finish from what is left by a normal paint brush. Together these two will never look good as the light refracts differently off the finishes.

While in college I painted for a realtor who had many rental units and we learned these "tricks of the trade" quickly.

If your office space is in need of touch-ups or some sprucing up, contact Cavalier's Facility Services and have a pro take care of it for you.

These steps will work well for flat or eggshell sheen on walls.

1. Have two brushes ready.
2. DAB one lightly in the paint, just on the tips of the bristles.
3. Then DAB it over your work on the wall - do not brush it on the wall-DAB IT.
4. Use the second brush dry, with nothing on it, to DAB off and remove a little of the paint. This blends the paint to the rolled texture.
5. Allow to dry for half an hour, the painted area will blend out of sight.
6. If a dark mark is still visible, dab on another light layer of paint-dab off the excess, repeat if necessary until it is no longer seen.
7. Paint needs 10-12 hours to "cure" and completely dry.

If there are numerous marks on a particular section of wall the easiest method may be to get out a new roller and paint the whole section or wall. Roll from corner to corner and from the base boards to the ceiling on the effected wall.

CAVALIER'S NEW TEAMMATES



Paul Renick began with Cavalier in July, taking on the position of Controller. With over 15 years of experience and a degree in Accounting from Roanoke College, Paul applies his ample knowledge to overseeing Cavalier's Accounting Department.

Catherine Alvarez joined the Cavalier Team in August as Accounting Specialist. Catherine brings three years of prior Accounting experience to Cavalier, as well as a degree from Tidewater Community College.



Susana Torrico started her career with Cavalier in July. Susana is an Area Manager for Northern Virginia. She is highly trained and holds maintenance and management certifications. Susana has over 10 years of experience in the industry.

CAVALIER'S NEW PARTNERS

Cavalier would like to welcome the following Customers to our growing list of Cavalier partners:

Citigroup/ Grubb & Ellis Management Services
Frederick, MD

Medical Society of Virginia
Richmond, VA

Washington Waldorf School
Bethesda, MD

Lydon Fetterolf Corydon, PA
Rockville, MD

Capital Partners
Charlotte, NC

The Insurance Exchange Group
Rockville, MD

GE Polymershapes
Charlotte, NC