



SPRING HAS SPRUNG!

Spring is here and the time is right for painting near the streets. Before the summer months are in full swelter, tackle any of your outdoor projects with the Cavalier Facility Services Team!

- Exterior Painting Suggestions to Beautify Your Building
 - Manhole Covers & Sidewalk Grates
 - Exterior Benches & Flower Boxes

You may notice the interior spaces of your building have taken a beating over the past winter also. Office walls have marks from chairs, nail holes, handprints, and every other type of scratch and smudge. Inevitably, common areas take tremendous abuse, anything from mailroom carts to people brushing up against the walls.



Cavalier Facility Services can make your office look great again! We have certified professionals on staff with the knowledge and experience to assist you with all your painting requirements.

In addition to office painting, our Facility Services department offers a range of other value-added services, including:

- Ceiling Tile Replacement
- Restroom Tile Restoration
- Carpet & Upholstery Cleaning
- & Much More...
- Door & Window Repair
- Restroom Fixture Repair

Our job is to make your job easier!

Cavalier Facility Services can help you with all of your facility projects, from minor repairs to major renovations. We take great pride in our work and would be happy to assist you with any of your office needs.

Please contact us at 888.572.5326 for more information today!
Or email: CFSRequests@CavalierServices.com

INSIDE TEAMMATES

- >CLIENT PARTNER SPOTLIGHT.....2
- >GS-42 SUPERVISOR TRAINING.....3
- >TEAMMATE RECOGNITION.....3
- >NEW CLIENT PARTNERS.....4
- >NEW TEAMMATES.....4
- >DID YOU KNOW?.....4

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

Cavalier's CavGreen™ Process meets the criteria of the Green Seal Environmental Standard for Cleaning Services for reduced toxicity, waste, and exposure.



CLIENT PARTNER SPOTLIGHT

AAA IN CHARLOTTE, NC

New Contract, New Partners & New Operational Leadership

By Jeffrey Ritz

After ending the year cultivating our new membership with National Service Alliance (NSA), 2009 brought the North Carolina region a promising new partnership! On January 16, 2009 we transitioned into the AAA account with our new partners, DSM of San Francisco, with one week notice. In addition to the new account, we started up the project with our new operations manager, Cedric Jackson, who after returning from his orientation led the start-up plan.

After the initial dialog with DMS that began in December, we presented the Cavalier Systems Programs to the AAA on-site representative, Alonza Smalls. During the course of the presentation we found how powerful the Cavalier systems are in relationship to our competitors operating in the same markets.



Cavalier brings the **total package** to an owner-occupied facility: *self-performing, GS-42 certified green cleaning services driven by performance improvement*. Both partners, DMS and AAA, realized immediately the significant impact Cavalier could make on the challenges the facility had anticipated while changing from an in-house operation to contracted services.

Prior to the start-up, the Cavalier Team met with Mr. Smalls several times to be sure his expectations were understood. Cavalier listened as he outlined the periodic schedule requirements, the specific role of the Day Porter and how he believed this position best served the AAA facility. The best team was hired to fill the evening positions; training was conducted that Thursday and the team reported for work on Sunday. Cavalier began the facility transformation and by Monday morning, the perception of contracted services went from skeptical to very optimistic!

Over the next few weeks our team was complimented on our professional start up procedures by DMS. Cavalier's dedicated oversight provided to the AAA teammates is an integral part of our Smart Start process that ensures each project is started right the first time.

**RIGHT CUSTOMER + RIGHT CONTRACT
+ RIGHT TEAM =
A GREAT PARTNERSHIP**



CORPORATE OFFICE

2722 MERRILEE DRIVE
SUITE 300
FAIRFAX, VA 22031-4400
703-849-1100
888-57-CLEAN

KEVIN ROHAN, CBSE
PRESIDENT

BILL WARNECKI, CBSE
VP OPERATIONS

DEANN GREENE, RBSM
VP BUSINESS DEVELOPMENT

PAUL RENICK
CONTROLLER

LINDA PENDERGRASS, CQM
DIRECTOR OF PERFORMANCE MANAGEMENT

MARIA CECILIA TUEROS
HUMAN RESOURCES MANAGER

KRISTEN DOVE
DIRECTOR OF MARKETING

SEAN ROHAN
DIRECTOR OF FACILITY & SPECIAL SERVICES

SAM YOU, RBSM
MARYLAND REGIONAL DIRECTOR

DOREL WATLEY, RBSM
WASHINGTON DC REGIONAL DIRECTOR

ALEXANDER PAUL, RBSM
NOVA ONE REGIONAL DIRECTOR

JOHN DUBLIN, RBSM
NOVA TWO REGIONAL DIRECTOR

BENNY SPILLER, RBSM
SOUTH EAST VIRGINIA REGIONAL DIRECTOR

JEFFREY RITZ, RBSM
NORTH CAROLINA REGIONAL DIRECTOR

THE CAVALIER MISSION IS TO
DELIVER UNCOMPROMISING
QUALITY SERVICE TO ALL OF
OUR CUSTOMERS AND
TEAMMATES EVERYDAY.

For comments or suggestions for
Teammates articles, please email:
newsletter@cavalierservices.com

Visit us online at:
www.cavalierservices.com

CavGreen™ Training for Building Supervisors

By Maria Cecelia Tueros



All of our Tishman Speyer building supervisors participated in our CavGreen™ training, conducted at Cavalier's Corporate Headquarters, with GREAT success. This training is an essential part of the roll-over strategy for green cleaning implementation within all Tishman Speyer commercial buildings.

Our supervisors were trained on essential non-harmful and high-quality cleaning skills, including effective microfiber handling, maintenance, and chemical minimization procedures. During our comprehensive training session, topics included:

- Learning how to implement & manage our CavGreen™ Green Cleaning process;
- Recognizing that the building being cleaned is a part of the whole environmental system, not just a separate component to be cleaned;
- Cleaning to protect first, appearance comes second to health;
- Ensuring worker & client safety;
- Applying the necessary skills to utilize products & procedures that reduce exposure to harmful contaminants, provide high-quality hygienic cleaning, & maximize supply resources.



TEAMMATE RECOGNITION

Cavalier appreciates and recognizes the outstanding efforts of its Teammates. Individual Teammates and Teams are recognized with Cavalier All-Star Awards when written commendations are received from our clients.

Mona Potterton, Vice President for Jones Lang LaSalle, took the time to recognize the efforts of Efrain Molina, a long-term Cavalier Supervisor by writing, *"Efrain not only supervises the night cleaning crew, but is also an extension of our management team. He never hesitates to call us (property management staff or engineering) if he notices issues with mechanical or plumbing equipment, tenants or contractors, security or fire life safety items. He is always very polite and professional, which is what we all strive for in the customer service business."*

During a pizza party for the entire team, Efrain was presented with a Certificate of Appreciation and a monetary token for providing outstanding service.



Cavalier & Jones Lang LaSalle Team present Efrain Molina with All-Star Award

All Cavalier Teammates are eligible to participate in Cavalier's formal Recognition Program that includes Quality Team of the Month, All Star, and Super Star Awards. All Teams can participate in the Quality Team of the Month competition by improving building Inspection scores, conducting multiple inspections, and responding to the quarterly Safety Challenge. Small, Medium, and Large Teams with the highest monthly scores receive cash, gift cards, or a party and a framed certificate.

WELCOME NEW CLIENT PARTNERS

Fairmont Management
Hyattsville, MD

American National Red Cross
Gaithersburg, MD

American Funds Group Mail
Norfolk, VA

Lincoln Property Company
Additional Location
Waples Mill - Fairfax, VA

Grove Corporate Center
Raleigh, NC

Drucker & Faulk
Raleigh, NC

AAA
Charlotte, NC

Heritage House Fabrics
Concord, NC

Mountain Empire Surgery Center
Johnson City, TN

WELCOME NEW TEAMMATES

Bertha Henley, Human Resources - Administrative Assistant for Southern Virginia

Bertha is a self-motivated, detail-oriented teammate with the know-how to interact with all levels of management in a friendly and professional manner. Bertha's previous experience includes customer service and support. In addition, she holds a Bachelor's degree in Translation and Interpretation.



Linwood E. Little, Jr., Area Manager – Hampton Roads

Linwood joined the Cavalier Team in 2009. He attended Thomas Nelson College, majoring in Business Administration. Prior to joining Cavalier, Linwood held positions of management as both an Area and Regional Manager with territories in both North Carolina and Virginia. With over 15 years of management experience, Linwood has an extensive background in relationship development, with customer service and client retention as his focus. He has outstanding relationships with all property managers in his region and is truly an asset to the Cavalier Team.



Ralph Smith, Area Manager – Charlottesville

Ralph is an experienced and committed professional within the commercial cleaning industry, with a primary focus on daily operations, quality assurance, and services delivery. His extensive management experience in the industry, as an Account Manager and a Specialist Environmental Manager, reflect general management expertise with special attention on account start-ups, organizational turnaround, and corporate expansion projects. Ralph also owns Atlantic Coast K-9 Training Service, being a specialized dog trainer. He also is a former member and volunteer with Dogs East Search and Rescue Teams.



Emily Eby, Regional Sales Professional for the DC Metro Area

Emily has over 10 years experience in outside sales in the print and advertising industry where she sold for the Times Community Newspaper, one of Northern Virginia's largest community newspapers. Her proven results, oriented sales skills quickly promoted her and she maintained top sales producer for three consecutive years.



Cedric Jackson, Operations Manager - North Carolina

With more than 20 years of industry experience, Cedric Jackson is a wonderful addition to Cavalier's North Carolina Team. Cedric's expertise is in providing client job estimates for specialty floor care services, building walk-throughs, and superior customer relations and service. Cedric's past history demonstrates his proven ability to maintain high volume accounts, while providing excellent customer service. Most recently, Cedric performed as an Operations Manager overseeing a portfolio well over two million square feet with a monthly cleanliness percentage of 95.1



Did you know?

Recycling one ton of paper saves **17 trees** & **380 gallons of oil**.

Recycling the aluminum cans trashed last year in the US would refill **133 million cars** with **15 gallons of gasoline**.

A soda can is **100% recyclable** and back on the shelf in 60 days!