



(Left to right) Adolfo Mata Garcia; Scholarship recipient, Isabel Mata; Karen Warnecki; Vice President of Operations, Bill Warnecki.

Cavalier College Scholarship Winner Announced

We are proud to announce Isabel Mata as the winner of the 2004 Kylie Paige Warnecki scholarship. Isabel received \$2,000.00 in preparation for her attendance at Trinity University this fall. The scholarship is awarded each year to a Cavalier employee, or child of a Cavalier employee, in memory of Bill and Karen Warnecki's infant daughter. Criterion for the scholarship include academic record, extracurricular activities, community involvement and an essay.

Isabel, a resident of Washington D.C., graduated from Cesar Chavez Public Charter High School. Her father, Adolfo Mata Garcia, a long time employee of Cavalier, is currently a supervisor with the Washington, D.C. Branch. Isabel wrote a touching essay discussing the vast dif-

ferences between her life in the U.S. and the lives of people living in her parents' homeland — El Salvador.

Isabel spent her high school years studying and staying active in the community. She received numerous certificates and awards for her academic achievements, as well as her community service. Like most students, she is yet "undecided" in her major, but we assured her that she has four years to figure it out.

Many congratulations go to Isabel and her parents. The Cavalier family wishes her the best of luck in her studies at Trinity. Cavalier is very proud to showcase this highly deserving winner of the 2004 Kylie Paige Warnecki scholarship!

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Improving Ourselves to Serve You Better

In August several members of the Cavalier Facility Services team attended a flood and water restoration course to better understand water and how to handle large floods. At the conclusion of the course, Facility Services personnel were awarded a Flood and Water Damage and Restoration Certification from the Institute of Inspection, Cleaning and Restoration Certification (IICRC.)

Heading into the fall season, we must expect the unexpected. Flooding is not only one of the most unexpected building related problems, but also one of the most dangerous and expensive. Floods can be caused by a variety of issues — large storms may lead to flash flooding, triggering leaks and causing water to pour into buildings. In the cold winter months, pipes may freeze and burst.

One lesson learned during the course was the difference between "smart water" and "dumb water." Dumb water is water that can visibly be seen sitting on the floor or soaking into carpeting. This water is fairly easy to clean up. Smart water is the water that gets behind floorboards, soaks into sheet rock, and is left in rafters when the flood spreads between floors. Smart water does far more damage to buildings than dumb water. Unfortunately, many people fall victim to smart water every time it floods.

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.

CLIENT PARTNER SPOTLIGHT:

Asset Capital Corporation

COMMITTED TO FIRST CLASS SERVICE

Since its formation in 1996, Asset Capital Corporation has acquired, managed, advised, operated, leased, financed, rehabilitated, developed and sold real estate assets in transactions totaling in excess of \$175 million. Currently, Asset Capital owns and manages approximately one million square feet of commercial properties located in Virginia, Maryland, Washington, D.C. and Florida. Asset Capital and its affiliates have substantial experience and expertise in a wide range of real estate investments.

Asset Capital is part of a group of related companies that conduct a fully integrated real estate acquisition, development, investment and management business. As a demonstration of its commitment to quality asset management, Asset Capital established a property management company, Asset Capital Management, LLC, and maintains an engineering company, ARV/ACC Engineering, LLC, to provide hands on high quality services for all of its real estate assets.

Cavalier began providing janitorial services for Asset Capital in 1998 at Twelve Oaks Office Park in Rockville, MD. In 1999, Cavalier began to service another Asset Capital property, 717 14th Street, NW in Washington, D.C. In addition, Cavalier has provided building services on many other projects that Asset Capital has owned and/or controlled over the years.

Peter Minshall, Blair Fernau and Bill LeBlanc are the three principals of Asset Capital. In a recent discussion Bill had this to offer, "As an owner and operator, tenant retention is the name of the game. The two most important functions that we focus on to keep tenants in our buildings are cleaning and engineering. These two functions interact with our tenant base on a daily basis and are the most visible and tangible representation of our organization's commitment to providing first-class services to all our tenants no matter how large or



Twelve Oaks Office Park in Rockville, MD, an Asset Capital Corporation building.

small the size of their company. That being said, Cavalier has been and will continue to be a very important part of our team."

“...CAVALIER HAS BEEN AND WILL CONTINUE TO BE A VERY IMPORTANT PART OF OUR TEAM.”

— Bill LeBlanc, Principal, Asset Capital Corporation

Cavalier is extremely grateful for the partnership we have developed with Asset Capital. It truly has been a pleasure working with Peter, Blair, Bill, Ron Godwin (Property Manager at 717 14th Street) and the rest of the Asset Capital team. We look forward to providing Asset Capital Corporation with first-class service for years to come!

IFMA: A Year in Reflection

By Mark Schnurr

As many of you know, I spent this past year serving as President of the Capital Chapter of the International Facility Management Association (CCIFMA). CCIFMA accomplished some great things over the past few years by winning The Chapter of the Year (2003), receiving the Excellence in Membership Services Award (2003), and the total reconstruction and introduction of our new state-of-the-art website (www.ifmacap.org). If I have learned anything about IFMA this past year, it's about the people.

During his keynote address at last October's IFMA World Workplace in Dallas, Texas Tim Sanders, Chief Solutions Officer for YAHOO and

author of "Love is the Killer App!" stated that the future is not about technology or timing, "the next big thing is people!" Tim went on to say that "happy employees = satisfied customers" (in that order) and that this is the single way to evaluate organizational effectiveness and longevity. Think about it; If people like what they do and are passionate about it, they will pass on their enthusiasm to the customer (YOU). Cavalier and CCIFMA have been successful for a long time because we have surrounded ourselves with good people and passed it on over the years.

I have often thought about my involvement with CCIFMA and what

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TEAMMATES

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Performance Management at Its Best

Case Study: SMART START

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

Transitioning to a new service provider can be a difficult and painful experience for both customers and the service provider. Cavalier Services believes that the “pain of transition” can be minimized through preparation and utilization of proven procedures and processes.

Smart Start, Cavalier’s systematic process to tackle the tasks required for starting a new account, ensures a smooth transition from the old janitorial services provider to Cavalier Services. The **Smart Start** process begins at the time of contract award and ends with the first formal 60-90 day communication, or Partnering Meeting. **Smart Start** includes:

- announcement of the new account to Cavalier’s vendors
- ordering supplies and equipment
- conducting a baseline inspection
- identifying customer hot buttons and impact items

- employee staffing
- delivery of Teammate (employee) orientation and training

MELVIN SEARD, Director of Facilities Services for Seventh Day Adventist World Headquarters, is one of Cavalier’s newer customers. Mr. Seard identified restrooms with no sparkle and lackluster elevator tracks among his list of Impact Items, or items of concern, prior to start-up. During the first 60 days of the relationship, Cavalier restored the restroom floors and put in some old fashioned elbow grease to clean the elevator tracks. One person from the Seventh Day Adventist World Headquarters commented, “The restrooms look like new and you can really see the difference in the elevator tracks.”

“I am very comfortable with the services provided by Cavalier Services,” said Mr. Seard of his experience with Cavalier’s start-up process.

He further stated, “I was impressed with how Cavalier handles the staffing process, especially conducting employee background checks. Overall, the transition was handled very well.”

Smart Start helps Cavalier to be successful in handling new accounts by focusing attention on identifying and exceeding customer requirements. It also provides a forum for addressing concerns and challenges before they become problems.



Seventh Day Adventist World Headquarters.

“ **OVERALL, THE TRANSITION WAS HANDLED VERY WELL.** ”

— Melvin Seard, Director of Facilities Services, Seventh Day Adventist World Headquarters

CHARLOTTE

ORNER

News and Happenings from the Charlotte Office

Earlier this year we featured an article regarding Healthy High Performance Cleaning (HHPC). Accompanying this industry trend was the mention of Green Seal approved chemicals, the US Green Building Council and LEED (Leadership in Energy and Environmental Design). Since the Spring we have continued to spread the word about these topics in several forums, including the Institute of Real Estate Management (IREM) trade show in May and this Summer at a Building Owners & Managers Association (BOMA)/RPA class here in Charlotte.

All of these topics came together in a recent article from the Charlotte Observer on September 10th regarding an ambitious move by Bank of America. The article “Making a Mark on Manhattan,” details the bank’s plans to build a state-of-the-art high-rise in the heart of Times Square. The architects’ goal is to achieve a platinum level rating — the highest from the US Green Building Council. Among the initiatives Bank of America plans to incorporate to achieve platinum level are: implementing cutting edge technology to recycle gray water, using

waterless urinals and floor to ceiling windows for maximum natural light. They are also striving to conquer the number one tenant issue — temperature control preferences. All employees will have the ability to adjust the temperature in his or her own environment. Imagine the reduction of calls to your Tenant Service Coordinators!

Not only will the interior of the Bank of America building be innovative, the exterior is sure to make a statement. Taking its cue from the Rockefeller Center and the Chrysler Building (futuristic designs of their time), the new Bank of America building is incorporating faceted sides tapering to the top that are skinned in transparent glass. The architects describe it as “crystalline.”

How can you make your existing facility greener? Watch for future issues of TEAMMATES where we will outline procedures for the office and home.

I would learn from my experience (so has Kevin). I really believe that the inference to Tim Sanders and this past year's International conference sums up the correlation and what I will ultimately take from this learning experience and apply to everything that I do.

In a column from October's IFMA NEWS, IFMA International President, Dave Brady, talks about how the facility management profession is transitioning faster than any of us originally anticipated. There are new expectations placed upon us each and every day as we adjust to an ever-changing world and workplace. One constant remains however, which is surrounding ourselves with good people who help us solve those new problems and enjoy it in the process. This is where Tim Sanders really hit home while speaking about networking as one of the most powerful tools in business today. Tim explained how we must think with an abundant mentality, one where we put people together because they should be together.

This is where the link between Cavalier and my experience with CCIFMA lies: people who think abundantly. Regardless of any of our roles at Cavalier, we participate in the growth of the organization to consistently improve the service we deliver to our Customers every day, all the while passing on our enthusiasm to people who share in our abundant way of thinking.

It all makes sense. We really do have a tremendous resource in our midst and it's the people. This is something that I will never forget. Continue to think abundantly and consider telling others about being part of a company where people take on a whole new meaning.

7th Annual Cavalier Golf Tournament

Although the weather reports for August 13th were quite bleak and at one point had us contemplating a rain date, the Seventh Annual Cavalier Golf Tournament was held at Westfields Golf Club in Clifton, Virginia, without so much as a drop of rain. It was a beautiful day filled with friends and laughter. The annual golf tournament is our way of extending appreciation to our clients and vendors. If you are a golfer and would like to participate in the tournament next year, please e-mail golf@cavalierservices.com.

We would like to thank the following sponsors for their continued support and contributions to the tournament: Butcher's, Daycon, Kimberly-Clark, Leonard Paper, Liberty Mutual, Matthews, Carter and Boyce, PC and S. Freedman & Sons, Inc.

CONGRATULATIONS to our winning teams and individuals!



1st PLACE — (Left to right) Bill Warnecki, Cavalier Services; Harold Nelson, Carr America; Brian Menditto, Highwoods Properties; Bill Leblanc, Asset Capital Corporation.



2nd PLACE — (Left to right) Brian Brevig, University of Maryland; Derek Hendon, ARC Management; Don Larue, Trammell Crow; Mark Schnurr, Cavalier Services.



3rd PLACE — (Left to right) Kevin Rohan, Cavalier Services; Jim Stokes, Stoladi Property Group; Diane Ludden, Republic Properties; Peggy Castrilli, Regis Property Management.

Longest Drive — Tim Allison, Advantis GVA; Price Riggs, Spaulding & Slye
Closest to Pin — Don Paradiso

FACILITY SERVICES, continued from page 1

Learning about the different types of water and how it moves inside buildings provided a deeper understanding of how to eliminate problems, such as mold before they arise. With the right balance of dryers and dehumidifiers, a building can be dried out faster, reducing the opportunities for mold to grow and damage from "smart water."

The IICRC certification is another example of Cavalier's commitment to better serving our customers!

CAVALIER'S NEW PARTNERS!

Cavalier would like to welcome and thank the following new customers to our growing list of Cavalier Partners:

- **ARC Management** (Northern Virginia)
- **Bernstein Management Consortium** (Washington, DC)
- **CarrAmerica** (Northern Virginia)
- **Coca-Cola Consolidated Bottling Company** (Charlotte, NC)
- **Lincoln Property Company** (Maryland)
- **Otis Elevator Company** (Maryland)
- **Seventh Day Adventist World Headquarters** (Maryland)
- **Trinity Partners** (Charlotte, NC)



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