

CAVALIER EMPLOYEE NAMED BSCAI's SERVICE EMPLOYEE OF THE YEAR

By Linda Pendergrass

Cavalier Takes Home BSCAI Service Employee of the Year Award

On April 14, 2007, Barbara Henry, a six - year employee of Cavalier Services was awarded the prestigious 2006 Building Services Contractors Association International (BSCAI) Carol Dean Building Service Employee of the Year Award. As the Service Employee of the Year, Barbara received complimentary travel and accommodations to the BSCAI Annual Convention and Trade Show in Chicago, IL. She also received a handsome plaque and a \$1,000 monetary award from BSCAI that was matched by Cavalier Services.

BSCAI is the trade association of the building service industry, representing a worldwide network of more than 2,000 member companies from across the U.S. and 30 other countries. The Carol Dean Building Service Employee of the Year Award "honors the building service contracting employee whose job performance, civic involvement, and family role best exemplify qualities found in superior custodial employees."

Barbara provides superior custodial services at Christendom College, a Catholic college in Front Royal, VA. She consistently goes above the traditional janitorial role in servicing the requirements of her customers. The students and faculty at the college embrace Barbara because of her caring manner and the outstanding services she provides to them. During the past year, Barbara received numerous expressions of appreciation from her customers, including more than six formal letters of commendation. In those letters, her above and beyond performance is always cited.

Barbara is Cavalier Services to the students, faculty, and staff of Christendom College. Her "can do" attitude is instrumental in conveying Cavalier's commitment to service excellence. Barbara

demonstrates, through positive actions, a strong work ethic, and a genuine love of people, that one person can make a difference in customer satisfaction and retention.

In addition to her commitment to excellence at work, Barbara is equally committed to her family and community. During the past few years, Barbara's husband Russell experienced a number of serious health issues, including undergoing bypass heart surgery. In addition to participating in Russell's recuperation, Barbara maintained a very balanced and positive attitude toward her work and her customers.

Barbara and Russell are the proud parents of five children, eight grandchildren, and two great-great grandchildren. Barbara cherishes family gatherings and holidays as they bring the entire family together to participate in her favorite activities, singing and playing the piano. Barbara is an accomplished musician who plays piano for the Salvation Army and is a past member of a successful singing group.

For more than 57 years, as an active member of the First Assembly of God of Front Royal, Barbara served and continues to serve her community in a variety of ways. For example, as Vice-President of the Prime Timers, a church group committed to providing services to elderly and poor residents, she makes regular visits to local hospitals and provides clothing and food. She participates in community outreach through the church's Youth, Women's, and Drama Ministries. She and Russell also serve as American Red Cross volunteers, helping families displaced by personal disaster.

Barbara exemplifies the attributes of a superior custodial employee in her commitment to work excellence, her love of family, and her sense of community. She is most deserving of the 2006 BSCAI Carol Dean Building Service Employee of the Year Award.



(L to R) Benny Spiller, Bill Warnecki, Margo Smallwood, Deann Koreneff, Barbara Henry, Greg Harding, Russell Henry, Tasha Mount, Kevin Rohan

Congratulations to Cavalier's Newest RBSM Recipients!

Cavalier Teammates, Sam You, Luisa Flores, Mark Schnurr, and Robert Harrington all earned the prestigious Registered Building Services Manager (RBSM) certification.

"Only building service professionals who demonstrate the desire to excel, the dedication to serve, and proven industry competence are awarded this designation of achievement.

The RBSM designation is a symbol of accomplishment and is recognized with respect by other building services contractors and customers world-wide."

-BSCAI Website

To be eligible for the RBSM individuals must be managers or supervisors at a building service contracting firm for at least one year and pass a full-day examination.



(L to R) Bill Warnecki, Sam You, Luisa Flores, Mark Schnurr, and Robert Harrington

Subjects covered in the examination:

Basic Math	Labor Laws
Carpet Care	Personnel Management
Chemicals & Chemistry	Problem Solving
Communication	Quality Control
Customer Relations	Restroom Cleaning
Employee Motivation, Relations, Retention, and Training	Returning Jobs
First Aid	Safety & Fire Security
Floor Care	Technology of the Industry
General Management	Unions
Government Regulations	Workloading & Scheduling

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TRAINING IN RICHMOND

- Margo L. Smallwood

Cavalier Services' Southern Virginia Region is making efforts to provide the necessary supervisor training for each of its 13 area locations in the Hampton Roads area. A weekend training was conducted with all supervisors and leads in attendance. The training session covered internal administrative requirements, cleaning techniques, and

appropriate hands-on equipment usage. The feedback from the staff was overwhelmingly positive and we will be carrying this training accordingly down to the crew level as appropriate.

I would like to thank the World Trade Center building management for allowing us to conduct our training in their building. I would also like to thank the New York Times, a tenant of the World Trade Center, for letting us utilize their space for this training.



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

KEVIN ROHAN, CBSE
PRESIDENT

BILL WARNECKI, CBSE
VP OPERATIONS

PAUL RENICK
CONTROLLER

LINDA PENDERGRASS, CQM
DIRECTOR, PERFORMANCE
MANAGEMENT SYSTEMS

MARIA CECELIA TUEROS
MANAGER, HUMAN
RESOURCES

SEAN ROHAN
DIRECTOR, FACILITY &
SPECIAL SERVICES

MARK SCHNURR
WASHINGTON D.C.
REGIONAL EXECUTIVE
DIRECTOR

SAM YOU
MARYLAND
REGIONAL DIRECTOR

ALEXANDER PAUL
NORTHERN VIRGINIA
REGIONAL DIRECTOR

BENNY SPILLER, RBSM
SOUTHEAST VIRGINIA
REGIONAL DIRECTOR

JEFFERY RITZ
NORTH CAROLINA
REGIONAL MANAGER

TEAMMATES

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Cavalier & Tishman Speyer

A Partnership of Magnitude

By Mark Schnurr

Beginning on March 12th this year, Cavalier and Tishman Speyer began a very significant partnership. Tishman Speyer is one of the leading owners, developers, operators, and fund managers of first-class real estate in the world.

In December of 2006, Tishman Speyer headquartered in New York City, acquired the prestigious CarrAmerica Real Estate Portfolio from Blackstone consisting of 37 projects (47 properties) totaling over 11 million square feet of owned and third party managed office space in Washington, DC, Maryland and Northern Virginia.

Cavalier had developed a long term partnership with Carr America over the years providing service to 13 properties in Maryland and Northern Virginia as Carr's Suburban Portfolio provider.

Tishman Speyer's success has come in large part from their philosophy of "adding value to every aspect of a property or project". This philosophy meshed well with Cavalier's Performance Management approach where measurement of daily commercial janitorial services is primary and continuous improvement is the cultural norm. Additionally, Cavalier's Facility Services' offerings that support Tishman Speyer's sophisticated tenant base, including many of the areas most prestigious and largest law firms, was a major factor in the development of this partnership.

For years, Cavalier has promoted additional service capabilities to our Customer's and their tenants. This new partnership with Tishman Speyer offers a unique entry into the tenant service world; one where Cavalier and Tishman Speyer share in the success and growth.

To date, Cavalier has transitioned most of the Tishman Speyer owned properties encompassing 16 projects (21 properties) totaling over 5 million square feet of office space in Washington, DC and Northern Virginia.

Most importantly, while Cavalier continues to grow, we remain focused on "consistently providing uncompromising Quality Service to all of our Customers and Teammates every day".

CAVALIER'S NEW PARTNERS

Cavalier welcomes the following Customers to our growing list of Cavalier partners:

Apple Federal Credit Union
Fairfax, VA

Tishman Speyer
Washington DC & Northern Virginia

Spectrum Properties, Inc.
Huntersville, NC

Pentagon Federal Credit Union
Alexandria, VA

McShea Management, Inc.
Gaithersburg, MD

NewBold Corporation
Huntersville, NC

The Rappaport Companies
McLean, VA

Capital Kids
Washington, DC

First Colony Corporation
Charlotte, NC

Shorenstein Realty Services
Washington, DC

Realty Management Company
Landover, MD & Washington, DC

Lat Purser & Associates, Inc.
Charlotte, NC

American Physical Therapy Association
Alexandria, VA

Old Dominion University
Norfolk, VA

FedEx
Charlotte, NC

Stonehaus
Charlottesville, VA



Jeffery L. Ritz, Regional Director - Jeff joined the Cavalier Team this June. He brings with him over 25 years of management and leadership experience in facilities and contract maintenance, as well as a vast understanding of owner and facility contractor perspective. A graduate of Pennsylvania State University, with a Bachelor of Science Degree in Food Service and Housing Administration, Jeff joined the industries first Suite Hotel Company based in Orange County California. His responsibilities included hotel property management and performing as the owner's representative for 30 new hotel construction projects across the country. Jeff's experience with a large management services firm in the healthcare industry focused on Environmental services where he was responsible for managing multiple cleaning contracts and maintaining communications with contract liaisons and clients, as well.

Jeffrey and his wife, Lorena, have three children, Jon Franco, Kelsey and Sophia and have lived in the Charlotte area since 2000.

Mario Dubon, Northern Virginia Area Manager - Mario also joined the Cavalier team in May of 2007. Mario's extensive background knowledge and experience in the commercial cleaning industry provides strong support for our Northern Virginia portfolio. Mario most recently worked with Abacus Corporation managing multiple accounts within the janitorial department in Baltimore, Delaware, Pennsylvania and the Eastern Shoreline. He describes himself as a hands on manager, able to take on multiple tasks in high-pressure environment or situations with ease.

Oscar R Argueta, DC/Day Area Manager - Oscar joined Cavalier in March of this year and has acquired an extensive background and experience in the industry. As an Account Manager for Unico Integrated Facility Services he ran, managed, organized and coordinated multiple projects. Oscar's commitment is to exceed all expectations and demonstrate high quality standards of performance in every arena. He is also a volunteer with the Prince George's County Region II as an English/Spanish translator for Parent's Night and a Little League Soccer Volunteer Assistant Coach for the Charles County Parks and Recreation Department.

Philistine Winstead, Part-time Project Manager for the World Trade Center - Philistine joined Cavalier Services in May 2007. Philistine brings over 9 years of business management experience to her role here at Cavalier. Besides her knowledge in the commercial janitorial service industry, she has worked as a Manager for Liberty Tax Services and Jackson-Hewitt Tax Service companies.

Jorge Luis Lopez, Maryland Area Manager - Jorge joined the Cavalier team in March 2007. Most recently, Jorge's experience comes from TWZ Contractors and Universal Building Maintenance, where he was an Area Manager responsible for onsite project supervision, hiring, billing/invoicing, keeping quality assurance standards and acquiring and develop new building contracts and customer relationships. Jorge has been a true asset to the Cavalier Team.

Anita Guerrero, Administrative Assistant - Anita joined Cavalier Services on March 6, 2007 as our newest addition to the Human Resources Team. She has been instrumental in working in conjunction with the HR Team overseeing and participating in recruitment, hiring, orientation, and operational site of our Tishman Speyer DC accounts. Anita brings extensive background experience in the janitorial services industry from her time as a Lead Supervisor, Project Manager, and Administrative Coordinator for a Law Immigration Service firm.

Luis Cabrera, Project Manager - Luis also joined the Cavalier family on March 6, 2007 as our new Project Manager responsible for the I Square property. He is experienced in proposing, directing, and implementing programs and policies to ensure compliance between the customer and the company from his years of experience in the industry. He has managed multiple high-profile accounts around the metropolitan area from Gannett USA Today in Virginia, to Charles E. Smith in Washington, DC, and also Hines in Maryland.