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2020

Faces of the Frontline

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PHOTOS COURTESY OF MAHLERCLEAN

FACES OF THE FRONTLINE:

Rickevon Johnson, MahlerClean

The hard work of janitorial staff members often goes overlooked by customers. But the way Rickevon Johnson does his job cannot be ignored.

Johnson has been employed for three years by MahlerClean, a building service contractor that outsources him to work as a day porter at a healthcare facility. His work, as well as his interaction with customers and employees at the facility, has been so outstanding that the client elected to do something that's rarely done for outsourced janitorial staff: throw him a party.

The admiration for Johnson was enormous during "Ricky Week," which featured all the staples of a great celebration — cards, balloons, food and a face-to-face "thank you" from staff.

"Ricky does an amazing job and is such a huge part of our team. Our team members know him by name and are happy when they have a chance to converse with him," says Julia Kwiatkowski, human resources manager at MahlerClean. "Not only is he friendly with our team members, but with our patients as well. He always has a smile on his face and says hello, something we greatly appreciate."

Follow Johnson's work and it's not hard to see why he is so celebrated. Not one to be idle, Johnson is proactive to the point that he not only finishes work quietly and quickly, but also seeks out more work to do. If he's ever unsure about a situation, he will make an effort to speak directly with a client to ensure their desires are met. When he comes upon something important,

Johnson does not hesitate to relay that information to the appropriate individuals.

“An example of this was when a recent patient passed out in an area where Ricky was working,” says Kwiatkowski. “He jumped into action and got nurses on site immediately. Whatever the nurses asked him to do or get, Ricky did without hesitation. You would be hard-pressed to find a person in the building who doesn’t know Ricky by first name.”

In addition to being quick on his feet, Johnson also has quite the eye. He has routinely recovered important items that patients have misplaced – sometimes before they even knew they were missing.

“Many of these patients are at the clinic for cancer treatment, they have enough on their plate,” says Johnson. “I don’t want them to be stressed with missing items.”



Rickevon Johnson’s work as a day porter is so appreciated that the staff of the healthcare facility he cleans threw him a big party

PHOTOS COURTESY OF MAHLERCLEAN

Cognizant of just how important honesty and integrity are in Johnson’s line of work, the client who he cleans for has grown to greatly trust and respect him.

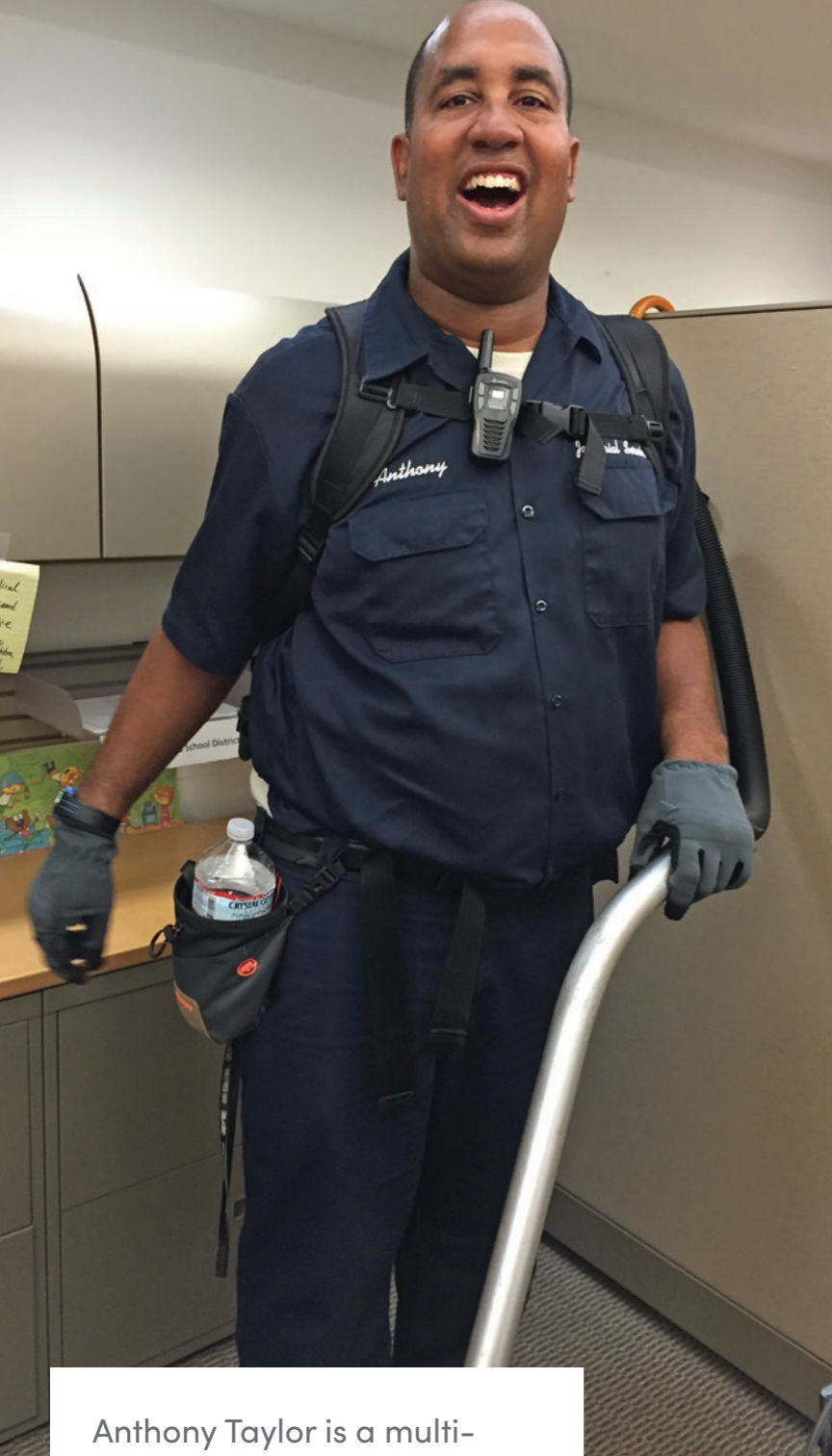
Anthony Taylor, Los Angeles Habilitation House

Janitorial and custodial workers are an absolute necessity when it comes to protecting workers and the public-at-large from infectious disease. Anthony Taylor has proven the position's worth for the past four years at Los Angeles Habilitation House.

Taylor is the personification of versatility. After learning the ropes during his first three years of work, he was given the title of "all-around custodial specialist." To achieve this status, Los Angeles Habilitation House requires a janitor be certified and trained as a vacuum specialist, light duty specialist and restroom specialist.

"He needed a lot of practice and training and was sincere about that need," says Nancy Albin, co-founder and vice president of Los Angeles Habilitation House, about Taylor's start. "Anthony constantly asks for his work to be reviewed so he is sure he is doing the right thing and that the customer will be happy in the morning."

Taylor is delighted when left among Los Angeles Habilitation House's customers. Much of this is due to his compassion and



Anthony Taylor is a multi-talented custodial specialist who does great things for Los Angeles Habilitation House

PHOTOS COURTESY OF LOS ANGELES HABILITATION HOUSE

politeness, which Albin says is among the best of anyone she knows.

“When he interacts with customers, he is able to listen and recognize when to stop servicing that area because it is a distraction to the folks trying to get that last piece of work done before they go home,” says Albin. “I really appreciate that Anthony does not rush through his work but instead is aware of himself and others around him and wants to really co-exist in the customer space. He understands, accepts, and is happy for this shared experience and does not begrudge the customer their needs.”

Taylor also is known to be quick to react. The moment he senses something is out of place, he communicates the issue to his supervisor, which allows the problem to be resolved rather than ignored.

“Anthony is a role model for other employees, especially new ones, as to how to engage and be open to



PHOTOS COURTESY OF LOS ANGELES HABILITATION HOUSE

learn and strive for excellence,” says Albin. “Anthony’s willingness to happily ask for review of his work and to be communicative with his supervisor are traits that cannot be assumed nor taken for granted. Lastly, Anthony is always willing and ready to help out. This is really priceless in any profession.”

Marlene Lash, Supreme Maintenance Organization

Marlene Lash is more than an employee at Supreme Maintenance Organization (SMO) – she’s an icon.

Lash has been working at the Greensboro, North Carolina-based BSC since February of 1995, making her SMO’s longest tenured team member. As site supervisor, she is responsible for cleaning several banks, an orthodontic office and SMO’s corporate offices. Her team members say she does this work while providing excellent customer service with a great attitude.

Deigh Deaton has been working with Lash for more than 20 years as the financial coordinator for the orthodontic office. She loves all that Lash does for the business and its entire office.

“She is amazing at keeping up with our crazy schedule. We have two locations and we alternate between the two offices each week, but we don’t have a set schedule. We never have to fear, Marleen is always at the right location. That is even hard for our own employees to keep straight sometimes,” says Deaton. “We feel that Marleen is a part of our family. We love her warm



Marlene Lash has been impressing her employer, Supreme Maintenance Organization, and its customers with her attention to detail and great attitude for the last 25 years. Company ownership says Lash has been key to its retention of long-time clients.

PHOTOS COURTESY OF SUPREME MAINTENANCE ORGANIZATION



love our service and will never change as long as we have our Marlene!’ We can’t thank Marlene enough for all she does!”

Paula Murphy, a sales assistant at SMO, also thinks highly of Lash.

“I can say that she is the kind of person who is always friendly and smiling. She clearly enjoys her work and the relationships she has formed with many of her lasting partners where she cleans,” says Murphy. “I daresay she hasn’t met a stranger.”

Outside of SMO, Lash is very active in her church. She serves as manager of a youth mime group, the secretary for her Sunday school department, a bus driver and a church trustee.

Lash also volunteers to feed the homeless and the local police and fire departments on holidays. She most recently spent eight hours on

Thanksgiving Day volunteering to feed 1,143 homeless people. Lash also volunteers every year to ring bells for the Salvation Army Red Kettle program during the holidays.

“Marlene is a true treasure,” says David Murphy, president of SMO. “I cannot imagine SMO without Marlene. She has been vital to the retention of several of our long-term customers. SMO is truly blessed to have Marlene on the team.”

beautiful smile and her great sense of humor. She keeps me rolling.”

SMO never has to worry about losing that orthodontic office as a client as long as it has Lash employed.

“We get calls all the time from janitorial companies wanting to give us a quote,” says Deaton. “We tell them, ‘No way, we



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Henry Carias, Servicon Systems

It has been nearly a quarter century since Henry Carias began working for Servicon Systems, Inc., Culver City, California. And if the company could have things its way, business wouldn't go back to the days before Carias. That's because the full-time employee is the type of resourceful team members all businesses crave.

When Carias started his career at Servicon Systems, he was at a disadvantage. Not only did he lack computer skills that he was eventually going to need in his position, English was also his second language. But Carias took the initiative to learn Microsoft Excel, how to email and how to complete work orders. He also worked on his English so that he could better communicate with customers.

Carias has passed on the knowledge he's acquired to others. In fact, he has assisted several of the company's janitors in becoming United States citizens.

"Henry not only directed his co-workers on how to apply for a change of status, but he also created flashcards to help them study for the exam," says Sergio Pena, an area manager with the janitorial services company.



Henry Carias has thrived in his nearly 25-year career, despite the fact that English is his second language

PHOTOS SUBMITTED BY SERVICON SYSTEMS

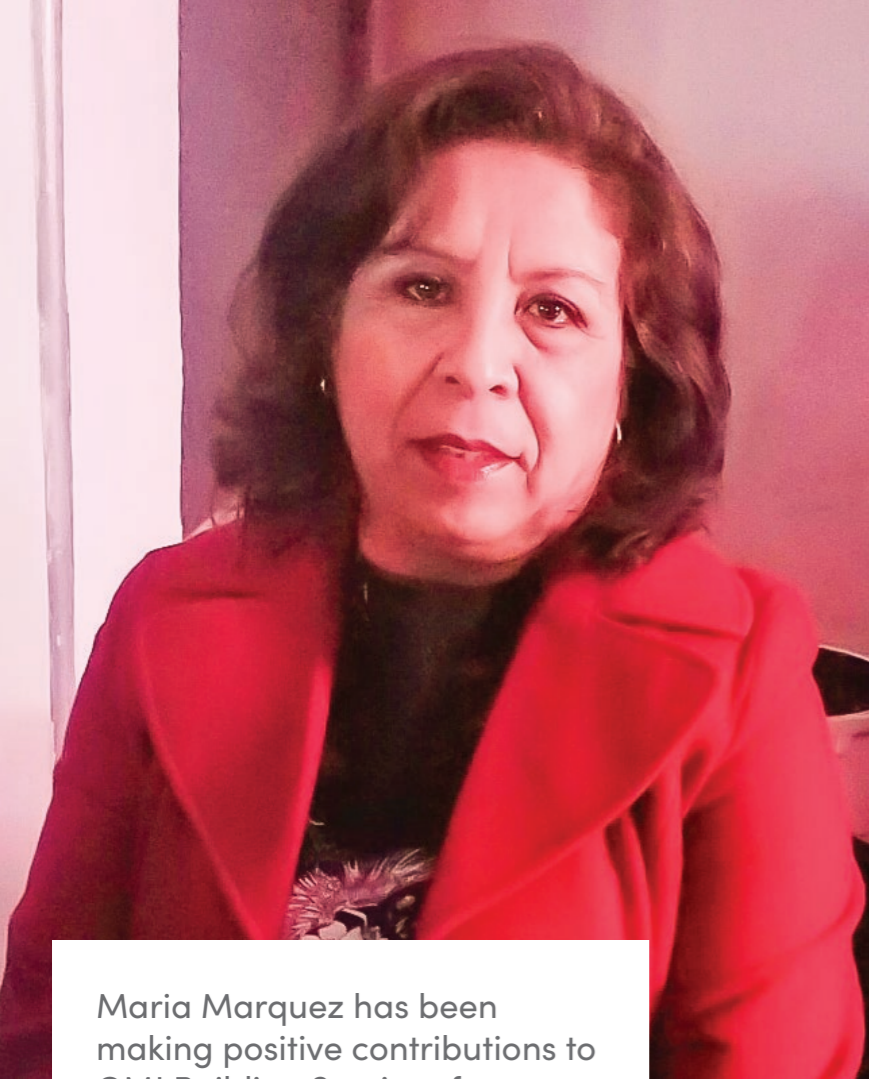
Pena says that Carias always brings a positive attitude to work and uses his great sense of humor to build better relationships with his team members.

“Henry is a loyal member of Servicon having been with the company for 23 years,” says Pena. “He always operates with the best interests of the company in mind and is a shining example of Servicon’s work culture.”

Carias started his career with little knowledge of computers, but now completes tasks on Microsoft Excel and sends out emails

PHOTOS SUBMITTED BY SERVICON SYSTEMS





FACES OF THE FRONTLINE:

Maria Marquez, GMI Building Services

Maria Marquez has demonstrated a superb work ethic, all while working well with others during her 24 years at GMI Building Services, San Diego.

Marquez's nearly quarter century of employment at GMI Building Services has placed her in many different buildings. Whether the job is big or small, Marquez has been successful and is always willing to learn because she enjoys doing so. She also demonstrates leadership and coaches new employees to help them develop their skills. Marquez uses strong communication skills and respect during her teachings, as well as any time she's actively involved with others.

"Since she began, Maria has always

shown the desire to work hard, making sure tasks are completed correctly," says Paloma Jacobo, night operations manager at GMI Building Services. "She has a great attitude and is very responsible with her job duties."

Marquez currently cleans a medical office building under the company's "Disinfect & Protect" cleaning program. Due to current circumstances surrounding germs and the medical field, Marquez's job is more important than ever. Her superiors say that clients and their tenants are very happy with the cleaning service Marquez is providing.

Maria Marquez has been making positive contributions to GMI Building Services for more than two decades

PHOTO SUBMITTED BY GMI BUILDING SERVICES



Raul Borja puts others ahead of himself and does everything he can to create a safe environment

PHOTO SUBMITTED BY BEE LINE SUPPORT

FACES OF THE FRONTLINE:

Raul Borja, Bee Line Support

Nobody is going to argue that Raul Borja isn't willing to put others ahead of himself. At a time when so many people fear for their own health due to the global COVID-19 pandemic, Borja has willingly performed terminal cleans at a medical facility as part of his job at Bee Line Support of Chicago. His sacrifice is made even more impressive by the fact that it shows he's more committed to his employer of just over a year than some are to their employer of decades.

"Raul's extremely proud of his work and respectful of the medical staff and frontline workers he's surrounded by, doing everything he can to contribute to their safe work environment," says Bee Line Support in an email to *Contracting Profits*.

Bravery and respect aren't the only traits Raul puts on display on a daily basis. He is known for having an uncanny ability

to quickly respond to a situation where his help is needed without being asked and does a good job of anticipating the needs of Bee Line's medical clients. His attention to detail is so great that even the patients in the medical facilities voice their pleasure with his work.

Paige Weber of Bee Line Support recalls a day in July where Raul was responsible for nine terminal cleans across several rooms. A patient in one of the rooms called down to a nurse to let her know that she had never seen a person do a better job cleaning a room than Raul just did.

"Raul works very hard day in and day out, and his help and attention to detail is very much appreciated," says Weber. "A patient praising him is the first time I have experienced this anywhere that I have managed."



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