

# CLIPPINGS

News for the BEST CPs in the Country

2013  
[summer]



**Letter From  
Kevin Dent**

## Dear Contractor Partner,

I hope your spring went well and you are having a good summer.

I'm pleased to announce that Scott Milnes, who has been DENTCO's COO for the past 10 years, has been appointed the new President of DENTCO. Scott has run the daily operations of our company for many years and his leadership will guide the company's future growth.

Justin Dent, CSP, has been appointed the new COO at DENTCO. Justin will assume responsibility of the day-to-day operations of the company while leading customer satisfaction and quality initiatives. Justin started at DENTCO as a porter 20 years ago, moving on to the sealcoating and snow

crews. Justin's exposure to various business disciplines, most recently as Accounting and Risk Manager, provides excellent experience for his new position.

Scott and Justin will lead a team of very talented and committed individuals to the next level. We are blessed in that DENTCO continues to remain a privately held business with continuous growth.

I'm wishing you the best as your summer season winds down and fall sets in. Thank you for being a Contractor Partner with DENTCO!

Sincerely,  
Kevin

## DENTCO Paperwork Flow

*- Have you got it down?*

Print out and distribute to your teams

**Corporate Office:** 800.993.3689

**Paperwork Fax:** 866.317.1403

**Paperwork Email:** paperwork@dentco.com

- **Submit SVT to DENTCO within 72 hours of service via fax or e-mail.**
- **Ensure that monthly Invoices are received by the 3rd of the following month.**
- **Return Contracts and Amendments within 14 days.**
- **Send in Work Order Verifications (WOV) and work order invoices within 24 hours of completion.**
- **Contact your QSC/QSM with any questions.**
- **Check out the free Android and iPhone scanner to facilitate faster and traceable SVT and Invoice submissions.**

*We strongly encourage e-mailing paperwork whenever possible, so it is traceable should we need to investigate missing paperwork.*

# Weeds are Enemy Number One



**Weed (Noun)** - A wild plant growing where it is not wanted and in competition with cultivated plants.

The number one issue that keeps a site from being to spec is weeds. Weeds in planting beds, tree rings, and hard surfaces are unsightly. Our customers expect their sites to be weed-free based on the frequency of service. While servicing any location, it's important to make sure all weeds are

**Weed (Verb)** - Removal of unwanted plants from an area or ground which the plants cultivated.

removed. The end results of proper weed control are less inquiry calls and more satisfied customers. One unsightly weed can ruin the appearance of a planting bed. Definitions and pictures tell the story.

## The QSI (Quality Service Inspector) Program Is Growing

Attention all retired family and friends of our Contractor Partners. Do you want to stay busy and active while earning additional retirement income? As DENTCO continues to grow, our recruitment for QSIs grows with us. If you know of someone who is looking for a part-time job that involves travel, being outdoors, and managing their own time, please direct them to DENTCO!

### QSI Position Description

Individuals will need to inspect and document exterior conditions of commercial properties for national Exterior Services Maintenance company, DENTCO. Inspections will entail walking property to inspect all landscaping, irrigation, parking lots, etc., while taking digital pictures. A QSI will then enter inspection documentation into a field computer while on location, and review with location management. This information is then uploaded to our corporate office for review and action to be taken where necessary. You must

### QSI Recruiting Map

DENTCO is currently seeking individuals to fill dozens of open QSI routes

enjoy outdoor work and exercise. Occasional overnights may be necessary. Join the nations #1 ESM company, and be a part of the DENTCO team. You must have a clean driving record, dependable transportation, be capable of passing a background check and drug screen. Submit your resume today by emailing [humanresources@dentco.com](mailto:humanresources@dentco.com).

## QS Meet the Team



**Scott Poynter**, is a Quality Service Coordinator (QSC) for Florida, Georgia and Alabama. Scott has been with DENTCO since 2006, originally as a Quality Service Manager inspecting sites, hiring contractors and ensuring our Quality of Service meets our customer specifications. Scott's role has changed as our business model changed and he now works full time from his home office in Orlando.



**Brian Pogore**, is a Quality Service Manager for Western New York area. Brian joined DENTCO in December of 2011, just in time to experience managing snow. He did such a fine job and enjoyed it so much that he decided to stay with us and manage our Quality of Service in this market.



**Scott Hoeflich**, is a Quality Service Manager for the Northeast: Massachusetts, Connecticut, Maine, New Jersey and Eastern New York. Scott joined DENTCO in 2007. Scott is fast becoming the DENTCO Snow King with the events that he has experienced these last few years. Scott is a great poet and rhyme guru, should you ever have the opportunity to see one of his creations.