

ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Kevin Dent

Greetings,

We are enjoying a beautiful fall day here in Michigan. The sunshine is highlighting the brilliant autumn colors; if we could only freeze this splendor in time and enjoy another four weeks of Indian summer it would be perfect. The reality of Ol'Man Winter is just around the corner.

DENTCO has been blessed with a busy 2012. Our customers have entrusted us with additional business, which combined with new business relationships has accounted for a double digit increase of properties under DENTCO's management. We are very grateful and I thank you for your business!

We're proud of our company and take great satisfaction in delivering superior service and customer focused support. To ensure exceptional service levels to our customers, we've added new members to our team. Strategically located, our Quality Services field staff has grown to over 40 strong, coast to coast, and border to border. DENTCO is where you need us to be.

If you are considering a consolidation of your exterior service providers, please keep DENTCO at the top of your mind. Our team of professionals will assist you in every step of the process. Let us show you the DENTCO difference!

I wish you and your families a most wonderful holiday season! If we have not had the opportunity to meet, I look forward to doing so in the future.

Sincerely,

Kevin Dent

To learn more about the products and services we provide, contact DENTCO today.

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CAR Chat

DENTCO has been fortunate to assist several new customers in rolling out a consolidated exterior services programs in 2012. As a Customer Alliance Representative (CAR), I have first-hand knowledge of the time, energy and financial investment that both parties offer in these start-ups to ensure that they are successful. A successful beginning creates the foundation for a long-term partnership that is rewarding for everyone involved.

During the first several months of your new partnership, you should expect the company you choose to be communicating at a high and professional level. Your new vendor should be well equipped to provide you consistent and accurate information about your properties.



Stephanie Hall

Customer Alliance Representative

In addition, they should be providing you:

- Committed personnel that are physically on site to identify specific needs and to ensure your specifications are being met.
- Pictures to assist in your management and understanding of your properties that you yourself may or may not be able to see.
- Professional suggestions on how to elevate your properties to increase curb appeal and to protect or even establish your brand.
- A seamless transition to ensure no disruption in service.

If you are looking at consolidating your exterior services, we encourage you to select a company that is flexible enough to accommodate your specific business needs, willing to dedicate qualified people specifically to your account, and ultimately a company that values your business as well as the customers that you serve. You can count on DENTCO and my fellow team members to not only meet your expectations, but exceed them. Just let us know how we can serve you!

DENTCO Welcomes New Clients

We would like to welcome our newest customer, Sterling Jewelers - the largest specialty retail jeweler in the United States. When jewelry shopping this holiday season, I suggest Jared the Galleria of Jewelry! Jared is one of the several banners under Sterling Jewelers.

Our DENTCO team is excited to provide Sterling Jewelers year round Exterior Services Management®.



Left to right, Sterling team.

Chuck Richardson, Repair and Maintenance Manager, Rachel Hailey, Repair & Maintenance Coordinator, Angela Sitosky, Repair & Maintenance Coordinator, Joyce Crouse, Repair & Maintenance Coordinator, Danielle Daugherty, Construction Coordinator

From the Desk of Teresa Phelps, DENTCO's Director of Sales

Each year, when the annual Michigan State vs. Michigan game comes around, we encourage supporting your team colors. This year, the Michigan State fans are evident in their green and white, but the Maize and Blue Michigan fans, Michigan Wolverine team, won the football game! There is always next year, Spartans.



Back to front (L-R) Stephanie Hall, Teresa Phelps, Scott Milnes, Jessica Schultz, Tori Hockley, Missa Benjamin, Angie Gingrich, Kailee Dewitt, Nikki Stoin

In keeping with the spirit of teams and encouraging wellness in the workplace, DENTCO participated, for the first time, in our local community Corporate Wellness Challenge in October. Other companies that participated include Dart Container, Peckham Inc. and Vertafore. The week long events included canoeing, volleyball, pumpkin poles, obstacle relay race, horseshoes, s'more cook-off and kickball.



(L-R) Stephanie Hall, Linsey Mauchmar, Tori Hockley, Erica Ledesma, Teresa Phelps

DENTCO has encouraged employee wellness over the years, but in 2012, we really have kicked it up a notch by encouraging physical activities and providing materials and information about ways to improve our health. We have even hosted biggest loser contests, and encouraged getting to know your numbers while providing flu shots. My personal goal this year—one that so many of us say we are going to do—was work



Thanks to our Captains who kicked off the week's events (L-R) Melissa Miller & Kailee Dewitt.

out AND lose weight. It has made a tremendous impact on my life and I am proud to say that I am achieving my goal. I am stronger and fitter than I have been in years. I work out every day and walk twice daily around our office complex (rain or shine). I look better, I feel great, and it helps me not sweat the small stuff and see the big picture – so much of it really is small stuff.

Before I close, as we all know October was National Breast Cancer Awareness month and someone near and dear to our hearts here at DENTCO fought a very tough battle this summer with breast cancer. Dana Lambert, our DENTCO receptionist, is fondly known as our Ambassador of First Impressions. Throughout her weeks of radiation, Dana did not dwell on the disease that was invading her body, nor did she complain of the pain she was suffering. In fact, many did not know she was battling this terrible disease that affects one in eight women each year. Please join me in congratulating Dana in her fight against this disease. She caught it early and took the necessary steps to treat and beat it!

As we near the end of 2012, I thank you for your business! If I can ever be of assistance in consolidating your exterior services, please do contact me! Wishing you the happiest of holidays!

Kind Regards,

Teresa



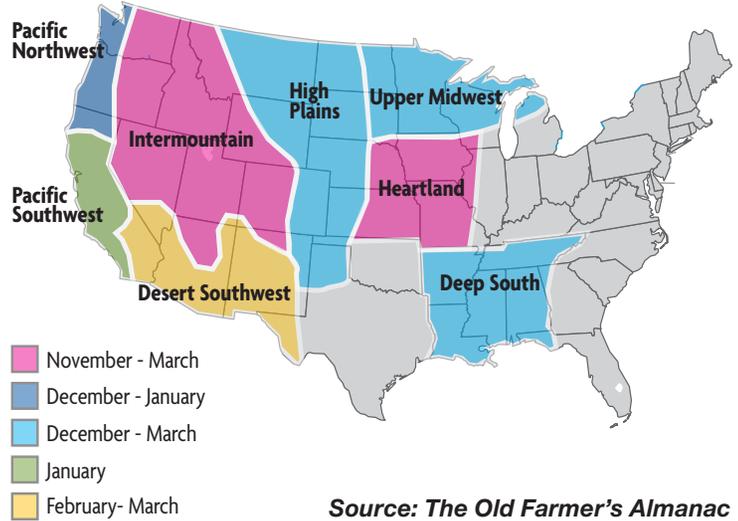
Teresa Phelps
Director of Sales

Winter Forecast 2012-2013

Last winter was unusually warm for most regions, but this winter we can expect temperatures to drop throughout most of the nation. Indicators of El Nino include tropical storms and hurricanes. As many of you in the Northeast can attest, the hurricane season has been brutal this year. Interestingly, warmer-than-normal temperatures dominated 2011-2012 winter with the weather warming, but we now seem to be facing a pattern of weather cooling from late fall to late winter in 2012-2013. Here is what “Ol’ Man Winter” has in store for our nation, region by region: expect heavy snowfall in High Plains, Upper Midwest, Intermountain, Pacific Southwest, Pacific Northwest, Desert Southwest and the Deep South—the Deep South will garner above normal snowfall this year.

Bundle up, act now and make sure you contact DENTCO today for your # 1 rated snow removal service!

Snowiest periods for 2012 - 2013



Source: The Old Farmer's Almanac

DENTCO Management Services:

Exterior Service Management® (ESM)
Exterior Asset Inventory

Dark Properties
Parking Lot Maintenance

Snow & Ice Removal
Complete Landscape

DENTCO
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