

ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Kevin Dent

Greetings,

When is the last time you gave your “core” a tune up?

If we are being proactive with our health, we know the importance of keeping our body’s core supported with strengthening exercises. Strong abdomen and back muscles ensure we can perform at peak levels, while avoiding injuries. Our core is the foundation and pillar for the rest of our body.

What about your core values? Just like with our bodies, personal and family core values are the foundation of how we live and conduct ourselves. Personal core values define who you are. Have you given thought to your personal core values, and written them down? Maybe you have engaged your family, to assist in defining your family core values. Is it powerful to have our entire family following the same core values in life? My guess, the apple will not have fallen far from the tree, and your family will quickly define core values to guide their interactions.

Then of course there are the “company” core values, which many of you may be more engaged with, or hopefully so. I know DENTCO’s core values and team culture have guided our company throughout the years. I believe they have always pointed us in the right direction to do the right thing, which has led to wonderful long-term business relationships!

If we have not had the opportunity to meet, I look forward to doing so in the future!

Thank you for your business and have a great spring!

Sincerely,

Kevin Dent

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

Teresa Phelps
Director of Sales
Phone: 800.993.3689
E-mail: tphelps@dentco.com

In This Issue



Letter from Kevin Dent



The Good Stuff



Performance Benchmarking



The Face of Exteriors



Car Chat



Did You Know?



The Good Stuff

If you are like me, you want good information fast and first. You don't want to take the time to scroll through and read everything--waiting to get to the good stuff. So, here's some good stuff:

If you missed the national RFMA show that was held in Las Vegas March 4th-6th, you missed a fantastic conference. Attendance was at an all-time eight year high and the show is already 80 percent sold out for next year.

We enjoyed seeing so many of our current customers, and appreciated meeting so many new contacts and the opportunities they might bring. Our sincere congratulations go out to the Kindle Fire Drawing winners:



Tom Batten,
Taco Bell
Manager of
Facilities Region 5



Stephine Vanns,
Design Manager,
O'Charley's Inc.



Now that the RFMA show is over and we are ready for the PRSM National Conference, I have just a few questions for you. Have you considered consolidating your exteriors? You've thought about it? Isn't it time you take action? DENTCO has unique capabilities and you have unique needs. We can help you successfully consolidate your exteriors and provide you solutions that will help you soar and succeed. You will be satisfied, we guarantee it!

Kind Regards,

Teresa, Director of Sales

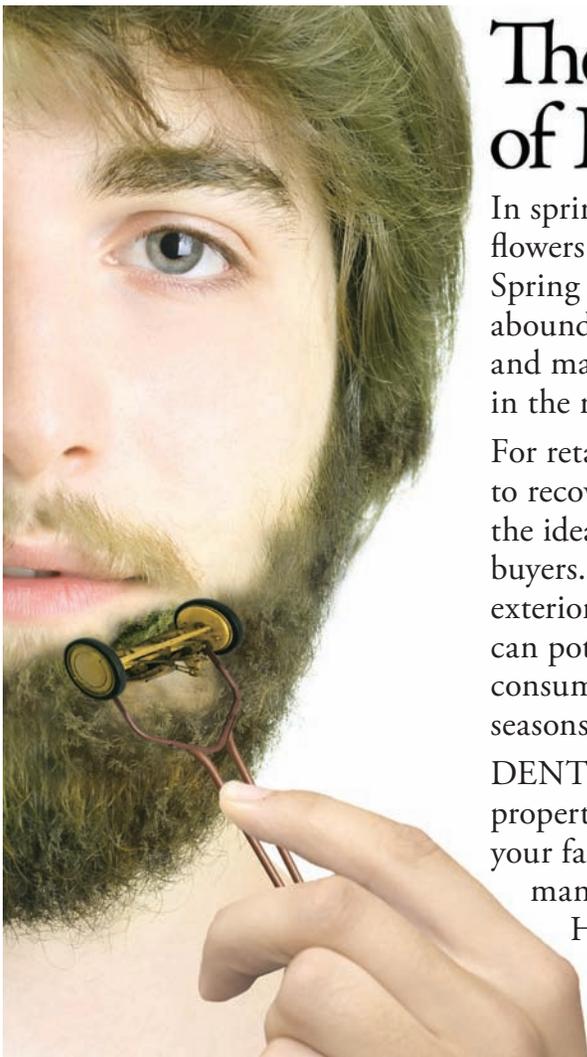


Performance Benchmarking

At DENTCO we understand the importance of good communication at the location level. That's why we reach out to the location managers each month via our Physical Exterior Inspections and our Customer Surveys.

In order to ascertain the level of service being provided, we have proactively developed a grading scale that is used to rate the service by the site managers. This gives us a true quantitative metric to evaluate our services through the eyes of our customers.

We will be sharing the progress and results in our next ESM publication. The feedback reflects that we are successfully delivering superior service to all of our clients.



The Face of Exteriors

In spring, spanning the landscape are flowers in bloom and lush, green foliage. Spring is a time when the outdoors are abounding with the most fragrant flowers and many people are spending time basking in the new spring glow.

For retail facilities, spring is the perfect time to recover from winter and manufacture the ideal manicured landscape that attracts buyers. Without professional help to oversee exterior maintenance, your retail store can potentially fail to dazzle potential consumers in one of the most celebrated seasons of the year.

DENTCO can help evaluate your property, formulate a strategic plan for your facility and execute exterior service management for each season of the year.

Here are some tips that DENTCO can offer you, specifically for spring:

- Survey the yard for disrepair caused by winter
- Prepare new beds
- Plant seasonal flowers
- Fertilize
- Prune trees and shrubs
- Remove weeds
- Water, but don't over water
- Mow regularly
- Test soil
- Inspect for insects and disease

Customer Alliance Representative

CAR Chat

Surrounding ourselves with people who support our goals and beliefs in our personal and professional lives is something we all strive for, as we are most content when we find this balance and develop these relationships. I find myself in just this place.

As the newly appointed PTA Vice President, I was recently charged with the task of organizing the annual elementary school carnival. This was something I gladly accepted. A project like this fits perfectly with many of the skill sets we use each day at DENTCO. I was presented with a short timeline and a lot of information to sort through; however, I had a "secret weapon" no other carnival chair had been able to utilize--my DENTCO Team. I was able to bounce many ideas off of my co-workers to see what others had liked/disliked at their schools. Teresa, our Sales Director, graciously became my right-hand partner. With

three little ones at home, she recognized I had a full plate. She helped me plan on our lunches, came to my house to help sort the prize inventory, and even came to the carnival to take pictures of all of the fun activities.

The carnival was a great success! Parents had positive feedback on the new setup, volunteers praised the PTA for how organized the planning was, and we raised over \$2,000. It felt wonderful to have the support of my DENTCO Team and to be able to apply the DENTCO Difference to something so personally important to me.

Each day our team takes a customer centered approach to finding solutions for their needs, because we truly care. If you have not had the opportunity to experience the *DENTCO Difference*, our team invites you to see what we can do for you.



Angela Hills
Customer Alliance Manager

Did You Know?

Spring is the time of year when many people choose to adopt an out-with-the-old philosophy, while initiating spring cleaning within their homes for that feeling of renewal. Similarly, retail stores do a bit of spring cleaning of their own by ushering out old merchandise with special sales, so that they can make room for the new. Studies show that consumers purchase 30-40 percent more when they see sales.

While making sure that your stores' interiors are ready for the droves of customers, don't forget that your customers see your exteriors first. Call DENTCO today to make sure shoppers' first impressions are lasting ones!



DENTCO[®]
EXTERIOR SERVICES MANAGEMENT[®]

DENTCO Management Services:

Exterior Services Management (ESM)
Exterior Asset Inventory

Dark Properties
Parking Lot Maintenance

Snow & Ice Removal
Complete Landscape

DENTCO[®]
EXTERIOR SERVICES MANAGEMENT[®]
1161 East Clark Road
Suites 124, 126 & 128
Dewitt, MI 48820-8312