






ESMDispatch

A Publication for the Best Facility Managers in the Country!



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Letter from Kevin Dent

Greetings,

I hope you had a joyous holiday season and are enjoying the New Year. They say that time flies, and 2011 certainly did. The rapid passing of time reminds us that we can only live this one life we are given, and should live it as fully as we can. We must never forget that every day is a gift. Live each day to its fullest!

As I reflect on 2011, I'm extremely thankful for our great customer relationships. You've allowed us the privilege to service your ESM needs, which we will never take for granted. I'm also very proud and thankful for our awesome DENTCO team. The team members drive our company's success by being the most engaged professionals in the industry; they truly understand the meaning of service, living and demonstrating our core company values daily. When a company combines 100 percent customer retention with nearly 100 percent employee retention, it is truly something special. Thank you for a great 2011!

Happy New Year to you! I wish you and your company the very best in 2012. I hope you reach your goals and exceed your ambitions. Remember, 2012 will be history before you know it.

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

Thank you for your business!

Sincerely,

Kevin Dent

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

Teresa Phelps
 Director of Sales
 800.993.3689
 tphelps@dentco.com



A DENTCO tradition, our Children's Christmas Party, with Santa Kevin.

The Face of Exteriors

Remember the old saying, it doesn't matter what's on the outside, it's the inside that counts? This message is partially true and yet it dismisses what, realistically, does matter to so many people. While DENTCO doesn't discount this virtuous lesson, we have to point out a flaw in the message.

First impressions are developed by experiencing the appearance of an exterior as well as the first sight of content within the interior. Retail stores often gussy up the inside of their facility with gleaming floors, polished windows and seasonal decorations. All the while, the face of your exterior might be left looking less alluring, unprofessional and may even be dangerously bordering on scary.

So, for the New Year, we would like to pose this question to you, *what does the face of your exterior look like?*

A well groomed landscape and clean looking exterior will comfort the client before entering your place of business. Letting your exterior go for a few months is just as bad as always neglecting it. Seeking professional, efficient and reliable expertise in exterior service management will help set the tone for quality and professional looking exteriors. Everyone needs help to sustain the overall performance of a business, and the first step is to put just as much value on the face of your exterior as you do on the inside. Trust us, everything counts when making a first impression. To make a positive, lasting impression, contact DENTCO today.



Customer Alliance Representative CAR Chat



Hello!

It's that time of year once again for New Year's resolutions. So, what same old resolution is it going to be this year? Pay off debts, lose weight, save more money, or spend more quality time with the family...? What about resolutions for your business? Reduce debt, cut expenses, or build better partnerships with vendors...?

They don't really sound too different; the root of both personal and business resolutions is a positive change and improvement. Everybody vows year after year to do the things we know we should: get in better shape physically, financially and emotionally. I will leave the personal resolutions for you to handle, but allow me to provide ideas for the business resolutions. Deciding what you want to achieve is the easy part; setting the goal is the hard part.

Be specific. The more specific and measurable the goals, the easier it will be to achieve them. Make them measurable. Remember, what gets measured gets managed. Communicate your goals. Publicly announcing your goals will motivate you to attain the goals. Oftentimes, the encouragement and suggestions of others makes the difference between success and failure. Finally, don't wait! Don't wait to get started, and don't wait until next year to see how you did. Constantly evaluate your plan so that you can learn from your errors and reward yourself for your successes.

Please share your business goals with the DENTCO Team so that we may help you exceed your exterior service goals and brand for 2012. We look forward to our increased partnership in the New Year. Thank you for your business!

Sincerely,

Mat

Mat Myers

Customer Alliance Representative

Satisfaction with DENTCO Business Partnership

At DENTCO, we place unparalleled emphasis on quality—this applies to the quality of work that we do, the quality of support that we provide, and especially the quality of work ethic that we look for when hiring our Contractor Partners (CPs) as a part of our national team. That’s why DENTCO conducts a biennial study with our CPs, surveying their satisfaction with our partnership, and determining ways to help them do the best job possible for our clients.

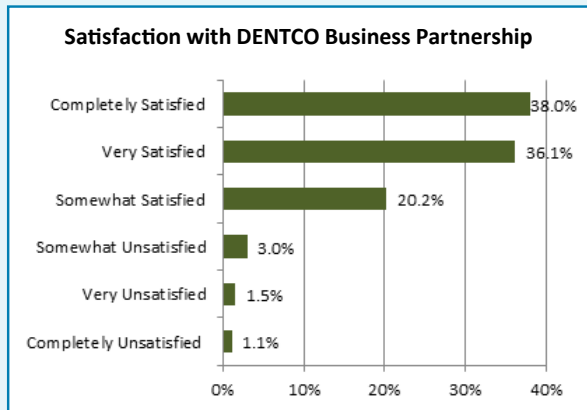
The survey, which utilizes an electronic methodology for the CPs’ convenience, helps DENTCO to target areas of improvement, from the unique “in-field” perspective of the CPs. This helps us to identify any ways in which to offer our clients improved service through streamlined processes.

After gathering the feedback and evaluating the results, we are able to see what has been improved upon based off the prior study, and we learn what our CPs would like to see develop in the new year. With close to 300 responses received, DENTCO is pleased to report our CP satisfaction levels improved from our previous survey.

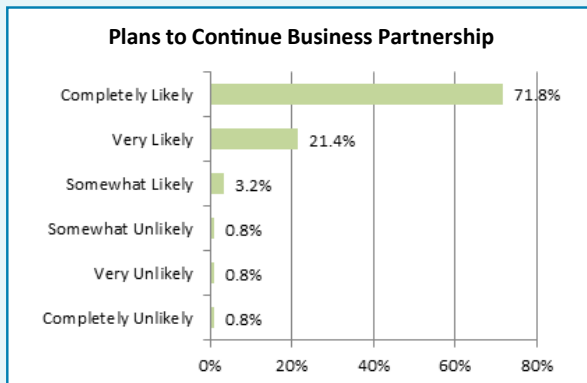
The unfortunate reality is that not all management companies take the time to listen; they do not share our respect for their CPs, and their disrespect can take the form of late or delinquent payment, resulting in poor company culture and ultimately poor quality work. At DENTCO, we feel our CP culture of conducting these surveys results in superior client service for you. It’s just one more step to ensure your satisfaction is guaranteed.

Simply put, we feel that treating CPs professionally begets professional, quality work. The survey results speak for themselves:

“DENTCO has a very good work system. They support, help and supervise their partners. There are no missed details. We are so proud to be working with DENTCO. Partners and customers can be certain that everything is under control.”



- 94% of CPs are satisfied with their DENTCO business partnership.
- There were 32% more CPs in the current study, than in the prior study, who reported that they are completely satisfied with their DENTCO business partnership.



- 96% of CPs plan to continue their business partnership with DENTCO in the New Year.
- There were 2% more CPs in the current study, than in the prior study, who reported that they are completely likely to continue their DENTCO partnership.

Answer Options	2011 Average Rating	2009 Average Rating
Office Responsiveness	8.56	8.07
Clear Specifications & Scope of Work	8.50	8.08
Insurance Certification Management	8.46	8.18
Payment According to Agreement	8.37	7.70
Timeliness and Accuracy of Communication	8.31	7.79
Field Personnel Responsiveness	8.23	8.15
CP Paperwork Management	7.77	-
Work Order Revenue	7.60	7.11

- Average CP ratings of DENTCO on eight internal processes ranged from 7.60 to 8.56, on a 10-point scale.
- 2011 CP average ratings exceeded the prior study (2009) average ratings, for all eight internal processes.

Did You Know?

In 2009, DENTCO commissioned world-renowned wildlife sculptor, Geoffrey Smith to create a life-size bronze sculpture of Punxsutawney Phil.

The dedication ceremony took place in Punxsutawney, Pa., on Monday, February 2, 2009 at 10:00 am in Barclay Square following Phil's sunrise weather prediction. The life-size sculpture remains on permanent display at the Weather Discovery Center, an interactive science center in the heart of Punxsutawney. Immediately following the dedication ceremony, Stephanie Abrams, co-host on *Wake Up* with Al Roker and *Your Weather Today* with Mike Bettes, was also honored as the 2009 inductee for the Weather Discovery Center's National Meteorologist Hall of Fame. She was also honored with a limited edition bronze miniature of the groundhog sculpture from DENTCO CEO, Kevin Dent.



**WIN
A FREE T-SHIRT**



If Phil sees his shadow, there will be six more months of winter weather. Do you think Phil will see his shadow? Share with us your prediction and win a FREE DENTCO shirt!

Visit www.votephil.com to submit your entry.

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