



# ESMDispatch

A Publication for the Best Facility Managers in the Country!



## Letter from Kevin Dent

With the arrival of fall, I find myself reflecting on our 2013 summer.

Our DENTCO team is blessed as we continue to grow, adding new business from our wonderful customers while building relationships with new customers. Our culture is to never assume, nor take anything for granted. We work hard to exceed our customers' expectations by providing superior service, and "inspecting what we expect."

Our team of national Quality Service Inspectors (QSIs) will exceed 50 strong by year's end. Did you know that the majority of our QSIs have completed successful careers and retired once already? For years, DENTCO has recruited from this demographic group, and what a winning formula it's been. Most have sought part-time

employment to keep them mentally and physically busy. The added retirement income for them is also a plus. DENTCO benefits from their integrity, wealth of knowledge, excellent work ethic, and professional representation of our company.

I'm also excited that we've added a new National Sales Manager to our sales team! DENTCO's infrastructure has grown and we wish to develop additional business relationships. Timing is important; I know now is the right time for us to expand our message. Growth ensures continued reinvestment, and delivering additional value to our customers. Please do keep us in mind!

Our summer was a cool one. Most areas of the state received adequate rain, which provided good crops for most all

varieties. I managed to wet a line with family and friends, ensuring we had some protein to go with all those fresh veggies. Hopefully we'll enjoy summer-like weather for a little longer this fall because summer sure did go too fast.

Wishing you the best as we move from fall into the holiday season!

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

Sincerely,

Kevin Dent

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**DENTCO**  
EXTERIOR SERVICES MANAGEMENT®

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# Introducing David Arthur

Greetings! Allow me to introduce myself as a new employee of DENTCO. My name is David Arthur and I am the new National Sales Manager. I worked as an Architectural Sales Representative throughout the Midwest for the past 12 years. I decided to use the flexible schedule that came with my career to obtain an Associate Degree in Business Administration.

I love my career; however, my priority is at home with my wife Tracy, daughter Avery, and son Colten. Tracy and I were fortunate to grow our family through the open infant adoption process. I am involved with coaching youth soccer and football, while my wife enjoys

teaching dance. In my free time, I enjoy all the excellent hunting and fishing that Michigan has to offer.

*"I am very excited for this new opportunity with DENTCO and look forward to meeting the needs of new customers."*

I am very excited for this new opportunity with DENTCO and look forward to meeting the

needs of new customers. My goal is to communicate the benefits that DENTCO offers as the nation's first Exterior Service Management® (ESM) company and our unique centralized approach to manage your facility's exterior.

I look forward to speaking with you in the near future.

Sincerely,  
David Arthur



**David Arthur**

National Sales Manager

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## Welcome to DENTCO!

It is with sincere appreciation that I extend a warm welcome to our new snow customers and a welcome back to our long-time repeat snow customers. The DENTCO team has been ramping up all summer, preparing for Mother Nature's snowfall. We're ready to deliver superior service this winter while you take care of business – your business. The snow business is up to us and we say, let it snow!

While I am on the topic of welcome, the sales department cheerfully welcomed David Arthur this fall, to our sales team. David is now our National Sales Manager and is indeed an asset to the DENTCO team. David has the drive and experience I've been looking for and we are excited to have him as part of our team.

## What's Next?

As many of you and your teams are preparing for the busy holiday season ahead, here in the DENTCO Sales Department, we are already working on landscape programs for next year. From restaurants to convenience stores, banks to retail, large box, small box and everything in-between, we are acutely aware that no two customers are alike and neither are their needs. We work with you to customize the program that fits you and your company the best. One size fits all? We know that isn't a reality. DENTCO works with you to develop an ESM program tailored to your needs that will bring value, risk management, superior service and curb appeal all wrapped up in one neat package; just ask our customers! DENTCO maintains 98% customer retention. Isn't it time you considered making us a part of your team? Please feel free to contact us at 1-800-993-

3689, so we can get started on your 2014 landscaping program.

In closing, I'd like to express my sincere thanks to each of you and to all my facility (FM) industry friends. I have appreciated the opportunity in 2013 to get to know you better and serve you.

Wishing you, your staff, and families a very safe, blessed and happy holiday season.

Kind regards,  
Teresa



**Teresa Phelps**

National  
Sales Director

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

Teresa Phelps, National Sales Director • Phone: 800.993.3689 • E-mail: tphelps@dentco.com

# PRSM Mid-Year 2013

The mid-year program this year was held in Harford, CT, and once again, PRSM attendance broke records by exceeding previous years! The topic at this year's program was Strategic Sourcing. The theme was very evident throughout the jam-packed one and a half day conference. The break out meetings were versatile, with a blend of sourcing topics, appropriate for both the young professionals entering

the FM field, as well as the FM veterans looking for diverse strategies in sourcing. Opportunities were also provided for retailers to attend retailer only forums. The market place (exhibit floor) held over 140 booths and the foot traffic was steady. I came back to the office invigorated and for those that attended, the closing keynote speaker Chip Eichelberger, was amazing! I am still pumping my fist and saying,

"Yes!" If you missed the mid-year PRSM program, be sure you mark your calendar for the national show in the spring. You won't want to miss it!

Also, congratulations to Elena Boone from The Guitar Center, for winning the Go Pro Camera drawing from the DENTCO booth. Woo-hoo!



(Left to Right) **Kevin Dent**, DENTCO; **Kevin Evans**, Payless ShoeSource, Collective Brands. GO TEAM KEVIN!



(Left to Right) **Cheryl Nutt**, Murphy Oil USA; **David Arthur**, DENTCO; **Dyneshia Jones**, Murphy Oil USA; **Elena Boone**, Guitar Center; **Teresa Phelps**, **Scott Milnes**, DENTCO



(Left to Right) **Scott Milnes**, DENTCO; **Kevin Roussel**, **Cheryl Nutt**, **Dyneshia Jones**, Murphy Oil USA; **Lena Sliver**, DENTCO



Spirit Week at DENTCO, July 2013. DENTCO TEAM.

# C.A.R.Chat

Customer Alliance Representative

I would like to take this opportunity to introduce myself. I'm Tori Bondy (formerly Hockley). I have had the pleasure of working at DENTCO for the last seven years starting in our Customer Service Department, progressing to the Customer Service Manager and now working as a Customer Alliance Representative. I've had the pleasure to work with many of our customers over the years while in customer service. So many of you I know, and I thank you for your business!

Customer-focused support is part of DENTCO's mission statement and is one of my professional goals. DENTCO takes the time to listen, analyze and resolve issues, and answer questions from our customers. I am passionate about following this philosophy. We place our customers at the center of DENTCO, focusing on them in our decisions, including them when we implement policies and sharing our personal stories to develop not only a business relationship, but a personal relationship.

As I settle into the role of Customer Alliance Representative, it is even more evident that our customers are happy and receiving quality services. I see it daily when I talk with customers by the enthusiasm in their voices, their

appreciation when we can help them out of a "jam," and the trust they place in DENTCO to grow their business.

My commitment is to deliver superior service and customer-focused support to our great customers! I look forward to working with you in the future.



**Tori Bondy**  
Customer Alliance Representative



Exterior Service Management® (ESM)  
Dark Property Management

Snow & Ice Management  
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Landscape Management

**DENTCO**  
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