

ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Kevin Dent

Greetings, it's mid April and old man winter is hanging in there with snow flying outside as I write. Look at the up-side, we'll appreciate our spring weather so much more this year!

Last fall, our company, along with many others, participated in the first Michigan Corporate Challenge (MCC) held locally in Lansing. The MCC's focus is on team building via physical activities while also supporting local non-profits. DENTCO's participation is an extension of our health and wellness program and our "together as a team" culture. While enjoying an event, one of our team members looked at me with a competitive fire burning in her eyes and said, "Now we know; we'll be ready next time." She was not bluffing. When the winter events were announced, it was game on at DENTCO!

I'm proud to share that DENTCO won the winter MCC games and took home the gold! With events ranging from snow sculptures to boot camp, our team took it all. It's not the physical accomplishments that I'm most proud of, it's the spirited sportsmanship the DENTCO team exhibited, which set us apart and was

noticed by all. I reveled in all the positive comments I received like the YMCA Director who said, "Everyone knows when your people are in the building, they're so spirited and have fun!" I was extremely pleased with our high participation and everyone contributed to the win.

I hope you are enjoying your spring with big family plans for this summer. There is always so much going on in our lives, we must slow it down at times. Please be sure to hug your family and tell them how much you love them. We must seize the moment!

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

Sincerely,

Kevin

P.S. - View the DENTCO team in action at <http://DENTCO.com/MC2-SummerGames.html>

In This Issue

BROUGHT TO YOU BY:

DENTCO
EXTERIOR SERVICES MANAGEMENT™



Letter from
Kevin Dent



From the Desk of
Teresa Phelps



Zen into Spring



Phil gets Indicted

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

Looking to make a change in your exterior services program? What are going to be the deciding factors?

Price? Value? Trust? Credibility? Relationship?

I believe it is all of these and more. You expect a fair price for the services and scope of work needed. You want to trust that you will receive what you are paying for. The scope and service schedule is set, but a true partnership begins when all parties work together to develop a program that fulfills the needs of the customer, not just for today, but for future growth. Open communication allows us to understand our customers' needs and wants, know their expectations at all levels and deliver what we say we will deliver. It is so important to listen and learn as much as possible about our customers beyond the location services, such as who are the parties involved; how they are structured; and what type of communication works best, which all happens via building a relationship.

Relationship building leads to trust. Credibility develops when you deliver what you have promised, which leads to business opportunities and new partnerships. I am blessed to work for a company that has developed a team that delivers what they promise they will. We guarantee it.

I am pleased to welcome our new customer Marathon Petroleum Company LP.



Seated Left to Right: Anne R. Bernot (Marathon Real Estate), Stephanie Hall (DENTCO Customer Alliance Rep.), Paul F. Smith (Marathon Real Estate Manager), Scott Milnes (DENTCO President)

2013 RFMA National Conference – the Greatest Restaurant Facility Management Association!



Johnny Howell (left), NFM, Church's Chicken

2013 RFMA National Conference – the Greatest Restaurant Facility Management Association!

I just returned from an excellent conference and tradeshow in Orlando last week. Now that's what I call a great opportunity to network, learn and build

relationships! I'd like to congratulate our booth prize winner, Johnny Howell, National Facility Manager of Church's Chicken.

This year RFMA hosted their First Time RFMy Awards. Awards were given out to RFMA Members, both restaurateurs and vendors. I am proud to be the recipient of their "Shooting Star Award". The award was given in recognition of outstanding sales achievement in 2012. Yee Ha! Oops, hard to control myself. Exciting, rewarding and what I work so hard for every day. I have complete confidence in our company and our team. I strive to build a solid relationship with customers, selling them the best program to meet their needs, knowing that our DENTCO team will deliver what I have promised.

If you're looking to make a change, please consider giving me a call. I will not waste your time.

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

Zen into Spring

Relax and Let the DENTCO Team Transform your Property



Angela Hills
DENTCO
Customer Alliance
Representative

There is a Zen saying about spring: “Sit quietly, doing nothing, spring comes, and the grass grows by itself.” Facilities departments across the nation know that is not quite true. There are bids to obtain, vendors to hire, certificates of insurances to validate, properties to clean-up from the winter drudge, mulch installation, turf weed control and fertilization applications to be put down, and the list goes on.

The beginning of the landscaping season is one of the busiest times of the year in facilities departments because there are so many items that need to be accomplished, allowing the rest of the season to run smoothly and ensuring your properties have the right curb appeal.

The DENTCO team takes great pride in providing our customers with a smooth start to the landscaping season. We know it takes the talent of our entire team:

- Our Quality Service Team has been hard at work assigning Contractor Partners to our customer locations and coordinating site inspections for the season.
- Our Risk Management Team is processing and validating insurance certificates and Contractor Partner information.
- Our Contracts & Proposals Team is hard at work finalizing any remaining RFPs and sending reminder notifications out on any multi-year contracts ensuring service begins timely.
- Our Customer Alliance Representatives are communicating customer expectations, ensuring spring budgeted projects are moving forward, and sending updated Service Placards to our locations.
- Our Accounting Team is busy processing Service Verification Tickets and preparing customer invoicing.
- Our Customer Service Department is tracking service request to ensure timely completion and service satisfaction.

These are just a few of the many items the DENTCO team seamlessly handles for our customers. If you would like to experience a more “Zen-like” start-up to your landscaping season, we invite you to experience the DENTCO difference - we deliver superior Exterior Services Management and customer focused support.



Phil gets Indicted

On February 2nd, Punxsutawney Phil emerged from his burrow at Gobbler’s Knob and predicted an early spring. The first day of spring, March 20th, has come and gone but many areas of the country see no sign of spring. We are still experiencing snow storms, from the Northwest to the Midwest, North Dakota to Northern Iowa and

Illinois. Phil now finds himself with an “indictment” from a prosecutor’s office in Butler County, Ohio, for his incorrect prediction. Despite Phil’s inaccurate report, DENTCO was prepared for the extended winter days. We wish Phil good luck through these tough times.

Even though Phil’s early spring prediction was inaccurate, spring will soon be upon us, and here at DENTCO, we would like to ensure you are ready. Here are a few tips to guarantee the faces of your exterior make a lasting impression:

- Clean up perennial beds by removing leaves and cutting back any stems or seedpods.
- Thicken up the mulch in your beds and tree rings to 3 to 4 inches to help control weeds, maintain moisture, insulate the roots, and beautify your landscapes.
- Put mulch rings around your trees, since grass robs the trees of precious nutrients and water. A good mulch ring will not only be beneficial, but will stop damage from mowers and trimmers.
- Apply fertilizer to your shrub and flower beds. This will help your plants grow healthy and strong, as well as show vibrant color.
- Make sure that your irrigation system is still intact from any freezing or plow damage from the prior season.



DENTCO Management Services:

Exterior Service Management® (ESM)
Exterior Asset Inventory

Dark Properties
Parking Lot Maintenance

Snow & Ice Removal
Complete Landscape