

ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Kevin Dent

With each passing day our daylight hours get shorter; our 2013 summer is here. It's July and we've yet to see 90 degrees here. So, if you are suffering from the heat, come on up and enjoy Michigan's mild summer temperatures, low humidity and beautiful scenery. Did you know that wherever you are in Michigan, you're never further than six miles from one of 11,000 inland lakes, or more than 85 miles from one of the Great Lakes? Michigan is truly a water wonderland!

Our lives are a journey where we never know what the future will bring. We plan, chart and attempt to steer our course as we raise our families and strive for professional success. There are many influences along our journey that we must resolve or adjust to. Sometimes our vessel stays on course, but often it needs correction. We continue our journey through rough seas and frequent fog, seeking our destination. It's wise to have an experienced crew on board to assist you on your voyage, but the captain remains responsible for his crew and vessel, as he should be.

There comes a time when the captain must relinquish some of his responsibilities to ensure the vessel successfully continues its course. He has mentored his crew on the ways of the sea and what perils may lay ahead. By turning over his helm,

the captain ensures a bright future for his vessel and crew, allowing for younger eyes on the horizon and stronger hands on deck to maintain the riggings. The captain continues to keep a close eye; he loves his vessel and feels immense responsibility for all aboard. As the long days at sea pass, the captain comes to a realization; my crew is competent and I must empower them to take hold and guide the vessel forward.

So the captain does just that. It is hard for him, but he is committed to allowing others to steer the vessel. He soon begins to stay in port, awaiting the safe return of what was once under his command. As time passes, he continues to offer advice as needed, always there when called upon. He spends more time with his family, on his farm, and he does a lot more fishing and hunting, always keeping an eye on his vessel and crew. It's in his DNA and it will forever define him.

I think I'll go take my grandson fishing!

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

Sincerely,
Kevin Dent

BROUGHT TO YOU BY:
DENTCO[®]
EXTERIOR SERVICES MANAGEMENT

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Kevin Dent



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President



From the Desk of
Teresa Phelps



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CARChat

DENTCO's New President

Scott Milnes, previously Chief Operating Officer (COO) of DENTCO, has been named the company's new president.

As COO, Scott has managed the operations at DENTCO for over 10 years and our company has doubled in size during his tenure. He is extremely customer-focused and has been instrumental in DENTCO's superior service delivery. We are very pleased that Scott will be leading our company into the future of Exterior Services Management® (ESM) with an

unparalleled combination of focus and passion.

Scott said, "DENTCO was the first ESM Company in the nation and the Dent family was responsible for positioning DENTCO as the leader in this industry. I am excited to lead DENTCO forward following in some pretty big footsteps. Our team at DENTCO is passionate about quality assurance and our client's experience; with a 98 percent retention rate, our goal is to enhance and continue to provide superior ESM customer-focused support."



Prior to joining DENTCO, Scott spent over 20 years in the hospitality industry and holds a B.B.A degree in Management from Adrian College.

From the Desk of Teresa Phelps

DENTCO's National Sales Director

Text messaging, mobile applications, iPads, laptops, tablets, smart phones and the list goes on. They all provide us immediate, real-time information and instant gratification.

My kids tell me I am tech savvy (sort-of) and I don't look my age. I think it's because I work out, but I probably just inherited good genes (and they want presents). Thanks Mom & Dad; oh – and before I forget...congratulations on your 60th wedding anniversary! Take that iPad – you have years to go before you can claim that kind of achievement!

I feel fortunate to work for a company that believes in and continues to invest in the latest and greatest technology. It is crucial to our continued success, along with our super smart team in providing quick, immediate and accurate information to our customers, each other and our contractor partners. It is important we realize that technology delivers up-to-date information, but it is our team, our partners, and people like you and I that make it happen every day!

Surrounded by all this technology and with an iPad and iPhone in hand, I still consider myself old-fashioned. I believe in old school (not to be confused with being old) and no technology in the world can replace the personal touch of a heartfelt hand-written card. Nor can any technology be as powerful as I can be when I deliver a message in person. In fact, some of the most powerful things I have said or someone has said to me are just one, two or three words.

*I'm sorry. Thank You. I love you.
You are appreciated. You are great.*

*You look great. You're the Best!
I miss you. Let's hang out. Cool.
You are smart.*

*You are unique. You did it!
Awesome! Can I help? I WAS WRONG.*

And talk about powerful, what happens to you when you hear an oldie, but goodie song? You know the one from

high school, your first love, or hanging out with your buddies in college – what do you do? You turn it up and you sing along! Those songs are the feel goods! In person, face-to-face talking, laughing out loud, driving with the window down with your hair blowing in the breeze, eating a juicy cheeseburger, and dancing with friends - that's powerful, instant and real-time!

In fact, saying nothing, but smiling at someone can go a long way. If something in this message made you smile, good, that was my goal. Have a great summer, thank you for taking the time. If ever I may be of service – just let me know!

Kind
Regards,
Teresa Phelps



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

Justin Dent Named Chief Operating Officer

We are pleased to announce that Justin Dent has accepted the Chief Operating Officer (COO) position at DENTCO.

Justin has assumed responsibility for the day-to-day operations of the company while leading customer satisfaction and quality initiatives. Justin has over 20 years of experience in the exterior services industry, working across all facets of the business. He started as a porter while in school, then worked on

the parking lot repair and snow removal crews prior to moving inside the office in 2000.

Justin commented, "I'm excited to lead our operations team in providing superior service to our DENTCO customers. I look forward to the future growth of our company. We are passionate about our Exterior Services Management®."



Justin has most recently held the position of Accounting & Risk Manager at DENTCO.

PRSM National Conference

Everything is bigger in Texas, including this year's record-setting PRSM National Conference.

With more than 40 fast track educational sessions and the largest exhibition floor to date, PRSM had record breaking attendance – close to 2,000 attendees!

We'd like to express our sincere thanks to all those retailers we had an opportunity to speak with on the show floor and at networking events. We are already looking forward to the fall conference in Hartford!



2013 Bronze Telly Award Winners

The Face of Your Exteriors
Internet/Online Programs, Segments, or
Promotional Pieces - Use of Animation



LEFT TO RIGHT: Lena Sliver, *Customer Alliance Representative, DENTCO*; Blake Hooker, *Property Manager, Walmart Stores, Inc.*; Stephanie Hall, *Customer Alliance Representative, DENTCO*



LEFT TO RIGHT: Phil Donahue, *Supervisor, Facilities Management, Staples, Inc.*; Kevin Dent, *Chief Executive Officer, DENTCO*; Tim Backstrom, *Director, Facilities Management, Staples, Inc.*



LEFT TO RIGHT: Danielle Daugherty, *Repairs & Maintenance Coordinator, Sterling Jewelers, Inc.*; Stephanie Hall, *Customer Alliance Representative, DENTCO*; Joyce Crouse, *Repair & Maintenance Coordinator, Sterling Jewelers, Inc.*



LEFT TO RIGHT: Kevin Dent, *Chief Executive Officer, DENTCO*; Lena Sliver, *Customer Alliance Representative, DENTCO*; Jeff Stolpa, *Regional Maintenance Manager, APT/Susser Holdings*; Stephanie Hall, *Customer Alliance Representative, DENTCO*; Ben Scott, *Regional Maintenance Manager, APT/Susser Holdings*; Tom Buser, *Director of Maintenance, APT/Susser Holdings*; John Olson, *Regional Maintenance Manager, APT/Susser Holdings*; Teresa Phelps, *Director of Sales, DENTCO*

C.A.RChat

Customer Alliance Representative

Do your exterior services companies inspect your properties? Do they offer proactive suggestions to improve your brand, or eliminate an existing hazard? Are inspections performed on a schedule, multiple times annually, documented both in writing and with pictures, and are available to you via a website you can view anywhere you need?

DENTCO® does this and more!
DENTCO inspects what we expect.
Does your vendor?

How does your vendor ensure your expectations are being met? The best

business partners perform seamlessly; that's what you hire them to do.

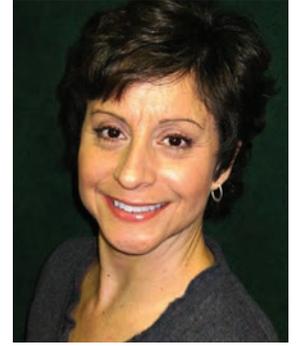
Why does DENTCO emphasize the importance of site inspections?

- **No one can “manage” your exteriors without inspecting the properties to ensure your specifications and expectations are being met.**
- **Site inspections provide real time visibility into your vendor’s performance, creating total transparency.**
- **We must engage at the local level to ensure success at your corporate office.**
- **Inspections = proactive management**

DENTCO will manage your exterior needs, removing pains associated with exterior services.

When you become tired of wondering why your snow removal company has not plowed; when your irrigation leak will be fixed; how you can transform your landscape to create curb appeal; and when your provider will get around to power sweeping and pressure washing, turn to the nation’s #1 ESM Company!

To ensure no more exterior worries, just call DENTCO!



Lena Sliver
Customer Alliance Representative



Exterior Service Management® (ESM) Snow & Ice Removal
Dark Properties Exterior Asset Inventory

Parking Lot Maintenance
Complete Landscape

DENTCO
EXTERIOR SERVICES MANAGEMENT
1161 East Clark Road
Suites 124, 126 & 128
DeWitt, MI 48820-8312