

ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Kevin Dent

Greetings,

To date, our winter season has been very mild. It was a very special Christmas for our family as we had four generations gathering at our home to celebrate this joyous holiday.

Reflecting back on 2012, it was an excellent year. Of course there were challenges, but life is full of challenges! I believe it is best for one to reflect positively on the past and plan for the future with optimism. I have found that life is more fulfilling with this approach. Personally, that fourth generation mentioned above was the highlight of my 2012. I can now understand what so many before me have said, "Being a grandparent is wonderful."

I'm proud that I've sustained my commitment to better health; it was way overdue. Most accomplishments do not come easy in life, lifestyle changes included. I look forward to watching my grandkids graduate from college and maybe witness their weddings someday. Pretty exciting stuff, don't you think!

Sincerely,

Kevin Dent

DENTCO is strong and growing; that alone relieves stress and I feel fortunate. Our office expansion is on target as we add new team members to support our customers. Being in business has risks and rewards. We've always believed that one of the greatest rewards is growing the company to offer a rewarding career and future for our team members while adding jobs within our community. It's very satisfying to see a vision become a reality.

I hope your 2013 is off to a great start and you're on track to meet your goals. Even though our society is focused on instant communication and gratification, please do remember that life is a marathon, not a sprint. Let's all be there to celebrate together at the finish line!

The DENTCO team remains focused on superior service and customer focused support in 2013! If we have not had the opportunity to meet, I look forward to doing so in the future.

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

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Kevin Dent



CAR
Chat



From the Desk of
Teresa Phelps



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CARChat

In the last quarter, CAR Chat addressed some dynamics of new customer roll outs. DENTCO's relationship-driven services offer both new and established customers important strategic meetings. After startup, it is essential that we meet face-to-face in three to six months to ensure expectations are being met, and your brand maintains its integrity. This meeting will present the perfect opportunity to fine-tune critical items such as making sure our frequency and quality of communication meets the clients' specific needs. For many long-standing loyal customers, these meetings have become opportunities to brainstorm, share important insights and evaluate progress. As your facilities evolve, so should our relationship and support to maintain them.

The goal here at DENTCO is to cultivate long-term partnerships and add value to your individual site locations that will in turn influence your customers in a positive way before they enter your facility.

One of the most overlooked opportunities in meetings is devoting time to sharing long-term strategies. It is critical to collaborate not only where you want to be in three months, but also where you envision being in three years. When you take the opportunity to share what your strategies and goals are, it is beneficial to both parties. This allows you to utilize our professional experience in exterior services and help make overall improvements to your management program provided by DENTCO. In exchange, we become a better management company by broadening our view of your company's immediate needs and how they fit into the future vision.

Our strategy is to help you achieve your long-term vision while we work on short-term results that help your vision become a reality. We look forward to the next face-to-face meeting we have with you.



Mat Myers
Customer Alliance Representative

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

Effectually branding your business can set you apart from your competitors. Instant recognition of your brand's attributes demonstrates that you have successfully planted your brand's seed. Sometimes, being too close to creating or maintaining your company's brand can often be deceiving, and it might be time for you to take a step back and let professionals objectively help you establish your branding goals. Who are you trusting your exterior services to and are they portraying the brand you want and need? Is the brand carried consistently throughout your portfolio?

Who are you trusting your exterior services to and are they portraying the brand you want and need?

Many times, DENTCO has been contacted by customers who required our help with under-performing vendors. All too often when an RFP is issued and the award was based on price alone, the end result of that RFP means nothing because the scope of work is not being followed. Valuable time and money have been wasted on a vendor who has not met expectations because he or she did not see the property, do their due diligence in evaluating the properties' needs or simply under bid just to get the business.



At DENTCO, we're proud to help alleviate the work of our customers and improve their brands. If your goal is to have an exterior brand that appeals to your customers, you can trust DENTCO to help you achieve it. We guarantee successful brand distinction, delivery, regular maintenance and an exterior you will be proud of. I'll be happy to assist you in meeting your exterior objectives!



Teresa Phelps
Director of Sales

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

Calendar of Services

With DENTCO, you will have a Facility Maintenance Team working diligently around the clock to ensure that all of your exterior maintenance needs are met. Your seasonal exterior maintenance requirements will never end—DENTCO is equipped to foresee and implement services needed to maintain the exterior of your facility year-round. Make that first impression of your facility lasting, with DENTCO. Contact us today!

Winter

- Pre-snow planning & communication
- 24/7 management
- Hourly weather monitoring
- Snow and ice control
- Safe ingress & egress
- Hauling snow off site
- Post season inspection & repairs

Spring

- Spring clean up
- Litter pick up
- Power sweeping
- Fresh mulch installed
- Prune plant life
- Turf pre-emergent
- Irrigation activation
- Weed control
- Mowing and edging

Summer

- Complete landscape management
- Turf fertilization
- Turf herbicide
- Seasonal color planted
- Tree trimming
- Mulch refreshed
- Planting bed weed control
- Mowing and edging
- Pressure washing

Fall

- Fall clean-up
- Power sweeping
- Over seeding turf
- Plant life replacement
- Turf fertilization
- Mowing and edging
- Pre-snow documentation of existing damage
- Irrigation deactivation



You've heard of rock, paper, scissors? So go ahead and laugh, my hammer trumps your tape measure! (left: Greg Dent, Founder of Dent Enterprises; Right: Kevin Dent, CEO of Dent Enterprises)

Office Expansion

Dent Enterprises moved into our current office space of 10,000 sq. ft. in 2001. At the time it afforded us room for substantial growth. Being prudent and conservative, we re-configured space over time to maximize the return on our investment and hold our operating costs down. Ten years later we began plans to expand as we no longer had room for additional team members. We'd literally hit a "sit in the hall and face the wall" situation. It was obviously time to pull the trigger on creating more space!

We are pleased to announce our 3,400 sq. ft. addition is nearing completion. This new space will afford us twenty new work stations along with three new meeting rooms. Most importantly it provides our teams more conducive department cells and a better work environment. We are excited for this project to be completed as we continue to grow in 2013. It will ensure that we provide superior DENTCO service!

DENTCO® Management Services:

Exterior Service Management® (ESM)
Exterior Asset Inventory

Dark Properties
Parking Lot Maintenance

Snow & Ice Removal
Complete Landscape

PRSM National Conference
DENTCO Booth # 430
April 3-5
Dallas, TX

RFMA Annual Conference
DENTCO Booth # 401
March 10-12
Gaylord Palms, Orlando, FL

Visit the DENTCO booth at the RFMA Conference and the PRSM National Conference 2013!

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