

# Clean Talk



OFFICIAL PUBLICATION OF RED RIVER SANITORS, INC.

Employee Communication

Communication Skills

## You Never Get A Second Chance To Make A First Impression!

If you think that the first day on the job is the only time that you can make a first impression. . .Your dead wrong!

Every day in the cleaning business you are making a "first impression." Lets stop and think about that. We constantly have new tenants moving in and out of buildings. Or a tenant who stays late for the first time when the cleaning crew is in the building. It could be as simple as a person changing planes at the airport. There are literally hundreds of ways that we are making that "first impression" each and every day.

It is true that you don't get a second chance to make a first impression Each day that you come to work you should try hard to make a good "first" impression."

- ◆ Always dress neatly. If you think about it when you go somewhere you do not like to be waited on by someone who is sloppy and unkept. When you are dressed neatly and in uniform it makes an immediate impression upon someone. It says that you are a professional.
- ◆ Never stand around talking to other employees even if you are not on the clock. Our customer does not know if you are clocked in or not. All they know is you are not working, and their building is not clean. When ever employees gang-up and stand around I always get a complaint call. Please



...WHEN IT COMES TO DELIVERING THE FINEST QUALITY AND SERVICE

put yourself in the customers place. How would you like to be paying someone to clean your house and when you see them they are just standing around talking to each other? I would probably make you mad. It just doesn't look good.

- ◆ Always be courteous and smile when you are around customers. I hate to go anywhere where the employees are rude and act like they are doing you a favor to wait on you. I usually don't go back. A friendly smile and good manners go along way towards making a good first impression.
- ◆ Do your job to the best of your ability. We are only as good as the job we did last night! Last week doesn't count!

## Verbs

— No one really knows what it is to live until he can truly say these eleven great verbs of life: I am, I Think, I can, I ought, I will, I serve. Life is but the process of learning through daily experience the meaning of these eleven wonderful little verbs of life and acquiring the personal power of each:

- I AM:** the power of self-knowledge.
- I THINK:** the power to investigate.
- I KNOW:** the power to master facts.
- I FEEL:** the power to appreciate, to vaule and to live.
- I WONDER:** the power of reverence, curiosity, worship.
- I SEE:** the power of insight, imagination, vision.
- I BELIEVE:** the power of adventurous faith.
- I CAN:** the power to act and skill to accomplish.
- I OUGHT:** the power of conscience, the moral imperative.
- I WILL:** will power, loyalty to duty, consecration.
- I SERVE:** power to be useful, devotion to a cause.

—George Walter Fiske.

Source: *Leaves of Gold*, The Coslett Publishing Company. Williamsport, Pennsylvania.

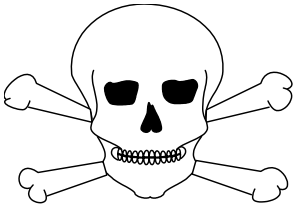
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What's Happening at RRS\_\_\_\_\_

# RRS Bulletin Board

## Never put your hand into a trash can!



You don't know what someone might have thrown away. There could be broken glass or other sharp objects in the trash. Think Safety!

If you see any type of needles or hypo-dermic needles in a regular trash container please do not empty that trash.

### DANGER



Immediately call the your supervisor. We will empty the trash can and contact the building management the next day.



If you have any information that you would like to share with your fellow employees, please contact Beckie at 222-6336. Or write to

**RRS Employee Mailbox  
1522 Corporate Dr.  
Shreveport, LA 71107**



## Double Check Your Work Orders

when

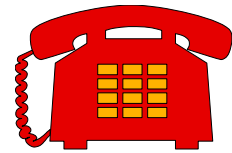
Always **double check** your work you have received a work order.

When your building is inspected by our Quality Control Personnel, you will receive a written work order.

All work orders must be completed as quickly as possible. Your Quality Control Inspector will return to check and make sure that the work order was completed.

Every employee should receive a work order once per month. If you don't receive your Work Order please call Karen at our Service Center and let her know.

## ATM Numbers



### 222-8937

If you can not get through to the ATM-2000 Computer, call this number.

### 673-4760

Please remember to speak clearly and give the following information.

01. Your name and employee number.
02. Your access number and the name of the building that you are are working in.
03. Whether you are checking in or out.

# Special Notice

If you do not check **in and out** on the computerized Time Keeping system

## **YOUR PAY CHECK WILL BE WRONG**



# Short Cuts Will Create Problems Every Time!

Preventing damage to our customer's property is something that each and every one of us needs to be concerned with. I know that as we are going about our duties sometimes we are tempted to take short cuts in order to get the job done faster. Short cuts will turn into problems every time. You can count on it. Then that short cut you took can cost hundreds even thousands of dollars to correct. Sometimes it can even lead to the loss of a good customer. Examples of short cuts that people have taken are:

- **Propping a door open by jamming a broom handle or some other object into the door facing.**
  1. This can cause the door to be damaged.
  2. The door hinges can be damaged.
  3. In some accounts if the door is open for too long of time the alarm will be triggered and the police will be dispatched.
- **Using your maid cart or brute barrel to "push" open doors with.**
  1. This can damage the door.
  2. It can scratch the paint on both the door and the door facing.
- **Not putting out a wet floor sign because you "think" you are the only person in the building.**
  1. Someone may be working late and come into the room and slip and fall.
  2. A co-worker may come behind you and slip and fall
  3. Someone could enter the building without you knowing and slip and fall.
- **Not taking the time to unplug your vacuum cleaner and turning corners pulling the extension cord behind you.**
  1. This causes damage to the corners of the sheet rock. The cord will rub the sheet rock off of the wall.
  2. The cord will damage the paint on both the baseboard and the wall.
  3. Someone could be walking in that area and trip and fall on an extension cord that is in the way.
- **Jerking the cord of a piece of equipment to unplug it from the wall socket.**
  1. This will cause damage the wall socket.
  2. This does damage the plug on the equipment you are using.
- **Not taking the time to properly secure the building keys.**
  1. If the key is in your apron you could easily lean over and drop it in the trash.
  2. We have had several instances where keys were dropped down elevator shafts while someone was trying to put the key into their pants pocket and dropped it.
- **Placing chairs and other small items on top of desks and credenzas while you are doing floor work.**
  1. You can easily damage the finish by putting scratches on the tops of furniture with chairs and other objects.
  2. If you place a pot plant on top of a piece of wood furniture you could damage the finish from the water in the pot.
  3. We have even had an employee place a chair on top of some very valuable papers that cost over a thousand dollars to have replaced.
- **Stripping and waxing "around" small items instead of taking the time to move them.**
  1. Every time you do this the customer WILL move the item themselves and you will have to go back and redo the job. This costs hundreds of dollars in materials and labor.
- **Not vacuuming the carpet before you bonnet, extract, or steam clean carpet.**
  1. 90% of the dirt in a carpet is sitting on the surface. If you put water on a carpet that has dirt still in it, as soon as the water hits it you now have MUD.
  2. If there are paper clips and other trash you may damage the carpet equipment when you suck them up with your carpet wand.
  3. If you are bonnetting the carpet and run over a paper clip it could turn that paper clip into a "bullet" and hurt someone.
- **Not vacuuming a hard surface floor before and after you strip and wax the floor.**
  1. If there is hair or trash on the floor before you start, there probably will be trash and hair in your new wax. Chances are you will have to redo the job costing hundreds of dollars in material and labor.



Clean Closet Award

# Brooks Wins Award!

The winner of this weeks Clean Closet Award is Ms. Martha Brooks. Martha was nominated for this award by Mr. Kenny Willis.

Martha won for her closet in the A Building at Alcoa. Kenny said that, "Martha does an outstanding job. Her closet as well as her area is always excellent!" when he was nominating Martha for this honor.

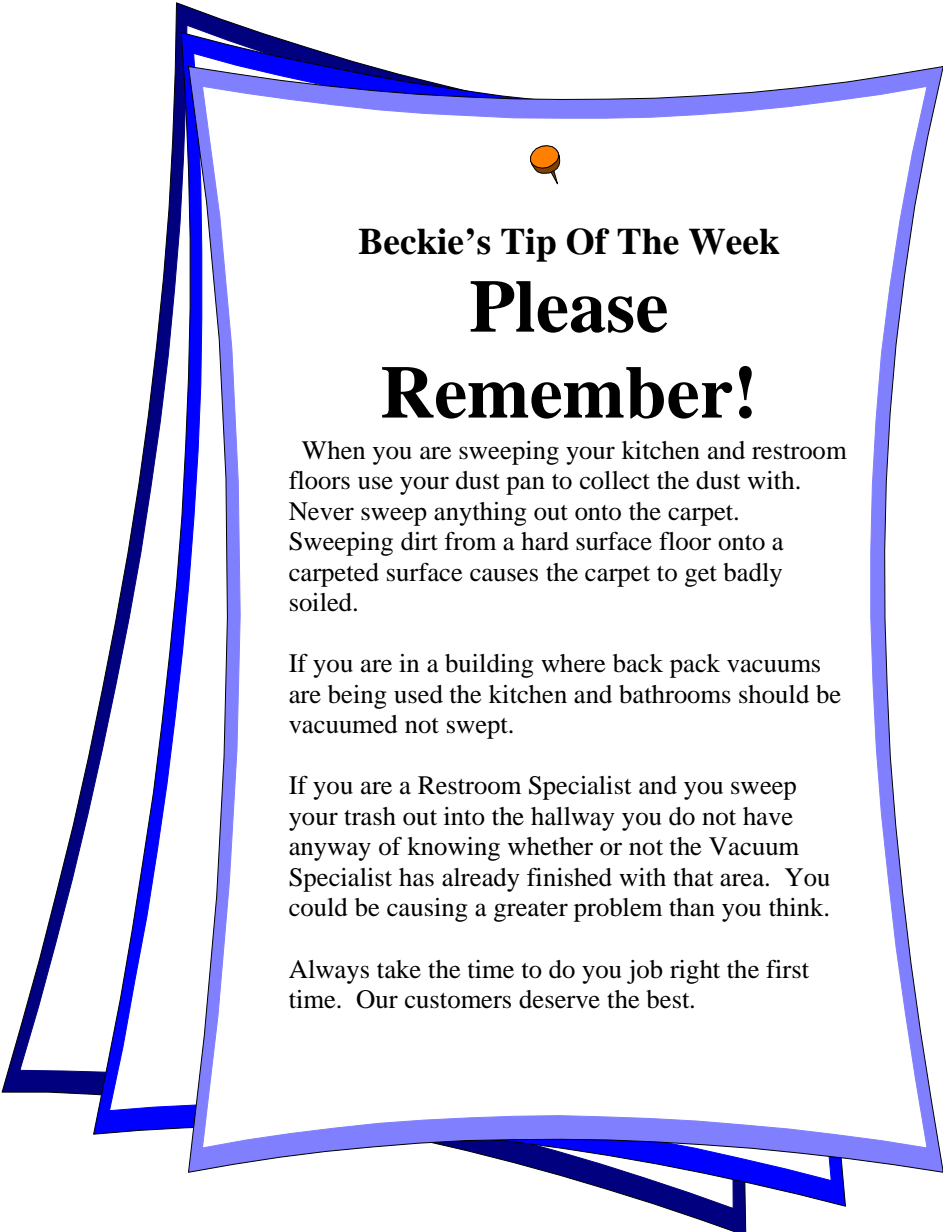
Congratulations Martha! Everyone knows that Kenny has high standards. If he picked out your closet, you certainly deserve this award!

Each pay period Area Supervisors check the appearance of every accounts custodial closet. They check for the following things:

- \*They check the equipment to see if the vacuum bags have been emptied. Upright bags should be emptied on Friday.
- \*Vacuums are clean and polished.
- \*Mops and wringers are cleaned and rinsed.
- \*The sinks are scoured and the closet floor is swept and mopped.
- \*They check to see that all containers of chemicals are clearly labeled with the proper HASCOM labeling.
- \*The MSDS books are checked to see if there is a sheet for each chemical that is used in that particular account.

The winner of the Clean Closet Award receives **\$25.00** cash.

As with all of our contests, the winner must call or come by the main office within two (2) weeks of this newsletter to claim their prize.



## Beckie's Tip Of The Week Please Remember!

When you are sweeping your kitchen and restroom floors use your dust pan to collect the dust with. Never sweep anything out onto the carpet. Sweeping dirt from a hard surface floor onto a carpeted surface causes the carpet to get badly soiled.

If you are in a building where back pack vacuums are being used the kitchen and bathrooms should be vacuumed not swept.

If you are a Restroom Specialist and you sweep your trash out into the hallway you do not have anyway of knowing whether or not the Vacuum Specialist has already finished with that area. You could be causing a greater problem than you think.

Always take the time to do you job right the first time. Our customers deserve the best.

## Sexual Harassment Policy

We feel that all employees should be able to do their job without concerns about any type of harassment. If you feel that you have been subjected to harassment by either a co-worker, supervisor or customer, please feel safe in reporting it directly to the General Manager, Beckie Willis.

You may reach Beckie anytime by either coming by the office, or phoning her at 222-6070. If you are out of town you may call 800-832-7654.

Maintaining a positive working environment for our employees is a high priority at Red River Sanitor's.