

GBM Insiders

FALL 2009

Appreciating the "Small Fish"

By DAVE HARPER, JACKSONVILLE GENERAL MANAGER

One of the things I love about Jacksonville is that we are close to the ocean. This allows me to go deep sea fishing with my family a couple of times a year. I don't usually catch much; at least not many keepers. On a recent trip it was pretty much the same story, catch and release, catch and release. As I was about to throw back yet another small "Beeliner," a deck hand saw me and said "Hey, that's a great bait fish! Hook it by the fin and cast it back out." I did, and just a minute later had a big hit on my line. It took time, effort and patience to get the fish in the boat, but was well worth it! Had I not caught and used the small fish, chances are I would not have caught the big fish.

This fishing trip, in some ways, reminded me of my career with GBM. Ten years ago we started cleaning two relatively small buildings downtown. By providing quality service, having a sense of urgency and building relationships,



Dave Harper, far left, poses with his "big fish."

through trust, with our property managers, we have added 13 additional buildings totaling 1,400,000 sq. ft. with the same property management company. I am so thankful we were able to get those two small buildings.

Our motto at GBM is "Zero Defects Is Our Goal." We all strive to provide quality service to our customers because we want to be the best part of

their team. At times we fail; we make mistakes! We are all human. How we react to our mistakes makes all the difference to our clients. Do we give a genuine apology, have a sense of urgency to fix it, and take steps to ensure it doesn't happen again? When we do, we gain back their trust and confidence. Gaining our customers' trust can often lead to additional business!

GBM Helps Its Clients Succeed in Attaining Clean Zone Certification

By BOBBY MOORE, DIRECTOR OF BUSINESS DEVELOPMENT, GBM (MID-ATLANTIC)



Pictured above is the Property Manager from Highwoods receiving Clean Zone certification from GBM and JanPak.

GBM has been servicing the needs of Highwoods in the Mid-Atlantic region for several years. We were fortunate enough to be given an opportunity to expand our relationship earlier this year and were awarded an additional 300,000 sq. ft. of properties from them. Over the past 12 to 18 months, we have been discussing our Green Cleaning and Sustainability Program with the property managers as well as the director of asset management for the market.

We began the process by presenting our program and laying out a plan for certifying the buildings. We explained

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Clean Zone Certificaton

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how the main focus of our program is to ensure a healthier and safer environment for their tenants to work in and ultimately to become a vendor that they could rely on to be innovative and to constantly strive for the GBM goal of ZERO DEFECTS.

Once we were notified of the award and had our move-in date, we immediately got the ball rolling. We had our chemical experts come up and we all surveyed each of the buildings within the portfolio. The survey process uncovered many potential

We installed everything from touch-less roll towel and foam soap dispensers to chemical dispensing stations with Clean-by-Peroxy and micro-fiber mopping and wiping products.

efficiencies, and within a week of our crews moving into the buildings, the survey results were presented to Highwoods. To their credit, the property managers did not skip a beat. For the next several weeks our technicians and GBM were busy implementing the recommendations and making their buildings a much better place for the tenants and

visitors to be. We installed everything from touch-less roll towel and foam soap dispensers to chemical dispensing stations with Clean-by-Peroxy and micro-fiber mopping and wiping products.

GBM put on an expo relating to "How to go Green in a Down Economy" on September 15, 2009, at the Hilton Garden Inn in Raleigh, NC. We conducted a presentation along with representatives from various suppliers, and at the end of the program, we presented Highwoods Properties with a plaque designating the Greensboro portfolio as Clean Zone certified. Thank you so much to the entire team for seeing this project through. Kudos for a job well done!

Securing GBM's Brand Image of "Zero Defects" Service

By DONOVAN WOLF, PRESIDENT



In preparation for GBM's recently concluded Annual General Manager's Meeting, I spent some time reviewing the history of our great organization, with an emphasis on the approaches that have helped us realize commendable success over the first 26 years and have positioned us for continued achievements in the coming years. While our industry has gone through a lot of changes and our approach continues to gain a higher level of sophistication, the founding and underlying principle of GBM's service has been and will always remain our pursuit of providing "Zero Defects" service, each and every night.

What does "Zero Defects" service mean to each of us? Is it simply a slogan that we hide behind or is it a true representation of GBM's personality and the values that we stand for?

To answer my own questions, "Zero Defects" is our brand image and defines the base of direction that each of us should operate under each and every day/night. Of course, brand image can't be accomplished solely on the emotional feel of a catchy phrase, fancy logo, or a strong company name. Instead, it is a result of a proven track record in providing our customers with consistent, quality service. It is through the attention to detail, responsiveness and professionalism of each and every one of us that we will realize the customer satisfaction, credibility, dependability and separation from our competition necessary to meet the objectives of GBM's mission statement:

General Building Maintenance is committed to providing our customers with consistent, quality services, which are recognized as contributing factors towards the operational successes of our customer's organizations. We will continually strive to improve our processes, through customer input, workforce development, and self-evaluation. With these commitments, we will seek to develop, maintain, and enhance our recognition in the building service industry as an invaluable service partner, thereby leading to growth opportunities and an improved marketplace position.

As I review the 3rd Quarter results, I am strongly encouraged by the high level of account retention that GBM has been able to realize in 2009. This is a very positive sign that we are proudly upholding our brand image and going the extra mile to achieve customer satisfaction. But, as they say in our business: "We are only as good as last night's service," and we must approach each day/night with the mindset of delivering "Zero Defects" service. Our customers have entrusted us to deliver upon our long established brand image and we owe them and ourselves nothing less.

Thank you for delivering last night's service and for your efforts in maintaining GBM's strong brand image!

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GBM's General Managers' Meeting Focused on Quality

By WILLIAM CHOI, VICE PRESIDENT, OPERATIONS



We just concluded a very successful General Managers Meeting in our corporate office in Atlanta attended by a very dynamic group of managers with wealth of knowledge and experience. The main emphasis of this year's meeting was how to maintain GBM Quality Standard and How to Stay Ahead of Our Competitors. As many of our long-time customers know, GBM's growth has always been based on delivering consistent, quality service every day to satisfied customers. Although we have seen so many changes in our industry in the recent years, our unyielding principle on quality service made GBM a stronger company in this down economy. We would like to share some key topics discussed in the meeting:

1. Performance

I am a firm believer that "Zero Defects" is attainable in our industry. We will comply with contractual requirement and we will adhere to our industry-leading Quality Assurance Program. When I inspected

some of our accounts recently that are world-renowned resorts, I was filled with pride to see exceptional qualities based on technical superiority. We, as managers, have to deliver GBM Quality Standards in each building.

2. Perception

GBM has recognized the importance of perceptual issues as our customers and tenants observe our work. We use the most advanced equipment, including vacuum cleaners, mop systems, floor machines, etc. Our cleaners are in clean, professional uniforms with proper ID badges, making them look like professional janitors.

3. Systematic Document Control

The common expression these days is "we need to verify and validate what we do." We have a periodic tasks schedule that we share with our customers and we are using standardized inspection forms. Also, daily log books, work order systems and effective communication via e-mail are some of tools that we use to accomplish our documentation requirements.

4. Emphasis on Process

Our performance is not only evaluated on the end result, which is basically whether the building is clean or not, but constantly evaluated on processes and procedures as well. GBM's Green Cleaning and Sustainability Program enables us to standardize the process to create a consistently clean work environment.

5. Doing More With Less

Our customers are constantly in search of the most cost effective janitorial company to deliver quality service. To meet this challenge in today's economy, GBM is looking to re-engineer how we operate. In an effort to cut costs at every level, we are reviewing the cleaning specifications to recommend more practical frequencies of each task, improving productivity of our cleaners, converting paper products and dispensers.

We are all looking forward to seeing all of us implement the ideas we shared at the meeting on each of our accounts. Ultimately, each building is our customer!

Good Attitudes + Motivated Supervisors = Quality Assurance

By SUNNY K. PARK, CHIEF EXECUTIVE JANITOR



Imagine that you are sitting on a bench in a mall looking at all the shoppers as they walk past you. Notice that everyone has a different appearance. In addition, each has a different personality and a unique background.

Just as all individuals are unique, each supervisor has a different way of approaching the task of quality assurance.

While we all try daily to achieve the same goal of customer satisfaction, most people have different ways of achieving that goal. Some people are stronger in certain areas than others, so understanding each supervisor's character is an important consideration in their training. However, attributes that all supervisors must have include the right attitude, the proper discipline to apply their training, and the vision to realize that they have a bright future when they achieve their daily goals. Motivated supervisors find their own way to deliver quality service.

Just as important in a supervisor's performance is the role their

boss plays. Bosses have the responsibility to provide sound training, to assist supervisors in developing their potential, and to help them be successful in what they do. Some bosses try to please those who report to them by catering to what supervisors want, but that's an irresponsible approach. Supervisors should grow while under their bosses' wings. GBM managers have the responsibility to train supervisors and cleaners to maintain the right attitude so they can advance in their careers while enjoying their work.

Here are some key elements that go into promoting quality assurance in a supervisor:

1. Having the proper attitude. Attitude is everything in quality-assurance supervision. A good supervisor must have a positive attitude to keep morale up and employees happy.

2. Communicating correctly. GBM has developed several useful forms that help foster communication both internally and with our clients. Timing is an important factor in communication. We can enjoy our work more by keeping informed and preventing

See *Quality Assurance*, page 8

Nashville

By CHRIS ISBELL, GENERAL MANAGER

Six More New Accounts for Zero Defects Services

As we head into the last quarter of 2009, the Nashville/Birmingham/Huntsville region is having continued success in large part due to our dedication to establishing a proactive approach to our cleaning services for our clients. We constantly strive to provide the cleanest work environment in the most efficient manner and this has proven to be the main reason for the retention of our clients.

I am very excited to announce the addition of six new properties in our region. In Nashville where LESS TALK BUT MORE ACTION lives, we will begin providing Zero Defects services to these new additional properties on November 1, 2009. On January 1, 2010, we will begin cleaning Princeton Medical Center, Trussville Medical Center and Pelham Medical Plaza in Birmingham. As we cultivate a reputation for having the utmost commitment to quality, we continue to increase our customer base.

I want to say a big "thank you" to our corporate office for working so hard to provide me the support needed to have a successful 2009. I am looking forward to continued growth as we head into the year 2010.



Airways Plaza



Oaks Tower

Orlando

By JOE RALABATE, GENERAL MANAGER

Orlando Branch Keeps Growing with Zero Defects Quality Services

What is the secret to making sure a building is clean? There really isn't one. You just need to know what to look for, be alert to keeping the periodic up to date, conduct regular day and evening inspections, make sure personnel is properly trained, provide good supervision, and have heart for the industry.

This is what our team strives to accomplish here in the Orlando Branch. If you want quality cleaning, you have to think quality cleaning and then follow through to ensure you are getting quality cleaning. This takes complete team effort on the part of all involved.

We are doing several things to assist in keeping the level of cleaning very high in our buildings. I would like to share a couple of proactive things that have been instituted in the GBM Orlando Branch to ensure quality cleaning in the buildings we care for.

Good training is key. The QAs and I perform training sessions in floor care and proper janitorial cleaning. Show and Tell! With the permission of the property manager, I recently put on a training session in one of our high rise class "A" buildings for our team of area supervisors, project managers and floor technicians. The session centered around on how to properly clean carpet, the chemistry necessary to perform good carpet cleaning, proper use of the equipment used and the do's and don'ts in carpet cleaning care. This kind of proactive training was just one of the ways we ensure quality cleaning of our buildings. More training sessions like this will continue with other aspects of cleaning, like VCT stripping and coating, proper restroom cleaning and detail cleaning.

To ensure quality cleaning, we conduct regular nightly inspections. This is critical in making sure the night cleaning crew, including the building supervisor, is following through on proper cleaning of the suites

and common areas. If we are to stand out as better than the competition, we must inspect our buildings in the evening. It is much easier to inspect the suites when virtually no tenant is working there and while the cleaning crew is still working. I personally use a more expensive flashlight with a special light that makes dust jump out when you point the light on it. (A small hand held flashlight costs about \$50 at Home Depot.) I find it allows me to properly see under desks, on the sides, between the desk and wall, along all edges and behind monitors to see dust build up. On these inspections, I have the team leaders walk with me as well as the project manager. If I find an area needing attention I point this out so it will be cleaned up the evening of the inspection. If detail cleaning is needed, I set up another date to come back to re-inspect with the same crew. This results in minimum cleaning issues and virtually, if this program is followed, there will be ZERO DEFECTS.

It takes time, work, good effort on the part of the entire team, excellent follow through, and a stick to it proactive attitude, because this kind of inspection *never ends*. It is part of our regular routine, and it is paying off in the GBM Orlando Branch.

Customer Praise for GBM Team Continues

By ED BUIST, GENERAL MANAGER, GBM - TALLAHASSEE

Compliments from customers, and their tenants, are few and far between in this business. Since we have an obligation to do the very best we can and improve where needed to ensure outstanding service, perhaps we shouldn't expect compliments. After all, we're just doing our job. Yet it's always a nice surprise when they do.

I was extremely gratified to receive an e-mail recently from a State of Florida agency forwarding favorable comments about the two employees we have working at the state's Capital Circle Office Complex in Tallahassee. This agency is a day cleaning environment for security reasons. It requires a lot of attention to detail while trying to work around hundreds of busy



Blanca Rodriguez (center) and Cleveland Penn (right), received high praise from one of their customers. They are shown here with Tallahassee GM Ed Buist.

folks without disrupting their important work. Not an easy task to be sure! In the e-mail, the sender forwarded two messages she had received concerning the excellent work being done by Blanca Rodriguez and Cleveland Penn. The writers praised their efficiency, attention to detail and concern for safety, especially when mopping floors during working hours. They also cited their cheerful and friendly demeanor on the job.

As GBM's General Manager here in Tallahassee, I'm blessed with dedicated and talented people that allow us to deliver consistent world-class service to our customers every day. Blanca and Cleveland are just two examples of the fine folks working for GBM and giving us the edge over the competition.

New Jacksonville Accounts



Flagler Center



Super Stock

Jacksonville Accounts

continued



Lakeside I



Lakeside II



Lakeside IV



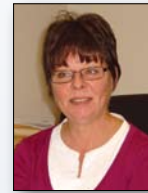
Taurus One Deerwood

Birmingham



Princeton Medical Center

Featured Employee: Cheryl Williams, Accounts Receivable



Cheryl Williams learned about money at an early age, working at her mother's convenience store – Van's Party Shop – at six years old.

"My mother taught me how to use the cash register and count change," says Cheryl, who grew up in Utica, Michigan. "I worked there every day until I was a teenager."

So it's no surprise that she landed in the accounting field. After working several jobs as a secretary in Michigan, Cheryl, then married with two small children, moved to Atlanta and took a part time job in the accounts payable department of a company that made carbon paper. That started her career in accounting. "I just sort of fell into it," she says. "I've learned by doing." For the last 32 years, Cheryl has worked for various companies in either accounts receivable or accounts payable.

Two years ago, she came to GBM in the position of accounts receivable. Her duties include generating bills, processing payments, following up on unpaid bills and filing the monthly sales tax returns.

"It's a very challenging job," she says, "but I absolutely love it."

To do her job effectively, Cheryl tries to stay as organized as possible. She goes through each client's file every month and makes note of any changes – such as square footage or pricing – that would affect their account. This makes it easier when the billing cycle comes around. "Every client's invoice is different, and you need to stay on top of it for accurate billing," she says.

Cheryl, who is single, has four children and eight grandchildren. Last spring, she adopted a "special needs pet." After hearing a story on the radio about "Fiona," a 92 lb. Rottweiler with three legs, Cheryl applied to adopt the dog. "She really needed a home and I gave her one," says Cheryl. "I am having so much fun with her."

In her free time, Cheryl likes to garden and read novels. And she's on a mission: "I'm trying to read every book by Nora Roberts," she says. Considering the author has written 170 books, it's an ambitious goal. But true to Cheryl's spirit, she is close to accomplishing it; she figures she has about 35 more to go.

Community Service

Serving GBM Clients. And Our Community.

GBM was born in 1983 to generate profits. But the company is also committed to being a good and valuable community member. Over the past 26 years, GBM has served non-business related/nonprofit organizations in good stewardship as a board member, contributor or founder. Here is a list of how GBM serves the community.

As a Board member:

- Berry College
- Business Executives for National Security
- The Community Foundation
- Emory University
- Georgia Family Council

- Georgia Public Policy Foundation
- United Service Organizations
- Junior Achievement
- Kennesaw State University
- National Guard's Youth Foundation
- National Museum of Patriotism
- Public Radio/TV-PBA
- Savannah College of Art & Design
- The Shepherd Center
- UNICEF

As a Contributor:

- Association of the United States Army
- Atlanta Food Bank
- Boys & Girls Club, Boys & Girls Town

- Boy Scouts of America
- International Vaccine Institute
- Salvation Army
- United Way

As a Founder:

- America Korea Friendship Society
- Good Neighboring Foundation
- If Sunny Can, I Can

GBM is also a member of BOMA, IFMA, IREM, BSCAI, NMSDC, numerous local Minority Business Development Councils and several local chambers of commerce.



Featured Nonprofit: The USO

GBM has supported the United Service Organization (USO) since 1991, beginning with Operation Desert Storm. Sunny Park, CEJ of GBM, is a long time volunteer and council member of the USO Georgia. Often, Sunny serves deploying troops with coffee and donuts at the Atlanta Airport, and he is chairman of the annual golf tournament/fundraiser sponsorship committee. "I can't be at the war zones with them but I do want to serve those who putting their lives in harm way to protect us," said Sunny in an interview with a media. In 2007, he was recognized with the President's Service Medal. GBM continues to take responsible roles as a community member. You can be proud. Anyone interested in knowing more about the USO, visit www.USO.org.

About the USO

Since before the United States entered World War II, the USO has been the bridge between the American public and the U.S. military. In times of peace and war, the USO has consistently delivered its special brand of comfort, morale and recreational services to the military. The USO, a congressionally chartered, private, nonprofit organization, relies on the generosity of individuals and corporations to support USO activities.

Today, the USO delivers its programs and services at more than 130 locations around the world. In recent years, the USO opened centers in Kuwait, Qatar and Afghanistan to support service members participating in Operations Enduring Freedom and Iraqi Freedom, as well as centers in Vicenza, Italy, and at the Dallas/Fort Worth, Raleigh/Durham and Denver International Airports.

Military personnel and family members visited USO centers more than 5.3 million times last year. Services include free Internet and e-mail access, libraries and reading rooms, housing assistance, family crisis counseling, support groups, game rooms and nursery facilities.

The USO reaches out through:

- Airport centers, welcoming weary military travelers with a place to rest and the ability to familiarize themselves with their new surroundings
- Family and community centers, promoting intercultural understanding and orientation to unfamiliar locations
- Mobile USOs, reaching out to troops in remote and sometimes unstable locations
- USO celebrity entertainment tours bring volunteer celebrities to entertain, lift morale, and express the gratitude and support of the American people.

For 68 years, the USO's mission has remained the same: supporting U.S. troops and their families wherever they serve. Across the U.S. and around the world, the American military knows that the USO is there for them. By supporting the USO, Americans show their appreciation and express their gratitude to the men and women who defend us.

Moving Forward Into the Future

By TAMMY SCOTT, CONTROLLER

Hello to all my fellow GBM team members. I have worked for GBM over 12 years, and am currently the Controller of the company. I know that as the current economic situation remains uncertain, and job losses, corporate bankruptcies, and home foreclosures continue to dominate the news, it is sometimes difficult for people to maintain a positive outlook about their job.

The last few years have seen a lot of changes within the janitorial industry, and GBM has worked tirelessly to evolve with these changes. This year we have expanded our portfolio to include several new buildings and have even re-acquired some buildings that had been lost. As of this writing, 2009 is on track for another strong, positive finish. But we can't become complacent with this positive trend; there is much more to be accomplished.

We can learn and grow from the changes that have already taken place as we move into the future. The continued success of GBM is only possible with the dedication to excellence that all team members provide in their daily jobs. We have a responsibility to provide our clients with the level of service that they have come to rely on and for which GBM has built its reputation. In addition, we have a responsibility to each other to assist and promote GBM

in opening up new opportunities to acquire new business.

Sometimes along the way we might need to give each other a gentle reminder to stay on track. It can be simple little gestures that can boost one's confidence and spirit, such as saying "job well done," "thank you" or "have a nice day." These gestures make people feel noticed or special and demonstrate that what they are doing matters and is appreciated. It creates a positive work environment, fosters good working relationships and eliminates stress mechanisms that can bring negativity into the workplace.

So, I make this challenge to all: next time you see someone working diligently at their job or putting forth that extra effort, try conveying a simple gesture of appreciation or acknowledgement and see what a difference it can make.

Each of us CAN and DO make a difference. If we look at ourselves as a piece in a large puzzle, and do our jobs to the best of our ability within the guidelines provided to us, we are putting our piece of the puzzle into place. All team members working together, to do their part, will complete the puzzle and move GBM forward into the future.

How to Work Safely

Janitors, custodians and housekeepers providing services in homes, schools and offices face a variety of tasks and hazards. With proper instruction and training, you can prepare for the janitorial work you will perform.

Wear comfortable, slip-resistant shoes to avoid slips and falls, and long-sleeved shirts and long pants. Wash your hands before smoking and eating and between tasks for good personal hygiene.

You use chemicals to clean, disinfect, and strip surfaces; read their material safety data sheets (MSDS). Because chemicals are often concentrated, know the proper mix ratio and use. Stay in well-ventilated areas and never mix chemicals unless instructed to do so by the manufacturer. Take care around hot water to avoid burns.

Janitorial tasks include heavy lifting, material handling and repetitive motions. To avoid back strains and injuries, keep your muscles strong and stretch before, during and after work. Take mini breaks throughout the day and rotate your tasks. Learn proper lifting techniques and know what you can safely lift; ask for help with heavy or awkward loads.

Housekeeping carts help you move heavy loads and keep your supplies near you. Keep them in good condition with easily rolling wheels. Keep the load in front of you and lean in the direction you are going. Push the load; pulling can lead to strains and injuries. Watch for people, obstacles, slopes and drop offs in your path. Remember, when working at heights, practice ladder safety.

Floor maintenance is a main duty for janitorial workers. Perform floor maintenance when few people are around and always use caution signs for wet floors and

spills. Mopping and sweeping are repetitive motions, so avoid a tight grip and use proper posture. Vacuums and floor machines should be inspected daily before use; keep cords coiled and close to you to avoid tripping.

Removing garbage, recycling, paper, and debris from the workplace is good housekeeping and fire prevention. Garbage bags may contain broken glass and other sharp materials, so wear work gloves and carry the load away from your body. Garbage may contain materials and needles that are contaminated with blood and body fluids. Never reach into a garbage can and don't pack it down with your feet.

Know the common hazards in your work environment. Because you move throughout the building, you may be the first to spot one. Place a warning sign near hazards and report them immediately. Safety depends on you.

This article was adapted from the Insurance Institution



Act of Generosity

Retired janitor saves \$1 million, then donates it to a college

Bob Durst was the Casper College custodian in the blue jump suit and bow tie that every student, staff member and instructor recognized. He'd sometimes reach into his own pocket to help out a student in need with \$10 or \$20. When he retired in 2007 at the age of 86 after 27 years of driving his roller and paint brush touched-up Chevy Caprice to work every day, a classified staff award was named in his honor. "He never took vacation," remembered Sharon Bell, Casper College Human Resources Director. "I don't need to have one, give them to somebody else," he would say."

When Durst died on January 20, the World War II Navy veteran who lost his right eye during his military service, left his entire estate to the college. The unrestricted gift totaled \$1,074,600.

"He was a great friend to many of us and his legacy will continue," said Paul Hallock, Executive Director of the Casper College Foundation. "I remember him saying, 'use the money wisely.'"

This article was written by Carol Crump, and appeared on the Web site <http://commercialbldgmaintenanceinc.com>.

Quality Assurance

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problems before they actually happen.

3. Possessing technical skills. We are like instructors at a driving school. Train supervisors to be good drivers, and we all will benefit. Skill training is a good investment: the more detailed the training, the easier to manage the team.

4. Practicing teamwork. Help your supervisors understand that the secret to success is working together with others. Being nice to others is important, but personal satisfaction can be doubled by working well with others. Supervisors need to understand that everyone wins when practicing the

Golden Rule. Be helpful and guide them in the right direction first!

5. Understanding the road map to success. Anyone you choose to put in a supervisory position must possess an inner drive to succeed. This drive keeps them motivated to do well, plus they will also strive to help the employees under their supervision to succeed.

6. Preventing repetitive mistakes. Making mistakes is part of life, and it should be accepted. However, making the same mistakes repeatedly by ignoring important tasks, by being tardy or lazy, by being disrespectful, or by

making no effort to discover the reasons for mistakes, is unacceptable.

7. Reviewing performance promptly and accurately. We all want to be successful in what we do, but things don't always work as planned. Reviews help us find the correct path to success. Imagine a review as if you're a woman looking in a mirror to see if the makeup you put on this morning is still there. Are you still looking your best? Reviews are a must for anyone who really wants to be successful.

We want to hear from you!

The next issue of GBM Insiders will be printed in February. If you have any news or a photo you'd like to share, please send it to Sunny Park no later than January 15.



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