

Doing More with Less vs. “Can Do” More with Less

By WILLIAM CHOI, VICE PRESIDENT, OPERATIONS



We constantly hear about “doing more (a lot more) with less (a lot less)” from our team members. Our day porter hours have been reduced in many accounts, or totally eliminated; our budgets in most of our accounts have been squeezed; and costs for almost everything else, including labor, chemicals, equipment, consumables, etc., have increased noticeably. So, has our industry come to the end? Should I look for something else?

I do not think so and I certainly do not hope so.

One thing that we all need to realize is that “doing more with less” is happening on the customer side as well. We can see from reduction of administrative and maintenance staff that our customers are wearing multiple hats with no time to walk their own facilities. We are living in a very different world from five to ten years ago. We just have to be more productive, more efficient and work smarter. Also, we have to be much better communicators and organizers.

Here are two simple ways we “can do more with less,” but still remain a very reliable service provider and a very integral partner for our customers. Thus, we “can do more (a lot more) with less.”

1. Self Discipline in Inspection and Follow-Up: I know all of our managers have well-defined inspection schedules. It is not enough to visit the account; we have to inspect the account. Is it up to the GBM quality standard? If not, let us religiously follow up on those deficiencies to make sure they are corrected. A while ago, one of our dear customers explained to me about the difference between “responding” and “following up.” Some people are responding very well when problems arise. Our favorite response is “we will take care of this.” But do we take the next step to say, “we took care of it and we verified it”?

2. Effective Communication and Regularly Scheduled Meetings: I think all Building Service Contractors can promise “we will take care of this,” especially since we are all equipped with iPhones, iPads, and other fancy

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Going the Extra Mile in Jacksonville

DAVE HARPER, JACKSONVILLE GENERAL MANAGER



When asked to spotlight a cleaner who is doing an exceptional job, Alisa Cisija immediately comes to mind. Since 2008, Alisa has been a model employee and fantastic representative for GBM at the unique DuPont Trust building. Regardless of the task – polishing antique silver, removing duck droppings from the brick pavers or laundering the fitness center towels – Alisa always responds with a smile and “I’ll take care of it.” Alisa’s calm demeanor, pleasant personality, professional interaction with tenants, and attention to detail has established her as an integral member of the building staff. A big “Thanks” to Alisa for all that

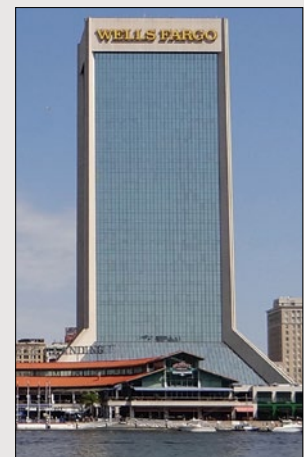
she does!

In other news, we are pleased to announce that in June GBM obtained the cleaning contract for the Wells Fargo Center, managed by Parkway Realty. This

Class A office building is a Jacksonville landmark property which dominates the riverfront skyline. The building features 37 floors, 647,000 rentable square feet, a restaurant, deli, retail shops and grand atrium.



Alisa Cisija



Thanksgiving Memories 1987

By SUNNY PARK, CHIEF EXECUTIVE JANITOR



Autumn is here once again, which means Thanksgiving is right around the corner! It is during this time that we pause to be thankful for all that we have. My wife Kay and I are so blessed. As the breadwinner, I was able to feed our children three meals a day and send them to school. I could take time off time for family vacations and was able to share with those who needed it.

One of our most memorable Thanksgiving Day celebrations was in 1987. We spent a four-day holiday weekend with our cleaners and supervisors in Orlando, Florida. I drove a van to Orlando with my wife and two children in the back playing Nintendo games, and we rented a two-story unit at a Residence Inn. We arrived at night, and immediately my wife started cooking meals for the cleaners who were just finishing up for the day.

That weekend, we started a new account with three buildings in Maitland, which involved initial cleaning work in

the lobby. We always try to start new accounts on a Friday or before holidays so that we have plenty of time to learn the building and do a major clean up job during the weekend. That way, when tenants and managers come to work on Monday morning, they will have a good impression of the "new cleaning company."

On Thanksgiving night – actually 1:30 a.m. Friday morning – a group of tired cleaners walked into the motel in sweaty shirts as my wife Kay was just finishing cooking two big turkeys and other food we brought from Atlanta. We chatted about the day – how the old wax built up on the lobby floor couldn't be stripped, how the new chemical we used was working great, and so on. We also talked about families and marriage and the future. It went on until about 3 a.m., when a few started falling asleep on the floor. I started helping them move to their rooms when one young man named Jin leaned against me and started crying, saying he missed spending Thanksgiving

with his brother in Cleveland, Ohio. Next thing I knew, we were all crying. It was about 4 a.m. when we finished cleaning up the kitchen. As usual, my wife Kay stayed awake all night long and served the cleaners with food and care, and even gave me a comforting smile.

Jin, the young man longing for his brother that night became a successful business owner of Any Glass in Atlanta.

For me, there are so many people to thank – our cleaners and managers, our clients, their families, and my own family. We give thanks to God who created us and blesses us, and those in uniform who protect us every day and every night. Oh, what a beautiful day that I am thankful! Happy Thanksgiving 2013!



Praise From a Client

It is with great pride that I send you this update. Since the start up of the facilities team four years ago, this organization has not only grown within, but the response from the people from our plant on working with GBM has been "unreal." I never thought the facilities team would evolve so quickly. We have added two more full time positions for cleaning large facility-related items such as doors, docks and racks in our site, and both of the techs that were hired are doing excellent work. I couldn't be happier. Our plant is undergoing a rather large face lift, bringing in more business. With this, our GBM team will have to increase in size in both facilities and janitorial. We are working on what that will look like now, and we are really excited about how this will help our plant and the partnership with GBM. Keep up the great work in supporting our business here in Greensboro.

Sincerely,
Justin French, Facilities Maintenance Director of
a major U.S. manufacturer

A Familiar Face in Orlando

By BOB VEASEY, REGIONAL VICE PRESIDENT



Jorge Hernandez is known by many of the tenants at MP One in Orlando, where he diligently goes about his daily tasks of keeping the building's common areas neat and clean. He's been a day porter in the building for seven years with GBM

and a few years prior with another janitorial service provider. Jorge has seen companies and people come and go over this time. After having been gone for three years, one of the major tenants recently moved their Orlando offices back to MP One and many returning employees were happy to see that Jorge was still on the property. Not only does the customer appreciate Jorge's dependability and work ethic, he is also greatly appreciated by the local GBM management staff.

Born in Puerto Rico, Jorge served three years in the U.S. Marines and after receiving an honorable discharge, he and his family lived in California, New York and then back in Puerto Rico. During this time he attended college, majoring in accounting. Jorge and his wife eventually returned to the United States, settling in Orlando.



Jorge Hernandez

Making It New Again

By BENNY SPILLER, RBSM, VIRGINIA GENERAL MANAGER



Don't you just love the fall? Temperatures drop, the hours change and the colorful leaves begin to fall. Some would think that the fall is a tough transition, one in which everything feels drab and old. That isn't the case here in Southern Virginia! We are bringing back the old and also seeing GREEN.

We recently welcomed Carol Harrison to the GBM family down in Hampton Roads. Carol and I have worked together in the past and she brings with her a great reputation for getting the job done. Starting out in her new position as project manager for Virginia Pilot, Carol has already made an impact. Our customer, Linda is very pleased (she added in many "very's") with Carol's overall presence. Linda actually sat in on our third interview with her. Carol has established herself well with the GBM employees under her supervision.

The leaves in Roanoke may no longer be green but the Social Security Building, a Colliers International Property, is. This building is a LEED Silver Certified Building. This means that we must meet certain criteria when cleaning, more specifically using products that contain microfiber and approved chemicals. To this end, our employees must have continuing education to keep up-to-date with

the standards. Huge kudos go out to Kirk Krantz, area manager, for going above and beyond with this. Kirk underwent lengthy training on chemical usage in general cleaning as well as Green-certified cleaning. This knowledge and dedication to learning is huge because it showed his employees that he's in there with them. The rest of the employees as well as his supervisor, Michelle, participated in full-day training in late September. Now all employees are up-to-date and will ensure that we adhere to the standards expected of us by Colliers.

The fall also leads us into the holiday season when many are worried about the upcoming cold weather and how to put meals on the table. I was fortunate enough to participate in a volunteer opportunity at The Food Bank of Virginia. The Building Owners and Managers



Association (BOMA) enlisted the help of several of its participants to stock the shelves in the Food Bank (see picture above). Elbow to elbow with competitors, we put our competitive nature aside and worked hard for the less fortunate. This was a rewarding experience and one I know I will do again.

Here at GBM in Southern Virginia we are finding many ways to enjoy the fall and all that this colorful time brings. We look forward to seeing Carol's continued success in Hampton Roads and hope to open more doors to LEED Certified buildings.

Doing More

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electronic toys to keep us connected. But when we follow up and can send our customers an e-mail saying, "we took care of it and we verified it," we are truly separating GBM from other competitors. A regularly scheduled meeting is so important these days because it is so difficult to coordinate schedules to walk buildings together. Thus, we have to utilize these meetings to go over any issues and make sure tasks were completed or are on schedule to be completed.

"Doing More with Less" sounds like an excuse to me. Every one of us should change his/her outlook to "Can Do More with Less."

Service With a "Can-do" Attitude

CHRIS ISBELL, NASHVILLE BRANCH MANAGER



I would like to recognize one of our day staff that services Highland Ridge Tower in Nashville. Her name is Yvonne Rosales.

Yvonne has been with GBM for six years now and in that time, has established an exemplary attendance record and possesses a can-do attitude. Without fail, each and every time I am in the building, I receive a compliment on her pleasant attitude and the quality of her work. She continually makes my job easier, because she is dependable and extremely efficient. Not only has she been

an excellent employee, she has been a great source of referrals for potential employees.

Yvonne and her husband, Olvin, and have a 7-year-old son named Juan. Both Olvin and Juan play soccer, and one of Yvonne's favorite things to do is to watch and be with her family. She truly is an example of the high quality standards that GBM exemplifies. Yvonne is someone I can always count on, and I am very fortunate to have her on my team.



Yvonne Rosales

Greetings from the Mid-Atlantic Region!

By BOBBY MOORE, DIRECTOR OF BUSINESS DEVELOPMENT



As summer comes to a close, I would like to stop and thank the entire Mid-Atlantic team for all of their hard work as we undertook sev-

eral major projects for clients throughout the region. We performed a major strip and wax project for a client in Virginia, encompassing over 400 buildings. This project required first measuring every site for both regular and anti-static wax, and then developing a very aggressive schedule which required our crews to complete an average of 33 sites per week, totaling over 800,000 sq. ft. of regular vct and 2.3 million sq. ft. of anti-static vct. We completed the entire project between May 1 and July 31! Due to the dedication of the entire GBM Zero Defects team, the project was a huge

success.

This summer we also completed over 729 work orders ranging from painting to plumbing to landscaping to roof repair, once again proving our crews stand ready to complete any job that our clients need. In one case, a client needed two buildings painted. They reached out to us on a Friday and explained that they had VIPs visiting the sites the following Monday and needed them in top shape for the visit. A previous vendor was unable to get them completed in time. This just so happened to be over Father's Day weekend.

"I am proud to be associated with a group of people that understands that if our client has a problem, we share their concern and it becomes our problem as well."

Our team was able to put together two crews that day and had both buildings completed before night fall that Sunday.

It is this type of dedication to our clients that sets GBM apart from the competition, and I am proud to be associated with a group of people that understands that if our client has a problem, we share their concern and it becomes our problem as well.

I am looking forward to what opportunities the fall has to bring us. Whatever it is, I know that our team is up to it and will face it head-on!

Finding the Glue that Binds

TERRY COLLINS, ATLANTA GENERAL MANAGER



Every operation in today's spontaneous demand-filled service sector has one, and if they don't, they should hurry up and find one as they seem to be in short supply!

I am talking about that crew member, supervisor or sub that takes his work responsibly, shows up daily, doesn't quit until the job is done and done correctly and in the process becomes an asset to not only the location and to GBM but develops a reputation to be counted on whenever the call goes out.

Fortunately, the Atlanta Branch has plenty of teammates with such capacity to handle any tasks. This month, we want to recognize a person that has been a rock of consistency at an account the Atlanta Branch highly values: Carlos Bautista.

For eight years, Carlos has been a valued worker where his strong work ethic and willingness to help day or night has often-times saved the day. As you can imagine, the medical industry is and has been in a state of constant change in recent years and Carlos has changed right along with it. Should you talk to almost anyone on the campus, all have high praise, comments of speedy service and generally a comment or two about his contagious and friendly demeanor (even though at other times he can seem somewhat reserved).



Carlos Bautista

Carlos grew up in Federa, Mexico, as the middle child of five siblings (he has three sisters and one brother) and moved to the U.S. in 1998, leaving his family and his father's successful construction company behind. Single and living in Lawrenceville, he commutes 40-plus miles each way, often working from 7 a.m. to 10 p.m. as both a day porter and night cleaner. Carlos claims he finds working in a medical setting both challenging and quite interesting and views the pace and ever changing duties a process that's evolving. "Work each day is different," he says. "I like that."

When not working with GBM, Carlos helps a friend with maintenance and cleaning at a church downtown, enjoys cars of all descriptions (especially fast ones) and occasionally travels home (the last time was years ago) and to Texas, Tennessee, and North Carolina to visit with relatives.

Carlos is the quintessential employee that can always be counted on and is always eager to lend a hand. He is truly a part of the glue that helps adhere an operation to that commodity called success.

Summer Success at the College Level

By YONG SUNG, RICHMOND BRANCH

For the past two summers we've been "hanging out" at Randolph Macon College in Ashland, Virginia. The summer is a time when there are very few students at the college so deep cleaning is easy to do. We are pleased to say, too, that the management of RMC has been very pleased with the scope of our work.

You can imagine that the rooms are less than clean when the students leave in the spring. We bring in 10 professional cleaners and get busy! The 150+ dorm rooms (120,000 sq. ft.) that are spread throughout the campus in nine buildings are scrubbed from the top down and from side to side. All walls are wiped down and furniture is moved out. The floors are stripped and waxed and the areas with wall-to-wall carpets receive detailed carpet cleaning. Finally, when the floors are shiny and dry, all of the furniture is carefully moved back into place. The GBM slogan "Zero Defects" lives well here!

This is an account we enjoy doing. The customer is pleasant to work with and has been pleased with the job we do. The campus is a beautiful place to visit, and it's nice knowing that our work makes the transition to school better because the rooms are clean and welcoming when the semester begins.

An Employee Worthy of Praise

By DEREK OWENS, VIRGINIA BRANCH

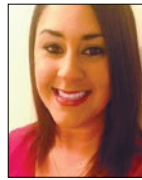
I have mentioned this before, but it is worth mentioning again. Often when I walk through one of our buildings at Hungary Springs Road, I have had people come up to me just to let me know how much they love their day porter, Deniqua Hill. She has been there since her promotion from Virginia College where she also received nothing but compliments. She has been doing a wonderful job. Anytime I speak with a manager at that building they always mention what a great job she does. She really takes pride in her work and is always very polite to the other employees in the building. Everything down to her closet and cart are neatly organized. Deniqua Hill definitely goes above and beyond the call of duty and she is a valuable member of our Zero Defects team.



Deniqua Hill

Winning Over Challenges

By JESSICA HALL, NORFOLK GENERAL MANAGER



It's been my experience that life never quite goes as smoothly as we'd like. This is true in the business world too. We have figured out though that by facing problems head on, we always find successful solutions. If our customers have no problems, they would never need our services. Customers will continue to bring problems, and overcoming challenges is normal in GBM.

Virginia Pilot (VP), one of our accounts, has faced some obstacles over the past few months. We have been in need of a steady, reliable project manager to run the account. Since March, this account has had three managers, which has caused some issues. In addition, I have been running it at times to make sure all bases were covered and the customer was happy. This has been a learning process for me and I have realized it takes a special person to manage people effectively and properly. Having a good manager ensures that everybody knows what they are supposed to be doing and what the goals of the business are. This keeps everyone on the same page and working towards the same goals.

I am happy to announce that Carol Harrison has started her new position with GBM as the VP project manager. Carol has a strong attitude and extensive experience in housekeeping and management. The GBM employees have welcomed Carol with open arms and look forward to working with her in the future. I have already seen the leadership skills that Carol brings to the project and I believe we have overcome our challenges with management and are on the road to success now.

A little further up the road, another obstacle hit. Again we handled it with success!

It was a Monday morning around 6:45 a.m. when I received a phone call from Benny Spiller saying there was a water leak at the TPC building, and we needed to get a crew on site as soon as possible to assist with the cleanup process. I started to make phone calls to make this happen, but became a bit nervous when I couldn't get an answer that early in the morning. Shortly after the initial call from Benny I received another call from the property manager with the same request for help.

We had a crew on site by 8 a.m. and were ready to jump in and assist with whatever we could to help clean up. I met with one employee at another location and we loaded up additional extractors and had them on site by 9 a.m. They started on the ninth floor and worked their way down to the sixth floor before the restoration crew arrived on site. This just goes to show that GBM cares and that when we work together we will win and overcome any obstacles to keep our customers happy!

Country Roads

By KIRK KRANTZ, SOUTHWEST VIRGINIA AREA MANAGER



Working for GBM as the Southwest Virginia Area Manager has allowed me to visit many towns and communities in Virginia, some of them tucked away in places I never even knew even existed. A typical month for me includes covering an area along the I-81 corridor from the Shenandoah Valley to the Alleghany Mountains of southwestern Virginia and south through Lynchburg and Danville.

Although my area is categorized as Southwest Virginia, a quick look at a map shows that it is basically the western half of Virginia. The beautiful drive along the mountains alone would take nearly seven hours. Add in the areas in south central Virginia and this drive would easily double to nearly 15 hours. Within this area, I am responsible for nearly 120 buildings and an additional 60 landscaping-only locations.

Although it can be frustrating at times due to the time constraints and demands

of visiting the properties in our territories, I must say, rarely tire of the drive. The views along the Blue Ridge Mountains and the vast mountain vistas in western Virginia are unbelievable.

Part of the adventure (and frustration) is just finding these locations. To help guide me, I keep two GPS devices and a map with me during my travels. Many times these tools are still not enough. Often I have to rely on co-workers, cleaning supervisors, customer contacts, and even some "locals" that I see walking along the road or working in their yards to help direct me to some of the remote locations. Some of these areas do not have cellular coverage, which adds to the "adventure."

While my goal is to visit my locations as frequently as possible, the key is to establish good relationships with my customers so they know that they can reach me at any time. I also follow up with phone calls and emails when necessary. I make sure the customers in the outlying areas of my territory know that they are just as important and receive the same attention as a customer 15 minutes from my office receives. Recently, a customer was very surprised that I made a four-hour trip to resolve an issue that he had brought to our attention. It was important to me that he understood that his location and concerns were just as important as every other location. To make the most efficient use of my time, I quickly changed my schedule to include visiting other locations in the same area.

The vast area that I cover does require that my travels are coordinated and scheduled very efficiently. I am currently working on a route schedule that will allow me to visit every location as often as possible. I look forward to my continued work in the southwest area of Virginia and to the upcoming winter travel that will provide its own additional adventure.

Thank You to the Team in North Carolina

By GAYLE HOFFEE, NORTH CAROLINA GENERAL MANAGER



As the summer quickly slips away and we look anxiously to fall and all of the upcoming holidays, I would be remiss if I did not stop to recognize and thank the great team in North Carolina. Being the newest member of the team, I have had a lot to learn from floor care to preventative maintenance schedules, to paperwork and most importantly people.

When I started, someone told me that summers are our slower months. I don't know if this summer was an exception or if this will be the new trend, but this summer was not slow. It has been a summer full of challenges and opportunities and each team member has stepped up and taken on the challenge.

Paula: thank you for your positive attitude and your endless hard work. **Brian:** thank you and your team for managing all the additional work requests in preparation of the FDA audit. **Dasha:** thank you and your team for continuing to receive outstanding remarks and compliments during unannounced visits. **Lana and Tae:** thank you for cleaning the carpet in the vacant suite at a moment's notice. **Jose:** thank you for buffing the floor one more time before that special event. **Mardin:** thank you for shining that lobby before the Donut Social. **Tammy, Betty, Cheryl, Cindy, Laurie and Maryanne:** thank you for your patience and your time, I know you have people asking you for things all day long.

Karrie: thank you for everything (I don't have enough space to begin listing things). You have provided me so much support and have really been a great teacher. Lastly, thank you to all of our customers that have been so patient with me while I learn the ropes. I look forward to a fall full of more opportunities.

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Recognizing Hard Work and Dedication

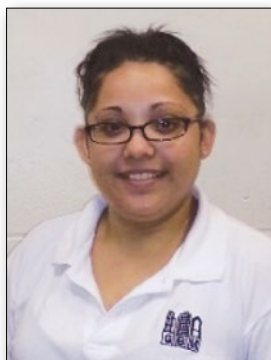
By JOE RALABATE, ORLANDO GENERAL MANAGER



Throughout all of our branches, you can find dedicated GBM employees working day and night, which is outstanding. Our newsletter could be filled with hundreds of pages of stories of their workmanship and positive outlook.

One such employee comes to mind as an outstanding teammate. From the day she came to GBM on April 8, 2013, Sandra Portillo has never missed a day of work and has always been on time or early. Due to her leadership qualities, Sandra was promoted to Lead Cleaner over a team of cleaners.

Lisa, our project manager says: "Sandra always takes the initiative to help where there is a need. I work with three teams, and since Sandra takes the lead with her team, they are the fastest, most detailed and most efficient. When her assigned work is completed, she asks to do more to help keep the building clean. She wears a smile and all of the tenants know her by name."



Sandra Portillo

To show appreciation for her strong work ethic and positive attitude, Sandra was recognized as "Employee of the Quarter" on July 8 and received a \$100 gift certificate.

Another stellar Orlando teammate is Carmen Morris, who has worked as a QA Manager with GBM since December 2012.

Originally from Samar, one of the Visayan Islands in the Philippines, Carmen came to the U.S. in 1981 and lived in California for several years. She has two daughters and six grandchildren. Carmen has worked in various jobs since coming to the U.S., including as a dry cleaner and in customer service for a department store and a car rental company.

Carmen moved to Orlando in 2000. She worked for 12 years at the Sheraton Suites Hotel gaining experience as a night auditor, front desk clerk, cashier, book keeper, hotel room attendant and Manager on Duty, all positions requiring excellent people skills that she now uses as a QA Manager. In addition, we are very happy to have someone with the ability to multi-task, since the QA Manager's position is one that requires performing many different responsibilities at the same time.

I would like to express my personal thanks to Sandra Portillo, Carmen Morris and other GBM employees for being outstanding associates.



Carmen Morris

Vendor/Supplier Profile

GBM from a Distribution Partner's Perspective

By RICHARD KILEY, DIRECTOR OF NATIONAL ACCOUNTS, INTERLINE BRANDS

In today's economy, the word partnership takes on several shapes and meanings. GBM truly recognizes that a strategic partnership with their supply partner is an asset that helps them perform at the highest level, and leads to greater outcomes for their clients.

As a National Distributor of Sanitary Maintenance Supplies, we at Interline Brands get to work with many top U.S. companies. We have been blessed to work with and learn from GBM, as they have created a model that focuses on quality, customer satisfaction, and key performance metrics.

Quality: The first step to achieving quality begins with culture, and GBM has done an excellent job of driving a culture of excellence and teamwork amongst their associates, and with their suppliers. The next strength that leads to quality is good communications. At the site level, the region level and the corporate level, GBM has created an aligned organization pointed

in the correct direction to serve their clients.

Customer Satisfaction: Achieving customer satisfaction is a difficult task; understanding one's performance in this area is easy. "How well do you retain and keep your customers?" GBM has demonstrated that they have indeed figured out the recipe for success on this front, as they rarely lose clients.

Key Performance Metrics: GBM hosts regularly scheduled QLSS reviews with us as their strategic partner, as we systematically review performance metrics, sustainability metrics, and supply chain efficiency metrics. The goal of these meetings is to drive results continually higher and higher, asking questions and seeking new solutions to improve in these areas.

With great focus, and a strong culture and good communications, the future looks very bright for GBM, and we look forward to serving them for years to come, and to continually raise the game for our industry.



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Hope Is Not a Dream

BY DONOVAN WOLF, PRESIDENT



Hope is not a dream, but a positive state of mind towards turning those dreams into reality. As human beings, we all have dreams or expectations of obtainment to reach in our personal and work lives. Unfortunately, the challenges of today's

ever-changing world can sometimes cause us to lose confidence in our ability to realize our dreams and therefore, reduce hope to nothing more than just a dream.

As managers, supervisors, mentors and/or co-workers, we all want happiness and a better future for ourselves and those that we associate with in our daily work lives. In order to realize a staff that is more dependable, engaged, focused, enthusiastic, creative, persistent, and simply happier in their position sometimes just requires instilling a bit of "hope" into our teammates.

A hopeful staff is one that feels they are working towards a better future for themselves and others, while contributing towards the broader goals of GBM. Here are some tips towards creating "hope" within your staff:

- Get to know your staff members.
- Communicate your expectations clearly and concisely.
- Engage them in their areas of responsibility, to promote a true investment in their work.
- Support your staff with the instruction and guidance needed to realize success.
- Utilize negative experiences as an opportunity to learn, as opposed to punish.
- Develop your staff through opportunities to learn additional skills.
- Recognize performance and offer praise.
- Listen, Listen, Listen!

Most of the important things in the world have been accomplished by people who have kept trying while others seemed to give up hope. Although the building services industry can seem daunting at times, GBM remains filled with "hope" that we will realize significant accomplishments for the benefit of our clients, their customers, GBM and especially...our great staff!