

# GBM Insiders

*Zero Defects is Our Goal*

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## Positives Attract More Positives!

CHRIS ISBELL, NASHVILLE BRANCH MANAGER



Sometimes we get so caught up in the daily grind of our jobs that we can easily fail to appreciate the positive aspects of what we do for a living. One of the things I find most rewarding about my job is being able to contribute to the success of the Nashville GBM

as a whole.

We recently won an account of approximately three million square feet of office buildings starting February 1, 2014. This process has been a testament to several factors, including vision, teamwork, accurate planning and persistent follow. It is also an example of how rewarding it can be to see the spirit of teamwork and positive attitudes of both our branch and corporate offices come together to pull off a successful kickoff to this account.

Despite many new and unfamiliar tasks, our start up

went fairly well in the eyes of our client, and we performed much better than they anticipated. The client didn't think he would be able to take a cruise vacation he

planned a year ago because the start up for such a large volume of cleaning space by an "unknown" contractor was questioned.

After the client witnessed the "smooth" start up, this satisfied customer felt comfortable enough to go ahead with his plans to take his family vacation.

Now we are very happy to report that this new client is planning to add two million square feet to our portfolio in the coming months. That will be about five million more square feet of cleaning space we didn't have five months ago.

This exciting reward didn't come easily, but I am so proud of our teammates. A newly hired QA manager, a dedicated subcontractor and their staff, and day porters contributed to the success so far, and they are great assets for our company. Adding staff means positive growth for our portfolio, and I find being a part of that extremely satisfying. While being a general manager sometimes poses many challenges, it is also where I get most of my professional satisfaction.

It just goes to show that positives attract more positives!



One of GBM's newest buildings, the Tennessee Tower.

## Going Strong for 31 Years!

April 1, 2014 marks GBM's 31st Anniversary. I send my deepest appreciation to all teammates who contribute to the success of this company!

— Sunny Park, CEJ

## My First Ninety Days

BY JOE DYMECKI, PRESIDENT



My first 90 days at GBM have been a great experience. I have learned so much about our company and our industry. I appreciate everyone's help in teaching me and training me. I have spent time in the field cleaning with our associates and I have visited customers in Atlanta, Orlando,

Jacksonville, Nashville, Raleigh, Greensboro, Richmond and Norfolk. I have come to realize how dedicated our associates are and how much they want to please our valued customers. We work hard every day to deliver a high quality service to our customers. When issues arise, we are quick to fix them with smiles on our faces. *See Ninety Days, page 5*

**"Everything we do should start with what the customer wants and expects and end with what the customer wants and expects. They drive our business. They are the center of our universe."**

# GBM AT YOUR SERVICE IN THE COMMUNITY

By SUNNY K. PARK, CHIEF EXECUTIVE JANITOR



GBM, made up of proud teammates consisting of employees, subcontractors, clients, suppliers, day and night staff as well as subcontractors' employees, staff and leadership, work diligently to serve GBM clients literally around the clock to be the top performer in the industry, and it shows in the results we get.

In addition to serving our clients, we give back to the community around us as well. The following list includes selected organizations that GBM supports – either currently or in the past.

## **National Guard Youth Foundation – “We Support Second Chances”**

The National Guard Youth Challenge Program is an evidence-based program designed to provide opportunities to adolescents who have dropped out of school but demonstrate a desire to improve their potential for successful and productive lives. <http://ngyf.org>

## **USO – “Until Every One Comes Home!”**

Throughout our country's history, Americans have felt profound appreciation and gratitude for the dedication and sacrifice of our troops and their families. The USO provides a tangible way for all of us to say thank you, as it has for 70 years. <http://uso.org>

## **Junior Achievement – “Turning Kids of Today Into Entrepreneurs of Tomorrow”**

Junior Achievement is the world's largest organization dedicated to educating students about workforce readiness, entrepreneurship and financial literacy through experiential, hands-on programs. [www.juniorachievement.org](http://www.juniorachievement.org)

## **Good Neighboring Campaign – “From Isolation to Participation”**

The Good Neighboring Campaign was created to help Asian immigrant family members become active U.S. citizens by increasing access to information, developing capacity for civic engagement and building civic accountability. [www.GoodNeighboring.org](http://www.GoodNeighboring.org)

## **Berry College – “Experience it Firsthand”**

Berry College has emphasized the importance of a comprehensive and balanced education that unites a challenging academic program with opportunities for meaningful work experience, spiritual and moral growth, and significant service to others. This commitment to providing a firsthand educational experience – expressed as “Head, Heart and Hands” by college founder Martha Berry – remains just as relevant today as it was when the institution was founded in 1902. [www.Berry.edu](http://www.Berry.edu)

## **National Foundation of Patriotism – “Educating to Learn, Motivating to Feel, Inspiring to Act!”**

The National Foundation of Patriotism is dedicated to increasing awareness of the meaning, message and mission of Patriotism in America, and its relevance in the daily lives of its citizens. <http://foundationofpatriotism.org>

## **UNICEF – “Makes the World Better for Kids”**

The United Nations Children's Fund works in more than 190 countries and territories to save and improve children's lives, providing health care and immunizations, clean water and sanitation, nutrition, education, emergency relief and more. [www.unicef.org](http://www.unicef.org)

## **The Carter Center**

The Carter Center, in partnership with Emory University, is guided by a fundamental commitment to human rights and the alleviation of human suffering; it seeks to prevent and resolve conflicts, enhance freedom and democracy, and improve health. [www.cartercenter.org](http://www.cartercenter.org)

## **Other Organizations GBM Supports:**

- American Red Cross
- Association of the United States Army
- Atlanta Community Food Bank
- Georgia Family Council
- Marcus Autism Center
- National Public Radio (NPR)

*I am proud to say GBM will continue to serve the needs of these organizations and strive to be a good corporate citizen. I want to take this opportunity to give thanks to all GBM teammates for making it happen each and every day!*



# Continuous Improvements and Relentless Executions

By WILLIAM CHOI, VICE PRESIDENT, OPERATIONS



As we were transitioning through some leadership changes recently, our new president, Joe Dymecki, started to talk about the new corporate culture that everyone thrives for, calling it “Continuous Improvements and Relentless Executions,” I was not paying a lot of attention to his motto initially, thinking that it was a typical gung-ho phrase from someone with military background. For those who know me well, I love to talk about “performance, perception and systematic document control.” Now, you will be hearing me constantly talk about “Continuous Improvements and Relentless Executions.”

In our industry, we always have

room for improvement. Look at the main entrance areas – we can polish that threshold better. Look at restrooms – we can clean those urinals better. Look at our janitor’s closet – we can clean and organize better. Everywhere we look, we can see areas that we can clean better. Although we often can identify areas that we can improve, we sometimes do not see the desired result. That is because we lack on relentless executions. We usually tell our supervisors / cleaners to take care of those areas that we can improve, but we are not relentlessly executing for that result we all desire.

The pure desire for continuous improvements is the single most important ingredient for success in our industry and it has to come from our heart

complemented by systematic process. Looking back to evaluate myself, I think I really have a burning desire for continuous improvements, but I was not executing relentlessly every time to see the difference.

GBM is committed to continuously improving, and we are currently in the process of implementing processes for relentless executions. I feel that we are all recharged for another successful chapter in GBM history to deliver consistent, quality services every day. And, you can be assured that we are not going to be satisfied with today’s quality because we will thrive for “Continuous Improvements and Relentless Executions” for a better quality tomorrow.

## DC Market Continuing to Expand!

By MIKE SCHEID, GM WASHINGTON, D.C.

Over the past few years, GBM’s Washington, DC branch has been able to expand its portfolio of services offered on the Verizon account. It started with landscaping and then we expanded into snow removal. What’s next? I’m glad you asked!!

GBM has been awarded the contract for painting for all JLL Verizon locations nationwide!! GBM became Verizon JLL’s painting vendor effective March 1st. This is a huge step towards becoming a true one-stop shop for our customers in an effort to save them money and provide them the best customer service available! We look forward to not only servicing JLL and Verizon in this new capacity, but look forward to taking this approach with our other clients as well. It is further proof that GBM is there for anything the customer needs!

## Mike Nance Named Kissimmee General Manager



GBM is happy to welcome Mike Nance as the new General Manager of the Kissimmee, Fla., branch. Mike brings many years of business and sales experience to the job.

He begins his busy day at dawn by checking the cleaning quality of the restrooms, hallways, entrance lobbies and executive areas, before starting his daily routine. Mike is still “young” to GBM but his goals in service quality and marketing are high. Mike brought GBM the values GBM needs – excellent Zero Defects quality service and top-notch marketing results.

After studying Business Management at Texas Tech University, Mike accepted a position with Bridgestone/Firestone Inc. During his tenure, he worked his way up through the positions of Service Manager, Assistant Manager and Store Manager before becoming the youngest District Manager in Bridgestone/Firestone history.

After eight successful years of driving sales and improving customer service, Mike became a District Sales and Operations Manager for Safelite Glass Corp., where he was responsible for the largest district within the company. Mike then went to work for Quantum Marketing Inc. as Vice President of Sales

See **Mike Nance**, page 5







*Orlando*



*In Appreciation*

*Jacksonville*



## New QA Manager in Nashville



Joe Hardin joined the GBM team in January 2014 as the Quality Assurance Manager working exclusively on the State of Tennessee project, which will eventually expand

to nearly 7 million square feet of office space. Joe jumped in with both feet and sleeves rolled up to help us launch a successful start-up and is proving to be a great asset to the team. Joe understands GBM's Zero Defects service quality, and knows how to deliver.

Prior to accepting this position, Joe served as a technical and repair consultant for Sprint Nextel. He is an avid ice hockey fan and enjoys Nashville Predators games. Joe currently resides in Franklin, Tenn., with his wife, Becca, and two children. Welcome aboard Joe!

## GBM Plays a Role in TOBY Awards



Three buildings that GBM services in Orlando were winners of the Building Owners and Managers Association (BOMA)/Orlando's prestigious TOBY Award. TOBY, which stands for The Building of the Year, is given in several building categories. Having a clean building is part of the criteria, and GBM Orlando was proud to do its part in the buildings winning the award. Pictured left (top) is building manager Francoise Troyer, winner of one award; and Annette Gordon, winner of another. Both are shown with GBM President Joe Dymecki. Not included in the photos is Kathy Shepherd, another building manager whose building also won a TOBY award.

## Ninety Days

*Continued from page 1*

As we continue to move into the future, I would like all of us to remember that whatever we do today can be done better tomorrow, next week or next month. The business world never stands still, so we must continue to improve our business every day.

How can we deliver better service on a continuous basis? How can we work smarter not just harder? In every process we seek to improve we need to keep one important group in mind at all times...the customer.

Everything we do should start with what the customer wants and expects and end with what the customer wants and expects. They drive our business. They are the center of our universe. In the near future you will learn more about

our continuous improvement efforts and our desire to relentlessly execute those improvements. You will hear new words and processes like KPI's, bowlers, and counter measures. Our culture needs to move toward continuous improvement and relentless execution so we can show our customers what we already know...they made the right decision when they chose to partner with GBM.

Based upon my first 90 days, I feel safe in saying that our future looks incredibly bright. With your hard work and support, GBM will continue to grow and flourish for all our customers and associates. Thank you for an outstanding first 90 days and I look forward to all of you helping us improve our business in the future.

## Mike Nance

*Continued from page 3*

and Operations for the west and Midwest. In this role, Mike helped QMI increase annual sales from an initial \$2M to \$25M in just four years. Mike then opened his own franchise business and successfully operated this business for nine years until selling this business in late 2013. Mike attributes his success to a maniacal insistence on providing superior customer service.

Mike has lived in the Orlando area for over 20 years. He and his wife, Whitney, have three children. His hobbies include watching his youngest son play competitive soccer, running, working out and an occasional game of golf. Welcome aboard, Mike!



# Jacksonville GBM is Jumping High!

BY DAVE HARPER, GM JACKSONVILLE



Greetings from Jacksonville! We finished 2013 strong by adding the Golfway Center in St. Augustine and added nearly 700,000 square feet recently. The highlight of the

year was our annual customer appreciation dinner, a special time to thank our customers for their business and their trust in us to keep their buildings clean (see pictures, page X).

We started 2014 by adding the

Liberty Center building for one of our long-term clients! We are always proud when existing customers give us more business – it validates that we've done a good job and have earned their trust!

We're looking forward to a great 2014! A special thank you to our Jacksonville management team who works hard day in and day out: Connie Kim, Grant Hwang and Mersid Zigic, and especially the hundred plus cleaners, porters, floor techs and utility workers who keep the buildings clean for GBM clients!



**Liberty Center, Jacksonville**



**Golfway Center, St. Augustine**

## Atlanta Hires New QA Manager

GBM Atlanta welcomes Matthew Sowell as its new Quality Assurance Manager. Matt's cleaning career began in Orlando's Disney World Resort where GBM has had a presence since 1992. He graduated from the University of Georgia in May 2013 with a Bachelor's in Business Administration in Business Management and a certificate in Legal Studies. Born and raised in Atlanta, Matt is excited about the opportunity to work for GBM in his hometown and is looking forward to the future. In his spare time, he enjoys watching college football, mountain biking and spending time on the lake boating and water skiing.

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ALABAMA, CALIFORNIA, COLORADO, FLORIDA, GEORGIA, MARYLAND, SOUTH CAROLINA, TENNESSEE, TEXAS, NORTH CAROLINA, VIRGINIA, WASHINGTON, DC.

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# Employee Anniversaries

## January

Jocelyn Holt . . . . . Disney . . . . . 11 years  
 Sunday Wleh . . . . . Durham . . . . . 7 years  
 Maria Martinez . . . . . Orlando . . . . . 5 years  
 Enisa Mujkic . . . . . Jacksonville . . . . . 5 years  
 Martha Navarro . . . . . Orlando . . . . . 3 years  
 Herman Calonge . . . . . Nashville . . . . . 2 years

## February

Stephen Scheid Jr. . . . . Washington, D.C. . . . . 12 years  
 Carlos Ubillus . . . . . Orlando . . . . . 5 years  
 Phillips Roberts . . . . . Richmond . . . . . 3 years  
 Dewitt Alford . . . . . Richmond . . . . . 3 years  
 Jose Alfaro . . . . . Orlando . . . . . 3 years  
 Wendy Mitchell . . . . . Durham . . . . . 3 years  
 Carmen Urmenta . . . . . Orlando . . . . . 3 years  
 Melvin Whitt . . . . . Durham . . . . . 3 years  
 Jaime Ramirez . . . . . Orlando . . . . . 2 years  
 Isabel Hernandez . . . . . Orlando . . . . . 2 years  
 Jessica Hall . . . . . Richmond . . . . . 2 years  
 Ana Cardenas . . . . . Jacksonville . . . . . 2 years  
 Armirror Isley . . . . . Durham . . . . . 1 year

## March

Paula Bolden . . . . . Durham . . . . . 9 years  
 Andre Motley . . . . . Durham . . . . . 4 years  
 Pilar Pulido . . . . . Orlando . . . . . 4 years  
 Dechia Parker . . . . . Durham . . . . . 4 years  
 Jermine Parham . . . . . Richmond . . . . . 3 years  
 Mildred Handy . . . . . Richmond . . . . . 3 years  
 Barbara Roberts . . . . . Richmond . . . . . 3 years  
 Eddie Cornelious . . . . . Richmond . . . . . 3 years  
 Yajaira Canales . . . . . Orlando . . . . . 3 years  
 Manuel Arnaldo . . . . . Richmond . . . . . 3 years

Calvin Gilvhrist . . . . . Richmond . . . . . 3 years  
 Derek Owens . . . . . Richmond . . . . . 2 years  
 Diana Vergara . . . . . Orlando . . . . . 2 years  
 Samira Mikic . . . . . Jacksonville . . . . . 2 years  
 Judy Stepanek . . . . . Nashville . . . . . 1 year  
 Jonathan Franqui . . . . . Orlando . . . . . 1 year  
 Rondal Kenley . . . . . Richmond . . . . . 1 year  
 Kimberly Riddick . . . . . Richmond . . . . . 1 year  
 Rahmana Zukic . . . . . Jacksonville . . . . . 1 year  
 Norma Lemus . . . . . Orlando . . . . . 1 year  
 Patience Kanneh . . . . . Durham . . . . . 1 year

## April

Robert Veasey . . . . . Corporate . . . . . 10 years  
 Blanca Pabon . . . . . Orlando . . . . . 6 years  
 Claudia Escobar . . . . . Orlando . . . . . 6 years  
 Lita Dunn . . . . . Orlando . . . . . 5 years  
 Rosa Flores . . . . . Orlando . . . . . 5 years  
 Pandapotan Simamora . . . . . California . . . . . 4 years  
 Dzemila Ahmetovic . . . . . Jacksonville . . . . . 3 years  
 Daisy Pacheco . . . . . Jacksonville . . . . . 3 years  
 Irving Torres . . . . . Jacksonville . . . . . 2 years  
 Christina Davis . . . . . Durham . . . . . 2 years  
 Roland Borbolla . . . . . Orlando . . . . . 1 year  
 Gayle Hoffee . . . . . Durham . . . . . 1 year  
 Dulce Gomez . . . . . Orlando . . . . . 1 year  
 Sandra Portillo . . . . . Orlando . . . . . 1 year  
 Esperanza Rojas . . . . . Orlando . . . . . 1 year  
 Paulina Roldan . . . . . Orlando . . . . . 1 year  
 Mirsada Sarajcic . . . . . Jacksonville . . . . . 1 year  
 Arthur Phillips . . . . . Orlando . . . . . 1 year  
 Jasminka Juklo . . . . . Jacksonville . . . . . 1 year  
 Billy Ramos . . . . . Orlando . . . . . 1 year



**Mr. Benny Nations of Jones Lang LaSalle (right) visited GBM Atlanta's corporate headquarters February 10, 2014, to learn about GBM's operation in detail. Joe Dymecki, president (left) and William Choi, Senior Vice President of GBM, brief Mr. Nations on the training program.**



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## GBM Makes Another Property Manager Proud, Again

BY BOB VEASEY, REGIONAL VICE PRESIDENT



One of GBM's newest accounts is one of the tallest office towers in the downtown Orlando skyline. The following is from Teresa Brantley, Regional Property Manager, on GBM's first night's performance:

*"I did not want the day to pass without telling you what a nice improvement I noted in the cleaning at our offices today. The granite floors look amazing on all levels, including the elevator cabs. We certainly look forward to more improvements and to partnering with GBM on this location and future properties."*

