



Insider

VOLUME 16, ISSUE 2

APRIL, 2012

New Business

The great service provided by our ESS Clean Team deserves the credit for our continued growth. In the past quarter, we have added the following customers.

First State Bank -
Monticello

One Main M1/M2 -
Champaign

Chase Bank
Property - Peoria

In-Home Medical -
Effingham

Birkey's Farm
Store - Urbana

Hickory Point Bank
(DeMirco Building)
- Decatur

Virginia Theater -
Champaign

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Points from the President

Resiliency

After seventeen years in business, surviving many ups and downs, I am still deeply impacted by failure, especially a big one (translation: I don't like to lose). In January, we had a failure that hit me pretty hard for a few days. It caused me to lose my confidence, and despite my positive outward appearance, I was "in the dumps" for a while.

I am surrounded by such a great team, family and friends, that it was impossible for me to stay in the dumps very long. I feel truly blessed to be surrounded by great people. I have bounced back. I feel confident again.

We have followed our failure with multiple successes thanks to the hard work and determination of our team. Had I been surrounded by negative people, the result would probably be different.

If we are doing big things, we are all going to fail now and then. I am thankful that the people in my life continue to encourage and support me when I'm down. When things are going well, I quickly forget the people who helped me get there. My desire is that I can consistently remember to thank those who make a difference in my life and that I can give hope, direction and support to others.



"Success consists of going from failure to failure without loss of enthusiasm."

-Winston Churchill-

Paul

Congratulations!

Welcome!



**H.R.
Assistant**

Anne Hollenback

Anne is the HR Assistant in the Urbana Office. She is from Southern Illinois and moved to Champaign-Urbana in 2001. She has a bachelor's degree in Psychology from SIU-C and a master's degree in Human Resources and Industrial Relations from the U of I. Outside of work, she enjoys baking, gardening, getting together with friends and volunteering in the community.



**Area
Manager**

Tracy Sowers

Tracy joins the ESS team with 23 years experience in management. She is a native of Champaign. In her free time, Tracy enjoys hanging out with Elvis, her 8 year old—135 lb. black lab. She also enjoys spending time with family, fishing and gardening. Tracy will be covering Champaign-Urbana. Please welcome Tracy to the ESS Management Team.



**Site
Supervisor**

Shane Meadows

Shane is the Site Supervisor for the Chase Building in Peoria. He comes to ESS with 15 years experience in the industry, six of those as a supervisor and manager. He has expertise in hard floor and carpet care. Shane lives in Peoria, with his wife and five children. Welcome, Shanel

Team Members of the Month 2012



**Lloyd
Finley**
January
Quaker
Oats



**Henrietta
Middlebrook**
February
Bell
Sports



**Jeff
Berbaum**
March
Urbana
Middle School

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Service Awards!

We would like to recognize the following Team Members for their years of service to ESS Clean, Inc.



10 Years

Mike Stalter



5 Years

C. Michael Bee

Michael Williams, Jr.

Stephen Scranton

James Montague



Ed Schmidt,

Day Supervisor, was acknowledged, at the April Managers' meeting, for his dedication and going above and beyond. Thank you, for a job well done!

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+ Five Stones Scholarships

Deadline
May 11, 2012



Apply Now!

**University, Jr. College,
or Vocational School**

All ESS Clean employees and their children are eligible.

Applications available at ESS Clean offices.

Questions? 217-355-2031



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Core Values Of ESS Clean, Inc.

- Honesty
- Improve the lives of our team
- Provide the best value
- Always get the job done
- Operate debt free
- Have fun!

We're on the web!
www.ESSclean.com



Remember, we have **Direct Deposit!**
With the U.S. Post Offices cutting staff and closing facilities, you may not receive checks on Friday, of pay week. In order to guarantee you receive your money on Friday, sign up for convenient direct deposit. Call the office at 217.337.6701 to find out how!



Have you checked your pay stub lately? Are enough taxes being deducted? We can adjust your deductions anytime. Please review your stubs, since it is early in the year. Call the office , 217.337.6701, to make any changes you need.

Trash Policy Reminder



The ESS policy on trash removal is that we only throw away items that are inside of a trash can, or else that are labeled as trash. Otherwise, do not throw anything away. If a box is sitting beside a trash can, but is not labeled as trash, then do not throw the box away. This policy is for the protection of our customers, so that we don't accidentally discard items of value. If you have any questions about a particular situation, call your manager. Remember, "When in doubt, don't throw out."