

Points from the President

Do you ever feel frustrated at the end of the day? Maybe your conversations didn't go very well that day. Maybe you felt like no one heard you. Maybe you felt like you did not have a significant impact on those around you or fulfill your purpose that day.

This has been the case for me several times lately. As I look back over the day and try to figure out why things didn't go well, I can often trace the problem back to communication. Many things get in the way of good communication like time constraints, interruptions and ego.

I believe the best step toward improving communication is to improve your own listening skills. Here are five good strategies for improving communication through listening.



1. Stop trying to come up with convincing arguments to support your opinions while someone else is talking.
2. Listen with your ears, your eyes, your mouth and your heart. Give your full attention to the person talking. Hear what they say, engage them with your eyes and respond with affirmation or questions. Empathize with the person speaking.
3. Do your best to consider the other person's perspective. Think about their life experiences, their position, their dreams and fears and how that might shape their thoughts and actions. Our natural tendency is to place our self-importance above others. We need to turn this around and consider the other person more important than ourselves.
4. If possible, prepare for the conversation. Catch yourself up on any pertinent details. List two or three topics that you want to cover. List a few things that you feel strongly about that will not contribute to the conversation, and will cause contention, create barriers and waste time. Cross these items off your list. Pray before the conversation and during when necessary.
5. Pick an environment that will enhance the conversation. Try to eliminate distractions and interruptions. Pick an environment that makes the other person most comfortable.

Paul

New Business

ESS Continues to grow as a result of a great Team—a Team that does the dirty jobs day after day without complaint or excuse.

*Community Resource, Inc. – Urbana

*Cargill Dry Corn Ingredients – Paris

*First Baptist Church – Normal

*Heartland Bank – Nine locations in Bloomington area

*Continental Carbonic Products, Inc. - Decatur

*Union Iron - Decatur

*Investment Planners, Inc. - Decatur

*The Center for Outpatient Medicine - Bloomington

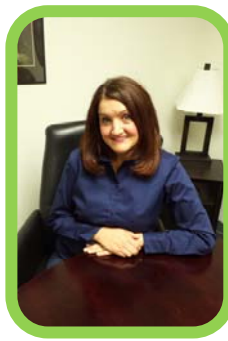
*Rogards Office Plus - Champaign



I like to listen. I have learned a great deal from listening carefully. Most people never listen.
- Ernest Hemingway

I think one lesson I have learned is that there is no substitute for paying attention.
- Diane Sawyer



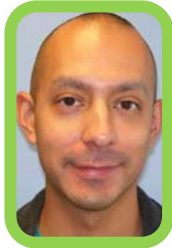


Please join us in welcoming Autumn Reinhart! She began in March as our ESS Clean Office Manager. Autumn's love of people inspired her to seek a career where she could immerse herself in office management. She is the friendly voice that our customers and staff enjoy hearing when calling in to our office, and she takes great pleasure in making sure they are each taken care of. In her spare time, Autumn enjoys spending time with her husband, Ryan, and her children, Blake, Colin, and Madilynn. They like finding new and exciting adventures to embark on. She also enjoys spending time entertaining, as well as spending time with friends, laughing and having fun.

Employee of the Month



March 2015
William Navas
Urbana



April 2015
Jose Gomez
Urbana



May 2015
Charlene Kimble
Urbana

2015 Second Quarter Honorable Mentions for Employee of the Month!!!

- Don Askins
- Mike Bush
- Sally Chrostowski
- Brandy Cummings
- Erica Duvall
- Sandra Early
- Mona Fortner
- Rhonda Haun

- Lisa Madison
- Thomas Mann
- Penny McCullough
- Robert Miller
- Russell Parker
- Jessica Primer
- Bill Schroeder
- Russell Stunkle



Service Awards

5 Years

- Christopher McCathern
- William Schroeder
- John Starr
- Yvonne Starr
- Jessica Youhas



Cleaning Up Your Act with Brittany and Terry

EFFICIENT WORK PATTERNS

1. Cleaning - For efficiency in cleaning, remember that dusting and emptying trash are done together. Start at the doorway with your duster and your Brute barrel. Work your way around the room counterclockwise (or right-to-left) if you are right-handed, dusting horizontal flat surfaces as you go. Reverse if left handed. When you come to a trash can, set the duster down and empty the trash can. Always take the Brute barrel around the room with you as you empty trash. Don't leave the barrel in the hall or in the doorway and walk back and forth from the room to the barrel, because then you are wasting steps.



You should also clean restrooms, break rooms, entrances, and other areas that need the use of cleaning products like glass cleaner and disinfectant as you go through your building or area with the Brute barrel. Have spray bottles, cleaning cloths, white abrasive pad, toilet swab, and other necessary items on the Brute barrel when you start your shift.

All trash removal, dusting, and cleaning of surfaces above the floor is performed before doing any floor work (mopping and vacuuming).

2. Mopping – Wet mopping follows the same pattern as cleaning – work counterclockwise (if right-handed) from the doorway or other logical starting point. In general, start by going around the edge of the room or area first, then mop the open portion and work your way out of the room, using overlapping figure-eight motions. You are walking backwards, mopping your way out of the room. You should never be standing on a wet floor if you follow the proper mopping pattern.

When wet mopping stairs, start at the top and work your way down. Again, with this pattern you are never standing on a wet step.

The same general pattern (edge first, work counterclockwise) applies if you are dust mopping. With a dust mop, in an open area you can use either the overlapping figure-eight motion or a straight back-and-forth motion, again overlapping each pass.

In both dust mopping and wet mopping, you should cover every square inch of the floor space that is accessible to the mop.

This same general pattern also applies to vacuuming. From the doorway or starting point, work your way around the area counterclockwise vacuuming the perimeter of the room as you go and then vacuuming the open portions of the room as dictated by the layout of the area (placement of furniture, etc.).

Efficiency is essential in our work so we can provide the best value to our customers. Following these work patterns is key to performing cleaning work efficiently, enabling you to complete your job in the budgeted time. *Brittany and Terry*

+ Five Stones
Scholarships
Winners

2015



Jalen Bell
Tori Cullen
Victoria Duvall
Mackenzie Gallagher

Johnathan Gibson
Jennifer Janssen
James Tobin
Amanda Walker

Don't Monkey Around with Safety!



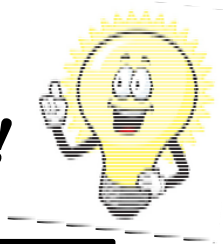
Submit a completed Safety Quiz by July 31, 2015 and you could win 1 of 5 \$50.00 Walmart gifts cards!

Something new, there could be a small highlighted section that says you are a winner with instructions to notify the office by the end of July on one of the safety newsletter pages if you were randomly picked to win a prize of either a \$25 Walmart gift card or ESS apparel!!



- ◆ Must relate to working at ESS
- ◆ Must be new and original idea
- ◆ Can be a site specific individual or companywide idea
- ◆ Should create a safer working environment
- ◆ Should relate to equipment, cleaning processes, tasks, etc.
- ◆ Deadline to submit an idea is 10/31/2015

\$1000 Grand Prize!!!!



Ideas will be judged on
Innovation
Effectiveness
Practicality

Ideas can be submitted on-
line on the website
www.essclean.com/safety-program/safety-incentive-programs

Safety Ideas MUST be...
Innovative
Brand new & original idea
Cost effective

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PLACE
STAMP
HERE