

# INSIDER

Volume 24 Issue 4  
4rd Quarter 2019

## Leadership Lessons from Tony Neal

We lost one of the good guys this week. A true gentleman, a gentle giant, a man of character, and a quiet leader at ESS Clean. Tony Neal was with ESS for twenty years. Those who worked with him have said that he was a kind man, he was a pleasure to work for, a pleasure to work with, and he had a way of getting things done through others.

Being a leader is not about position or title. Tony had the title of *Special Services Manager*, but he did not need the title. Some people would argue that true leaders are born. Others would say that leaders are made. I believe it is a combination of both. Tony had several qualities that inspired others to follow him. I saw him develop some of these qualities over the twenty years that I knew him, but mostly, he already possessed them when he joined our team in 1999.

**Humility:** Tony never acted like or believed that he was better than anyone else. He believed that we are all in this together to get the job done and that we are a team of equal parts. He was willing to do any kind of work, and there was nothing that was "below him." He often stooped down to pull others up.

**Integrity:** If you know anything about Tony, you know you could count on getting the truth; no wavering, no excuses, no convincing, just matter-of-fact, honest communication in as few words as possible. If I was uncertain about something, I knew that I could count on Tony for honest feedback. I also knew that if he disagreed with me, I would have a lot of work to do before I would be able to convince anyone else. Everyone trusted Tony.

**Confidence:** I am not talking about arrogance or pride. When Tony walked into the room, others looked up to him. I noticed one time in a picture that Tony and I were almost exactly the same height. It blows my mind because I could swear that he was 4 inches taller than me. He was a big guy, but that was not what made him confident. He did not dominate conversations or use his size to intimidate. He never had a desire to impress anyone. He did not dress to impress. He had the same haircut for 20 years. He had very few material possessions. He was able to communicate very effectively and saw no need to use extra words. He was just the kind of guy you knew you could trust. Tony did not get worked up when the rest of us were stressing out. He would say "Don't worry about it. We'll get it done"...and he did get it done.

Tony will be missed by all of us here at ESS. Tony was always teaching and building up others, so we have a great team of people behind him that will carry on his legacy.

*Paul Taylor*



## Welcome New Customers!

*ESS continues to grow as a result of  
a GREAT TEAM. Thank you!*

**Ascend CHC**  
Urbana

**Carle Hearing Services**  
Urbana

**Core Spaces**  
Champaign

**Damar Autism Services**  
Indianapolis

**Eagle Financial**  
Indianapolis

**Effingham OBGYN**  
Effingham

**Illinois Education Association**  
Decatur

**Mastery Logistics**  
Champaign

**Medical Staffing Network**  
Decatur

**Neal Tire**  
Decatur

**Northeast Community Fund**  
Decatur

**Pinnacle Dermatology**  
Decatur

**Terra Form**  
Fithian

**The Community Foundation of  
Macon County**  
Decatur

**Valent USA**  
Seymour

**Vision Point Eye Center**  
Bloomington

**YWCA Daycare**  
Bloomington

*"Never look down on someone unless you are helping him up." - Jesse Jackson*

# Employee of the Month



**Ricco  
Hicks**  
July 2019



**Kelsey  
Martin**  
August 2019



**Richard  
Barnes**  
Sept 2019

## Honorable Mentions

Cindy Anderson  
Eric Brackett  
Jan Hambleton  
Maurice Hicks  
Lamont Jackson  
Diane Kaiser  
Debbie Kerrigan  
Amy Kurtz  
Jake McKown  
LeRoy Meeks III  
Jeanette Rodgers  
Luke Shepherd  
Lucas Snedeker  
Joshua Williams  
Cory Woods  
Jenny Zigler

## PERFECT ATTENDANCE

Congrats to all of our [employees](#) who earned perfect attendance bonuses in the third quarter!



*We appreciate your hard work!*

<https://essclean.com/news/>

## Service Awards

### 5 Years

Dejene Gemechu  
Mae Lay  
Pam Lyons  
Robert Spencer  
Stephanie Stone  
Omie Terrell  
Theresa Wall



### 10 Years

Gina Harris  
Victoria Molzen  
Marlo Woolcott

### 15 Years

Laura Schultz

*Thank you for your time, talents, and dedication to ESS Clean! We couldn't do it without you!*

# News and Happenings




## Congratulations Ron!

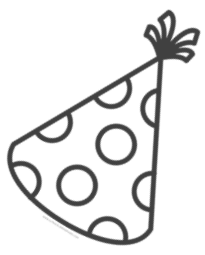
Ron LaVallie, Effingham Branch Manager, is retiring this year after 11 years at ESS Clean. Ron has lived in Newton for 20 years with his wife, Pam, of 37 years. The LaVallies have three children and three grandchildren. Ron has spent 35 years in the restaurant business as a District Manager and General Manager, and is ready for a well-deserved break. Please join us in saying -

**Thank you, Ron!**

## Branch Parties



This year, each of our branches will be hosting their own individual annual parties!



For more information and to RSVP, please contact your supervisor or Branch Manager.



Effingham had their branch picnic in September at Evergreen Hollow Park. Food, games, and prizes were enjoyed by all!





### Notes from Julianna Huck

*Director of Employment*

Did you know that the ESS Clean employees that stay the longest were referred by a current employee? That's right! Our statistics show that our most long term hires heard about the company from our employees. Our best recruiters are YOU! When you go out and tell your family and friends what a great place this is to work, it makes others want to work here. We appreciate that! If you ever have someone you'd like to refer to us, don't hesitate to call your Branch Manager or me.

**We ♥ your referrals!**

### Notes from Peggy Tobin

*Accounting & Inventory Specialist*



The end of the year means tax season is right around the corner! All employee W-2s will be mailed to the address we have on file, so please be sure to notify us if you've had a change of address in the past year. W-2s will also be available as a PDF on E-Hub after they are mailed out. W-2s will be mailed no later than January 31st, 2020.

**Call the office if you have any questions!**

### MOPPING DURING WINTER WEATHER

As the temperatures keep falling, there is a good possibility for snow and ice in the forecast. Ice melt and salt are huge problems for cleaners. The residue from these items can be hard to remove from floors.

Keep these few things in mind when mopping up salt residue:

Be sure to change mop water often and use a clean mop head to begin with each day. You may have to change your mop head more often if rinsing it doesn't seem to help, but your mopping will be more effective.

When the threat of ice and snow are over, sweep salt away from any entrances. This will keep the salt from being tracked into the building.



**Brittany Babbs**  
*Effingham Assistant  
Branch  
Manager*



LIKE



SHARE



REVIEW



**Just search "ESS CLEAN INC." on**

facebook

Google

LinkedIn

indeed

glassdoor

### WE WANT YOUR REVIEWS

Log into your Google account, find your nearest ESS branch, and let us know how we're doing.

And be sure to follow us on social media!



2406 East University Avenue  
P.O. Box 17067  
Urbana, IL 61803-7067