

# INSIDER

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## It takes Time and Patience to Learn a new Skill

I believe it is important for everyone to have an outlet that provides adventure, recreation and new learning experiences and does not relate to our primary line of work. For many years, my passion was long distance running. There came a time when it made sense for me to give up running due to the impact on my body. The hole was quickly filled with a passion for fishing that continues today.

A few years ago, I began to learn more about fishing for salmon and lake trout on Lake Michigan. It's fascinating to hunt them because they live 50' to 120' below the surface in the summer. They are difficult to track down and catch. Half the battle is getting lines down deep enough for the fish to see the bait. Their patterns vary by season, weather, wind, currents, time of day, etc. I tried and tried on my own to catch a deepwater fish in 2020, 2021 and 2022, but I failed. Every year, I went back to the drawing board, did more research, purchased special equipment and talked to lots of people about tactics.

In July, I took my new tactics and equipment on our family vacation to Lake Michigan. The whole family got involved and we did it! We filled the freezer with salmon and lake trout and we caught fish every time we went out. I'm sure that part of our success was just good luck, but I also know that if I hadn't done the research and put in hours upon hours of spooling fishing reels with mono and braid.....copper and leadcore.....leaders and backers.....flies and flashers.....plugs and crankbaits.....dipseys and downriggers, we would not have been successful.

The learning process was long and tedious. It's not something I could do in one day or one week. I learned that you have to start small, try some things and fail, then make changes and try again. It is an iterative process where each new skill or bit of knowledge is a building block upon which the next layer of knowledge and skill is built, until finally you figure it out. Sometimes you have to try things on your own and fail before you are ready to receive the new knowledge. (Maybe you've met a teenager who thinks they know everything?)

I've spent 28 years of my career in the cleaning business. There is no way I could have learned in the first year everything I needed to know. I began by learning how to clean buildings, then I learned how to supervise a crew, then how to manage a team, then lead a company. There is no way to skip past the steps in the middle. In his book, "Outliers", Malcom Gladwell asserts that it takes 10,000 hours to master a new skill.

Whatever it is that you are trying to master, you have to start somewhere, learn each day, and lay down the building blocks so that you can step a little higher each day. It is the slow accumulation of skills and knowledge that leads to mastery.



*Paul Taylor*



*Paul Taylor  
President*



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## Welcome New Customers!

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

**Stillwater Management**  
Champaign, IL

**Kluthe Center**  
Effingham, IL

**Silgan Containers**  
Hoopeston, IL

**Danville School Dist Admin**  
Danville, IL

**G&D Integrated**  
Morton, IL

**Main Place Properties**  
Decatur, IL

**Lighthouse Autism Center**  
Springfield, IL

**First National Bank of Olney**  
Newton, IL

**Mid-State Tank**  
Sullivan, IL

**Charles Industries**  
Casey, IL

**First National Bank**  
Greenville, IL

**First Christian Church**  
Decatur, IL

**Bethel Lutheran Church**  
Morton, IL

**Wilber Group**  
Normal, IL

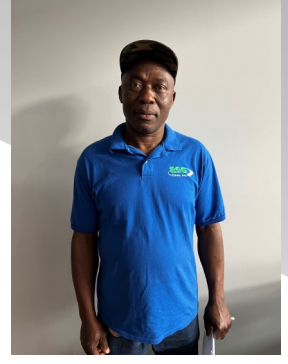
# Employee of the Month



**Megan Burris**  
March 2023



**Mark McCoy**  
April 2023



**James Kulo**  
May 2023

## Honorable Mentions



Dustin Frost  
Debbie Kerrigan  
Bryan Dalluge  
Delores Stewart  
June Wood  
Chris Gabel  
Anna Burk  
Jason Shelato  
Kirstin Gray  
Jeff Wheeler  
Clarence Smith  
Andrew Grove

Laton Schnetzler  
David Lustek  
Tim Sommer  
Adolphus Sibley  
Linda Williams  
Kriss Eisenhauer  
Jeanette Rodgers  
Frank Stupac  
Mercedes David  
Daniel Stancombe  
Melissa Yates

Sherri Alsmeyer  
Jordan Lee  
Jen Hausman  
Bryan Durst  
Shannon Wiseman  
Andrew Krampe  
Armoundi Jones  
Ann Davis  
Sue Anne Smith  
Robert Bagwell

## Happy Anniversary

**5 Years**

**Misty Walters**

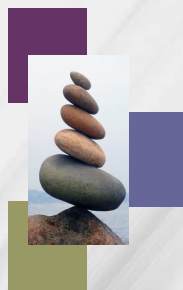
**10 Years**

**Charlene Lewis  
James Taylor**

## Five Stones Scholarship Winners

The Five Stones Foundation has provided educational scholarships to ESS Clean employees and their families since 2008.

We are excited to announce to our 2023 award recipients:



Kaylee Dhom  
Bailey Hartung  
Shelby Herboth  
Allegra Pearman  
Delaney Wheeler





## ESS Clean is Growing!

For over twenty years, ESS Clean has operated debt free. We have made conservative purchasing decisions and have taken a “low cost” approach to our facilities. A couple years ago, we decided it was time to invest in our facilities to improve our operational efficiency and to make sure we are presenting well to our clients, employees and prospective team members. With our expansion at the corporate office and upgrades at several branches, we have put ourselves in a position to focus on strategic growth for many years. Thank you to everyone for putting up with the construction dust and noise. ~Paul Taylor



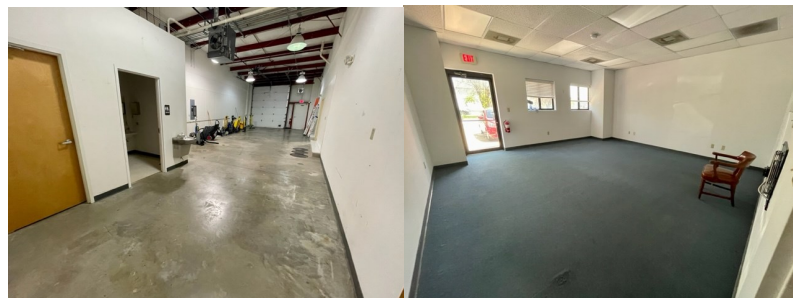
Urbana Branch  
addition

Effingham  
Branch



Decatur  
Branch

Bloomington  
Branch





## Notes from Kim de Jesus

*Hiring and Benefit Manager*

The best compliment you can give is a referral –

I can't thank you enough for your recent referrals. It's an incredible honor, and it pleases me that you think highly enough of ESS Clean, Inc. that you're recommending us to your friends and family.

Urbana Referral Bonus Recipients 2023: William Navas, Jason Shepherd, Misty Harrold (2), Kirk Mansfield, Dante Larue and Cassandra Booher.

Thank you once again and keep those referrals coming!

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REVIEW 



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facebook

Google

LinkedIn

indeed

glassdoor

## Dress Code

A quick reminder to everyone that we are required to wear an ESS Clean uniform and name badge while cleaning at the job site.

Our uniform consists of an ESS Clean T-shirt or polo and solid color bottoms. Please also wear closed-toe and closed-heel shoes for safety reasons.

It is important to present a professional image on the job site, and that includes wearing our logo so others know who you are and why you're in the building. If you have any other questions about our dress code, please don't hesitate to call the office and ask.



## WE NEED YOUR HELP!

A couple of months ago our Urbana ESS Clean google page was hacked by a fraudulent company in Texas.

Unfortunately, we lost years of great employee and client reviews. We are trying to rebuild our great page. Would you be willing to give us a 5 star review on our Urbana google page? It would help us tremendously with recruiting new business and employees.

**If you'd love to give us a great review, please Google ESS Clean Urbana and click the location with our address and phone number: 2406 E University Ave (217) 337-6701.**

## Customer Workplace Guidelines Reminder:

It's important for us to have a great relationship with our customers. In order to do that, we must interact with their space in a respectful way.

Please do not touch or use anything that is not ours. Never go through the customers' personal belongings, use their equipment, or open their drawers. We are there to provide outstanding customer service and we need to respect their workplace.

