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Tim Murch: Energy, Enthusiasm, & Excitement

“One of the main reasons that I continue to be so proud of and what makes MMMM stand out from our competition is every MMMM Team Member’s ability to be world class,” stated Tim Murch during his 4th quarter company-wide address, reviewing the 2011 year and looking forward to 2012 and beyond. Like most companies, MMMM has not been impervious to the challenges that a difficult economic climate has brought over the past few years, but at the same time, we have also had our share of successes in 2011 and looking for much more continued success in the years to come. Tim Murch and the entire Executive Leadership Team have devoted countless hours developing the strategic road map to ensure this success. It is a constant and continuous journey that we are striving towards, always challenging ourselves and fellow Team Members to find a more productive way, a more cost effective way and a more innovative way.



How do you get the best out of your fellow Team Members on a daily basis? Tim Murch and the Executive Leadership Team lead by example. You will never hear them say “can’t” because the leaders of MMMM always portray a “can do” attitude. With the right mentality, anything can be accomplished and MMMM is on the right path looking towards a successful 2012.

Energy, enthusiasm, and excitement. This powerful mantra can be heard often within the MMMM family and is another example of living each day with the right mentality. Tim Murch has embraced this philosophy in every aspect of his life, both personally and professionally, and encourages every Team Member to share the same attitude. This mantra reminds everyone that if you are going to do something, do it with pride, passion, and a smile. The three E’s, as they are

often referred to at MMMM, truly are a way of life. It is commitment to perform your best, not just in the workplace, but everyday. With this in mind, Tim Murch encouraged the entire company “to make better lifestyle choices on your diet, exercise and lifestyle. I feel so gratified and proud of those of you who have shared your successes, progress, and how proud you are of your accomplishments.” In closing, as he always does, Tim Murch thanked every single Team Member for all that they do and wished every Team Member to have a great and safe day!



Tim Murch, President & CEO, during his 4th Quarter company-wide address

MMMM’s Vision

“To be the Absolute Best Facilities Services Partner”

MMMM’s Mission Statement

“To provide world-class, innovative facilities support services to world-class partners with energy, enthusiasm and excitement while exceeding expectations for safety, quality, value and integrity.”

Transitioning with Success

The 4th quarter found our Operational Support Team (OST) busy transitioning several new client partners including Stanley Security, Stahl Specialty and Country Financial Companies. Transitions are crucial to our success because the transition phase is where we make our first impression and everybody knows the importance of first impressions. Over time, MMMM has developed an industry-leading transition plan which is customized specifically for each new customer. After completing the Country Financial Companies transition, Brandon Taylor, Gateway Division Operational Support Specialist said, "The partnership we created with the Country Financial customer was incremental to having a great



transition. They were able to give us great insight into the workings of the facility which allowed us to create the best transition plan possible. This transition was a great success because of the great team work of all MMMM Team Members from start to finish."

There are many aspects of a transition that must be addressed including screening and hiring, training, and safety orientation to name a few. MMMM recognizes the importance of all transitions, which is why we have created a team of experts called Operational Support Specialists whose main responsibilities are ensuring that all transitions are completed professionally, while exceeding the expectations of our client partners.

"Like" us on Facebook, Follow us on Twitter

Many companies view social media as a viable marketing and customer service source. Social media is an effective tool that can facilitate business growth, increase brand recognition and support current marketing systems. Social media has become a tool that no business, large or small, can ignore. A key benefit of social media is its ability for us to learn more about our clients and their needs which helps us do the best job in serving them. Social media is the future and at MMMM we pride ourselves on being innovative and always progressing with the industry as it changes; therefore, MMMM has chosen to take full advantage of the benefits of social media.

MMMM utilizes Twitter as a source to make contact with our prospects and customers. In October, MMMM attended the IFMA World Workplace



trade show in Phoenix, Arizona, and we utilized Twitter to help publicize our booth location. MMMM has also utilized Twitter to "tweet" exciting news like the St. Louis Cardinals winning the World Series and MMMM's role to prepare Busch Stadium for all games

and events. We use Facebook as a more informational source to promote our products and services. It's also a great tool to receive feedback from our customers and even our own Team Members.

In our industry, it is crucial to remain in front of our prospects. On any given night, an incumbent contractor could make a mistake, and we want to be there as a resource for the prospect. You can follow us on Twitter @MMMMCompany or "like" us on Facebook at Mitch Murch's Maintenance Management Co. (MMMM).

Chris Wieman - Leading by Example

Chris Wieman, Vice President of Business Development, has earned much success over the last 10 years with MMMM, and 2011 was no exception. Once again, Chris has exceeded his sales goal, which is a tremendous achievement, especially considering the economy during the last couple of years. Chris shared, "It can be a real challenge to close new sales year after year, but if you work hard and keep making contact with people, eventually opportunities will be presented to you." Chris also acknowledged that the continued sales training that he receives through MMMM has helped him

achieve his sales goal. The entire sales team continually participates in classes that focus on sales process concepts and learning how to best meet the needs of their prospects.

"I truly believe that if I work hard and put forth the effort, the results will come."

Chris summed everything up with "the truth is that I really love what I do, I work with people that I truly care about and I've been very blessed to have realized success throughout my time here at MMMM."

Chris learned from an early age that hard work leads to successful outcomes. In fact, Chris' first job was doing custodial work at an elementary school during his summer vacations. Ever since then, Chris has been working consistently. The jobs and responsibilities have changed, but the work ethic has not. Chris says, "I truly believe that if I work hard and put forth the effort, the results will come." This philosophy has served Chris well and we wish him much more continued success in the years to come.



Chris Wieman,
VP of Business Development

Holidays: Festive Parties and Generous Donations

Holidays are a special occasion at the MMMM Corporate Office. They give us the opportunity to gather as a whole and celebrate all we are blessed with. Halloween, Thanksgiving and the Christmas Holiday were all celebrated in the fourth quarter. Each celebration consisted of an abundance of food and a great deal of chatter and laughter.

Halloween and Christmas presented an opportunity for the corporate Team Members to have a little fun and show their creativity. There was a costume contest during the Halloween party in which all Team

Members dressed in costumes stood in front of their peers. A secret vote for best costume was cast and the first and second place winners each received prizes. A similar contest at the Christmas Holiday party was held in which Team Members voted on what they thought was the best Holiday sweater.

The Holidays are also a time to be thinking of others and giving back to those in need. For the Christmas Holiday party, Team Members were encouraged to bring in wrapped gifts to be donated to the boys and girls of Mercy Children’s Hospital in

St. Louis. The toys were delivered to the hospital later that day where our Team Members were welcomed with gratitude and thanks from Mercy’s Child Life Specialist, Alberta Lee. A special “Thank You” to all those who donated toys! Your donation made the world of difference for the kids at Mercy Children’s Hospital.

We hope you had a very safe and joyous Holiday Season!



From L to R: Lindsey Guempel, Marketing Assistant; Al Thomas, Corporate Safety Administrator; Cameron Brown, CSR; Christie Bridges, Accounting Manager; Dom Palumbo, Marketing Assistant; Amy Bell, Executive Assistant



From L to R: Carla Holmes, Payroll Manager; Al Thomas, Corporate Safety Administrator; Lindsey Guempel, Marketing Assistant; Dom Palumbo, Marketing Assistant

What Makes MMMM Unique?



“What makes MMMM unique, to me, is our integrity. You are not just an employee here, you are family! Tim Murch will be one of the first ones to say, “family first.” Right is right and wrong is wrong, that’s integrity. And it does not stop there; the entire Executive Management Team down to the last hired Team Member will always greet you proudly with good will in their hearts. This is the reason I like coming to work every day. I am proud to say I work for MMMM.”

- Tresa Wilson, Account Manager, Omega Division

There is Nothing More Gratifying than a Satisfied MMMM Customer!

MMMM's objective is to make the best effort to ensure complete satisfaction at all times. The following are just a few of the many compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.

Valero

Tauna Wiltz stated, "I wanted to express our gratitude to MMMM for assisting the Valero Family Center during an unfortunate waive of illness. MMMM has continued to support our team both day and night to ensure the well-being of our children. We are impressed by their "can do" attitude and superior service. Their hard work is evident!"

HSN

Tammy Money stated, "I just want to express what an exceptional worker **Sonja Moumani** is. Sonja always has a smile on her face when she walks in and quickly assesses the activities of the room to determine if she needs to adjust her routine at all. She always has a kind reply and makes sure that there isn't anything we need. She's an extremely conscientious and hard worker and never misses a thing."

CSX

Trey Thomas stated, "Since **Malcolm Ricks** has started working here the restrooms have never looked better. He is a great worker!"

Illinois Farm Bureau

Mark Wilson stated, "**Steve Gray** is always committed to ensuring that we are receiving the best customer service that MMMM can provide. He is a positive person who strives for our complete satisfaction. We all enjoy working with him and know he can be counted on for providing excellent service and solutions in a quick and timely manner!"

Country Financial

Krista Ridder stated, "MMMM's cleaning efforts are appreciated by our employees! I have heard many positive verbal comments since you have taken over from the previous cleaning company. Keep up the good work!"

Florida State College

Dottie Young stated, "**Delores Elliott** is doing a wonderful job. She takes pride in her work and performs her duties with pleantry and completeness. She has great workmanship and exhibits professionalism. Thank you for assigning Ms. Elliott to our facility!"

Colliers International

Judith Berry stated, "**Tanya Jones** is a sheer joy! She always has a smile on her face, is professional and so very pleasant."

Sikorsky

Heather Stewart stated, "I wanted to extend a personal Thank You to **Elliot Bujosa** and his team for doing a fantastic job on getting the facility in order for the tour with the UTC President. He remarked on the cleanliness of the facility and it was due, in part, to your responsiveness to our needs, including the last minutes requests, and all the behind the scenes work. I appreciate the fact that you go above and beyond and your group certainly helped today to make Sikorsky shine."

CSX

Ricky Sampson stated, "It was brought to my attention that **Siniki Siniki** found three iPhones while cleaning. Siniki was able to locate one phone owner who was very thankful that Siniki had found the phone and returned it. The other two phones he turned in to Security. In my opinion, this is the performance of a very honest and trustworthy person."

Outstanding MMMM Team Members

MMMM Management nominates Team Members who have performed above and beyond for clients and who exemplify our commitment to "World Class Quality Service." Thanks to everyone for their hard work and dedication.



Joshlyn Harris is a Team Member at FIS. Joshlyn excels at her job. The attitude and smile she brings to work every day is very much appreciated!. She also goes out of her way to volunteer to help in other areas.

Joshlyn received a \$25.00 bonus and a certificate.

Congratulations Joshlyn!



Yolanda Dishmey is the Project Manager at the Highland Oaks Office Park and has been with MMMM since we started at Highland Oaks in November 2008. Yolanda always has a positive attitude. Her level of commitment to her job is excellent and never changes. She treats her job with a level of dedication that is unprecedented. Yolanda is always ready to help out and go the extra mile when needed. The client loves her and appreciates her and so do her fellow Team Members.

Yolanda received a \$50.00 bonus and a certificate.

Congratulations Yolanda!



Eric Blakely is a Team Member at Williams Tower. He never misses his shift and always has a great attitude and work ethic. He takes it upon himself to make sure that he gets his job done and is the first to help others complete their tasks. He is safety conscience and does whatever is asked of him with no complaints.

Eric received a \$25.00 bonus and a certificate.

Congratulations Eric!



Kim Stevenson is the Project Manager at Covance. Kim always gets got the job done and makes the customer very happy. Her leadership and dedication to her job are very much appreciated!

Kim received a \$50.00 bonus and a certificate.

Congratulations Kim!



Dominic Passoni ("Nick") is a Team Member at Springfield Clinic and has been with us since 2009. Nick will do whatever anyone asks him to do and will do it with a smile. He has gone out of his way many times to take care of items that needed to be done without even being asked! Nick always has an outstanding, energetic, and enthusiastic attitude and he will greet you in a way that will always put a smile on your face.

Nick received a \$25.00 bonus and a certificate.

Congratulations Nick!



Sally Halilovic is currently the Project Manager at BJC. She always earns 100 percent or more on her safety audit scores. Her account remains accident free! Sally really knows how to please our customers.

Sally received a \$50.00 bonus and a certificate.

Congratulations Sally!

MMMM Anniversaries

20+ Years!

Willie Pearson (22)

19 Years!

Marcie LaPolice

15 Years!

Michael Thomas
Patricia Wings

14 Years!

Thomas Conway

12 Years!

John Brownlee
Melvin Bethany
Flora Simmons

10 Years!

Drumell Cameron
Anibal Funez
Regina Steward
Jim Sands
Dan Cline II
Charlotte Romero

9 Years!

Wesley Boxley
Laura Davis
Gwendolyn Morrison
Garland Turner
Brenda Hampton
Patricia Adams

8 Years!

Joyce Adams-Wise
Donald Wilkening
Elydia Fedd
Mark McKale
Brian Houser
Otis Tompkins
Sharon Grant
Arturo Cruz
Igor Maksimovic

7 Years!

Marie Feldmann
Dorothy Holman
Sabra Stone

6 Years!

Beatrice Davis
Zufa Seferi
Darvell Wharton
Mary Norfleet
Bridget Wilson
Gloria Echeverria
Willie Mae Johnson
Jessie Johnson
Carolyn James
Cutie Phillips
Mary Moses
Roselain Louis
Sharon White
Delando Gordon
Kennel Barksdale
Vincent Chrismer
Martha Bethany

5 Years!

Cevinnal Wade
Brandon Taylor
Todd Jackson
Mildred Quinney
Marija Matic
Barry Booth
Rickey Davis
Rose Coleman
James Jones
Jane Burnette
Autry Coleman
Columbus Wright
Barbara Britten
Tommy Ferby
Charmelle Everhart
Hattie Thomas
Lesbia Romero
Donna Battle
Barbara Collins
Ramon Cepeda
David Briggins
Willis Hines Jr.
Latosha Howard
Marc Dimarzo
James Davis Jr.
Jacquelyn Smart
Marcus Stewart
Fernando Cardona

Good Works Winners \$\$

MMMM receives recognition from clients and supervisors hundreds of times each quarter praising our Team Members. Team Members are issued a "Good Works" ticket each time they are recognized. At the end of the month, a drawing is held and Team Members receive a cash prize!

Juan A. Robles
Ines Giraldo
Esther Gonzalez
Orlando Dieguez
Harrickson Torres Jr.
Lizbeth Escobar
Diurki Rosales
Beatrice Davis
Arthur Cooper
Dzevad Arapovic
Doris Hayden
Laila Mohamed
Patty Hunt
Volodymr Gusak
Mao Chhe
Nick Mullett
James Batson
Thomas Currie
Debra Killian
Gulnara Aliyeva
Siliva Agurs
Herman Lauderdale
Nigel Stewart
Almer Savanovic
Cedric Faust
Deloris Elliott
Roosevelt Jenkins
Michael Hayes
Alexander Ortiz
Dionisio Bove
Esther Melendez
Gabriel Franco
Ena Michaels
Ivis Miranda
Jessica Chavez
Nathaniel Johnson
Freddie Johnson
Beverly Stevens
Marcus Vereen
Bego Ljeskovica
Luz Del Valle
Selma Oliveira
Ibrahim Ganevic
Arestu Bati
Patricia Beals
Leland Washington

Duriel Benson
Deborah Brown
Gabriel Mora
Lenin Melgar
Florin Zugrav
Mike Pieper
Maria Rodriguez
Glenda Fonseca
Marla Escobar
Janice Bobbitt
Ana Mejia
Victor Offutt
Sheila Vandever
Virginia Quiroz
Deborah Rexroat
Eula Houston
Lateashia Jones
Jonathan McClure
Michael Mankin
Cedric Donahue
John Eads
Tonya Poindexter
Cassandra Howell
Janet Campbell
Judy Coursey
Phyllis Simmons
Lorry Gilliam
Guillermo Barrera
Oliver Ramirez
Randy Williams
Jasmin Dulan
Eric Blakley
Rosario Marquez
Michelle Mitchell
Brandon Greene
Jerry Jordan
Way Ro
Amy Runion
Maria Sanchez
Dion Townsel
Mehn Tun
Fremont Whitlow
Amanda Sparks
Richard Roberts

Safety Share Winners

Safety Share Winners receive a \$25.00 Walmart Gift Card and the account wins a \$50.00 Voucher!

Terra Elbert
Robert Hodges
Pat Adams
Robert Evers
Natalie Nichols
Jennifer Kuykendall
Gale Quinton
Carrie McLaughlin
Aaron Dennis
Jessica Cropper
Hubie Downey
Frank Barnard
Kennel Barksdale
Lavonia Masterson

Alex Green
Barry Booth
Chelisa Smith
Alexander Ortiz
Heather Bobbitt
Billy Lewis, Jr.
Jerry Spearman
DuAne Harris
Carol Mullis
Beth Murry
Maria Gonzalez
David Juitt

Safety Bingo Winners

Safety Bingo Winners potentially receive anywhere from \$50.00 up to \$8,000.00 per game!

David Dodge
Nancy Mangalavite
Latoya Scott
Clarence Barnett
Jeff Hendrickson
Jason Bowen
Greg Parker
Betty Dutton
Elia Portillo
Paula Davis
Dave Meager
Erin Cothron
Amy Runion

Adrian Jones
Estrella Ramos
Ivis Miranda
Luz Ortiz
Daniel Gonzalez
Miguel Gutierrez
Angel Hernandez
Jayson Maldonado
Doug Lagant
Ramon Cepeda
Cynthia Gleason
San Moe

Total Safety Bingo Winnings for All Divisions in the 4th Quarter: \$9,950.00!!!



Your Proven Facility Services Partner

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314.535.2218 fax
www.4-M.com



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Are you on the best **PATH**™?



“World Class MMMM Team Members recruiting World Class New MMMM Team Members”

The following have been paid for
recruiting MMMM Team Members.

Ask how you can get paid a bonus
for your referrals.

**This quarter’s
recruiting bonuses:
\$8,600.00!!!**

\$300.00

Earnestine Scott
Steven Smith
Sandra Gonzalez

\$200.00

Marilyn Jones
Diana Parker
Carlos Harris
Barbara Rodriguez
Rigoberto Deleon
Ashley Moore

\$100.00

Michael Van Well
Donald Dutton
April Berry
Betty Johnson
Larinzo Lardge
Zaidi Issa
Melvin Poole
Erinlea Helm
Steven Kent
Alex Green
Janie Jones
Linda Richmond
Guadalupe Cuanas
Rodney Robinson
Randy Williams
Wesley Pettigrew
Liria Ramirez
Sasha Purifoy
Rosetta Seldon
Jack Stepter
Patricia Adams

\$100.00

Virginia Smith
Martha Bethany
Cordero Edwards
Nancy Mason
Linda Greene
Belinda Hutcherson
Oscar Johnson
Melissa Moore
Tina Triplett
Kayla Werner
Lemora McGruder
Jacquelyne Pigford
Jesse Knauss
Lesia Grant
Ena Michael
Carmen Silva
Gerson Henriquez
Estrella Ramos
Ramon Cepeda
Luz Ortiz
Michael Bailey

\$100.00

David Bonilla
Kelvin Jimenez-Gonzalez
Jayson Maldonado
Graciela Cruz
Caridad Moreno
Mang Suanpau
Kap Langh
Nancy Cabral
Luz Raigoza
Norma Chairez
Pau Thang
Rodney Walker
Ramon Zayas
Irene Garcia
Donnie Walton
Richard Roberts
Brian Koons
Erin Cothron
Braquel Christenberry
Angela Ross
Kimberly Gama
Jose Gomez
Stacey Carlos

MMMM New Management Team Members

Jose Correa, Project Manager – Gateway Division
Mintia Cowan, promoted to Project Manager – Omega Division
Blayne Young, Regional Sales Manager – Omega Division
Nick Demetros, Regional Manager – Omega Division
Khanh Hoang, Regional Sales Manager – Omega Division