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Tim Murch: Promoting Health & Wellness at MMMM

Tim Murch, President and CEO, starts his morning every day at 5:30 am in his home gym. This takes dedication, commitment, and a true desire to be the absolute best! When he isn't on the road, he plays hockey early in the morning three days a week. Tim is, was, and always will be an advocate for a healthy lifestyle and he promotes this lifestyle here at MMMM. Tim's constant and continuous leadership and support of MMMM's WellnessPath™ has nothing but an absolutely positive affect on all Team Members!

We have a lot of WellnessPath success stories here at MMMM, from Team Members losing 100+ pounds to others quitting smoking, taking up exercising, or just simply making proactive annual doctor's appointments for physicals. These are all positive improvements towards a healthy lifestyle! Being healthy is about being aware of yourself, your body, of how important you are as a person, a Team Member, a mother, father, daughter, son, sister, brother, aunt, uncle, friend, or whoever you are, you are important. You owe it to them and yourself to be healthy, happy, productive, and positive!

In Tim's proactive approach to Wellness he has worked together with the Human Resources department to create the WellnessPath Newsletter! This is an exciting newsletter full of success stories, nutritious recipes, a calendar with healthy events in our Regions, and lots of healthy tips! This newsletter cannot be done without the support of Team Members and their stories and input, please feel free to contact your Regional Customer Service Representative or Allie Godsey (Receptionist at Corporate) in the HR department to submit your success stories!

Tim Murch's goal is to live well over 100 years old in outstanding physical, mental, emotional, and spiritual health and to be younger every year; he can only do that by maintaining a very disciplined approach every day to exercise, diet, and lifestyle. His emotional desire for EVERY one of our Team Member's to be the absolute best you can be is evident. To see happy and healthy world-class Team Members brings great pride in Tim. MMMM was built on amazing values and goals and wonderful happy Team Members who take pride not only in their work but in

themselves too! Take time, every day, for yourself, eat nutritious, healthy meals, and exercise to be the absolute best that you can be! You too can be younger next year!



Tim Murch, President & CEO, after one of his many morning hockey games

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."

MMMM is Always Striving to Create Additional Value Opportunities for Our Customers

Achieving greater than 97% customer retention is one of our 6 Corporate Vision Team Goals at MMMM. We believe that going the extra mile has created value for each of our customers, leading to greater customer retention and achieving our Vision “to be the Absolute Best Facilities Services Partner”. A happy, satisfied customer will stay with a company that provides them value, trust, and peace of mind that they will go above and beyond the typical scope of work in their facilities. At MMMM we are constantly proactively inspecting our customers’ facilities with our unique MAVRIC™ quality management system. We also report nightly any maintenance and or mechanical issues or any suggestions for additional cleaning needs, like carpet cleaning or window cleaning.



**Bud Brooks, Project Manager,
Omega Division**

MMMM’s philosophy is to build a very strong partnership with all of our customers. They need to know that we are here for them, that we will listen to their needs, and do anything proactively possible to provide innovative solutions to their requests with urgency and immediacy.

We are always looking for additional service opportunities to create as much value as possible for our customers. These opportunities can come in the form of providing restroom paper and plastic supplies, carpet cleaning, power washing, tile and grout rejuvenation and sealing, office chair cleaning, light bulb changing, interior/exterior

painting, refitting restrooms with updated dispensers, furniture repair, or emergency services. These are just a few of the many additional services that MMMM provides to many of our customer partners. The customer may not need the work done right now, but if you have built a relationship with them then they will remember you when they have a need or decide to have the work done.

Bud Brooks, Project Manager in our Omega Division and 2011 Special Services Sales Leader even sells restroom paper and plastic supplies to facilities that we don’t clean. Bud also provides temporary Day Porters and Matrons to accounts to cover for their employees who are temporarily out. The opportunities are always there, you just have to be open minded enough to recognize and embrace them!

Response times and fulfilling our customers’ needs are an integral part in proactively earning the customers’ trust for future additional services. “Mirror the positives and don’t copy the mistakes” says Marc DiMarzo, Area Manager in our Sun States Division and 2011 Area Manager of the Year Award Winner. Marc proactively meets with the facility managers in his accounts once a week, to go over any additional services that have been noted, and also asks if there are any new requirements for his team. In addition to this, he also has direct line communication with the facility manager in case of an emergency. MMMM proves consistently that we can offer numerous solution options for facilities, making us a highly regarded value added services partner, which equates to an extremely satisfied and confident customer!

Mark McKale, 2011 Special Services Award Winner and Area Manager in our Sun States Division, is also a huge advocate for creating additional value for our customers. He sets up carpet

cleaning programs on newly installed carpet, maintains the warranty and therefore, proactively saves the customer money in the future by maintaining and prolonging the life of the customers new expensive carpet asset. Mark also is aware of any special functions or events in his accounts and the opportunities to help with those, which can generate more sales opportunities.



**Marc DiMarzo, Area Manager,
Sun States Division**

Creating these additional value added opportunities is not a one man job. It takes 360° Team Work from MMMM Team Members, additional MMMM Managers, and at times, supply partners too. Our Mission at MMMM is 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. Proactively looking every day for any additional services certainly exceeds expectations, which makes us the Absolute Best Facilities Services Partner in our industry!



**Mark McKale, Area Manager,
Sun States Division**

MMMM Represents United States in Leading Edge Global Cleaning Initiatives

Tim Murch, CBSE, MMMM President was elected to the board of directors of the World Federation of Building Services Contractors (WFBSC). The WFBSC is a dynamic union of national and international cleaning industry associations as well as individual contracting companies, manufacturers, and suppliers from around the globe. Tim is one of only two Board Members from the United States.

The WFBSC holds an annual board meeting and a bi-annual congress. This year Tim travelled to Taipei, Taiwan for the annual board meeting. Building Service companies from all over the world participate in the bi-

annual congress, bringing their knowledge and expertise from their different regions of the world; the common goal is global education on high level industry initiatives. A major initiative of the WFBSC is the Cleaning for Health project. Cleaning for Health is a campaign designed to educate the general public on the benefits of environmentally preferable purchasing and the impacts purchasing decisions have on human health and the environment.

The WFBSC plans on utilizing the Cleaning for Health campaign to educate Team Members on global standardized environmentally friendly cleaning products to make this a greener, safer, and healthier

world to live in! For more information on the Cleaning for Health project visit www.cleaningforhealth.org.



Tim Murch is an advocate for proactive, healthy, and safe cleaning. With Tim being a board member of the WFBSC and being actively involved in these global initiatives, we can all be assured that MMMM and our customers benefit with the latest trends and leading edge initiatives in the cleaning industry.

Team Member Earns Citizenship

On June 15th, MMMM's very own, **Julio Pineda**, became an official United States Citizen. We would like to congratulate Julio on his outstanding achievement!



Julio Pineda,
Area Manager,
Sun States Division

IFMA Golf Classic in St. Louis

On March 15th, MMMM enjoyed a great day of golf on the links and at our booth as part of the St. Louis IFMA Chapter Golf Classic.

From L to R: Glen Caul, RBSM, Marketing Director, Dave Hughes, Graybar National Safety Manager, Steve Gray, RBSM, Regional Manager, Mark Schlake, RBSM, Area Manager, Lindsey Guempel, Marketing Assistant, Chris Wieman, CBSE, VP of Business Development, Dom Palumbo, Marketing Assistant and Chris Nasrallah, CBRE Real Estate Manager



MMMM New Business

“I was very impressed with Tim Murch, the Team that accompanied him, their philosophy, and of course, their cleaning methodology - CleanPath™!... After dealing with a lot of frogs, I finally found my prince in MMMM.”

-Janice Lee, Royal Caribbean



Chip Wilkening, CBSE, Sun States Division VP in front of Royal Caribbean Cruises Headquarters in Florida

A vertical stack of logos within a blue-bordered box. From top to bottom: the Royal Caribbean International logo (a crown over a shield with the text 'Royal Caribbean INTERNATIONAL'); a grey map of Texas with 'TPS' written on it; the text 'Texas Power Systems'; the logo for Balke Brown Transwestern (a blue 'T' in a square followed by 'BALKE BROWN TRANSWESTERN'); the text 'Black Ridge/Atrium'; and the Ameren logo (a green fan-like shape followed by 'Ameren' in a bold, italicized font).

What Makes MMMM Unique?

Unparalleled in the concept of TEAM, we are not viewed as MMMM employees we are viewed as MMMM Team Members.

Notable in the importance of Safety, MMMM wants all Team Members to go home as healthy as they came to work.

Incomparable in the delivery of innovated performance solutions, MMMM is always looking for ways to improve.

Quick in response to customer needs, with a strong belief in providing good service, while maintaining a strong relationship with customers. MMMM is always striving to deliver measurable results.

Unequaled in the firm belief that all Team Members practice personal integrity and respect for others. MMMM Team Members and Customers are treated with integrity and respect.

Extraordinary in the concept that “Right is Right and Wrong is Wrong”.



Mintia Cowan, Project 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.

CSX

Larry Lester stated, "I want your company to know what a valuable person **Siniki Siniki** is to have on staff. He is a very honest person and if a lost item is found, he is sure to turn it in to security. Also, he is a very hard worker. I can go on and on. Clone him if you can."

Sigma Aldrich

Michael Abendroth stated, "I wanted to let you know how I appreciated the extra effort **Kennel Barksdale** put into the lab floors. His attitude of customer satisfaction is exactly what we as customers like and what we as managers encourage our employees to provide. He is to be commended on a job well done!"

Royal Caribbean Cruises

Janice Lee stated, "Please extend our thanks and appreciation to the night crew and all of you; your efforts have already been noticed! We made the right choice in selecting MMMM!"

Ameren

Karen Tucker stated, "I wanted to commend **Christina Latino**, (Chrissy) for taking the initiative to call me to let me know there was a problem as well as being conscientious enough to care enough about the building. Thankfully, there was only minimal damage and Chrissy had it all cleaned up by open of business the next day. It's nice to know that there are still people out there that care about their jobs."

HSN

Debra Cowper stated, "**Teresa Charles** is always pleasant and very conscientious. When cleaning the bathroom, she will leave if someone needs to use it. When she is mopping the break room she is never annoyed if we have to walk through her clean floor to get to the fridge. Teresa seems to really enjoy her job and she is a pleasure to work with. The area she cleans is always sparkling clean. Others in our department have also commented on what an outstanding job she does."

Springfield Clinic

Sheila Leggett stated, "I wanted to thank you for the excellent services provided to us at Springfield Clinic by your employee **Clyde Foster**. We have found him to be an excellent addition to our team and feel that he should be recognized for his superior performance. Thank you Clyde!"

Pierre Laclède Center

Cate Vierling stated, "Just wanted to give **Steve Gray** a big thank you for helping me with PLC's Earth Day Festival! I had a lot of great feedback and can't wait to work with you on it again next year. *Steve Gray wanted to thank **Mark Schlake** for his help at the show and the Marketing Team (Glen Caul, Dom Palumbo, Lindsey Guempel) for providing the material for the show.*

Ameren

Rose Vecchi stated, "Everything **Helen Langellier** does is fantastic! She is an excellent cleaner!"

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.



Macely Bello is a Team Member currently working at Highland Oaks and has been a nighttime lead since November 2008. Macely is helpful, responsible, and dedicated in all aspects of her job. She personally cares about the work that is done every night and receives many compliments from the Office Manager at Highland Oaks. Macely is definitely a great leader and a good example to follow.

Macely received a \$25.00 bonus and certificate.

Congratulations Macely!



Jeannie Thomas is our Project Manager at Boston Scientific. Jeannie pulls a lot of night shifts and weekends, and essentially does whatever is needed to insure that the customer is taken care of. She has been doing a great job making sure the customer's needs are being met. Her extra efforts have also been recognized by the customer, as it has been verbally communicated the full appreciation they have for her commitment to the job.

Jeannie received a \$50.00 bonus and a certificate.

Congratulations Jeannie!



Henry Cary is a Team Member at Ameren. Henry has cross trained at all the facilities and has filled in wherever he is needed. Henry has shown great work habits and attitude during his tenure at MMMM. He has been an asset to the MMMM team and we look forward to seeing him move forward with our St. Louis team.

Henry received a \$25.00 bonus and certificate.

Congratulations Henry!



Harold Sadler is the Project Manager at Three Rivers Community College. He has been a great asset for MMMM. Through his commitment and hard work, Harold has become a great leader for all his Team Members. In return, he has earned the respect of his team and it shows in their work. Harold has built a relationship with his customer and in return has grown his portfolio of business. If he ever has a customer concern, he is quick to respond and gets it taken care of.

Harold received a \$50.00 bonus and a certificate.

Congratulations Harold!



Donnie Walton is a Team Member at Lexmark. Donnie has always done a great job but has done exceptionally great the last 4 weeks. Donnie has stepped up above and beyond his usual duties and has played a huge role at the account.

Donnie received a \$25.00 bonus and certificate.

Congratulations Donnie!



Ylber Azizi has been a Project Manager at MMMM since 2005. He is currently the Project Manager at Everbank and also manages other buildings in the surrounding area. Ylber is currently the leader in the Area Manager/Project Manager of the Year Award in the Florida Region and is doing especially well in budget management. He is a happy father and husband and loves to play soccer.

Ylber received a \$50.00 bonus and a certificate.

Congratulations Ylber!

MMMM Anniversaries

20+ Years!

Steve Gray (29)
 Freddie Brown (28)
 Jessie Davis (26)
 Tim Moore (31)
 Lynn Miller (22)
 Hazel Fields (22)

8 Years!

Joseph Calicutt
 Lindsey Moore
 Darcy Landers Jr
 Elia Portillo
 Peggy Chestney
 Lloyd Wright
 Chris Scarber

5 Years!

Jean Dixon
 Robert Snodgrass
 Valerie Bradley
 Richard Stehlick
 Robert Woods
 Leslie Evans
 Sherrie Pattman

19 Years!

Darryl Cross

7 Years!

Zehra Sejinovic
 Frank Pilgrim
 Samuel Aiken
 Darwin Brown
 Richard Moore
 Michael Sisson
 James Boyd Jr
 Eddie Hunter
 Thomas Jeffries
 Curtis Matthews
 Marshall Stittiams
 Dorothy Hunter
 Valerie Burtis
 Janie Jones
 Edna Coady
 Minir Bela
 Sally Ewing
 Sonya Reid
 Londell Houston
 Laura Edler

18 Years!

Ronald Higgins

17 Years!

Brian Awalt
 Marilyn Jones

16 Years!

Angie Perkins

15 Years!

Leslie Johnson
 Cory Murphy
 Earnestine Scott
 Effie Greer
 Kerry Key

13 Years!

Sheila Davison
 Jonathon Goodson

12 Years!

Larry Turner
 Erma Jones
 Alvin Dyson

11 Years!

Kenneth Gully
 Jacob Deleon
 Lymas Compton Jr

10 Years!

Frederick Cross
 Patricia Herbert
 Orlando Sanchez

9 Years!

Steven Griffin
 Leticia Munoz
 Curtis Jones
 Joseph Calicutt
 Lindsey Moore
 Darcy Landers Jr
 Elia Portillo
 Peggy Chestney
 Lloyd Wright
 Chris Scarber
 Zehra Sejinovic
 Frank Pilgrim
 Samuel Aiken
 Darwin Brown
 Richard Moore
 Michael Sisson
 James Boyd Jr
 Eddie Hunter
 Thomas Jeffries
 Curtis Matthews
 Marshall Stittiams
 Dorothy Hunter
 Valerie Burtis
 Janie Jones
 Edna Coady
 Minir Bela
 Sally Ewing
 Sonya Reid
 Londell Houston
 Laura Edler
 John Starks
 Glenn Ware
 George Mallory
 Delphine Williams
 Madison Hogue
 Deneshia Johnson
 Kimberly Watson
 Layton Hartley
 Lazera Jackson
 James Clay
 Earline Young
 Dylan Goodson
 Ena Michael
 Dorothy Hall
 Arthur Armour
 Leon Brown
 Thomas Maclin
 Ereachie Phillips
 Connie Williams
 John Droney
 Andromakee Butler
 Agustin Robledo
 Kesha Gibbs
 Gregory Steed

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!

Ralph Betts
 Walter Crigler
 Oscar Garcia
 Gary Bowling
 Maria Matic
 Robert Hardmon
 Khamdi Radzhabov
 Ann Osborne
 Selma Olivera
 Doug Lagant
 Darrell King
 Delia Romero
 Maria S Giraldo
 Esther Gonzalez
 Agustin Gonzalez
 Norma Garcia
 Jessie Price
 Liliam Solorzano
 Roberto Mont Ross
 Mayra Leyva
 Roberto Gonzalez
 Raulexis Moya
 Yemisi Owojory
 Divina De la Cruz
 Expres Pierre-Louis
 Kelly Feeney
 Richard Saucedo
 Lavera Hobbs
 Justin Houser
 Mike Johnson
 Deborah Brown
 Maria Cornejo
 Victor Offutt
 Robert Rexroat
 Kathy Johnson
 Janice Bobbitt
 Tim Gardner
 Joseph Lian
 Ambrosia Freyta
 Elvira Sanchez
 Pat Lampkin
 Rebecca Vaughn
 Claribel Garcia
 Kassandra Mertz
 Cheryl Burkitt
 Indica Christenberry

Katrina Moody
 Brittany Gassier
 Korine Stanciel
 Bradley Williams
 Merlin Taylor
 Eugene Griffin
 Citra Ghalay
 Brittney Stanley
 Christina Usina
 Darko Piperac
 Anthony Pickett
 Kevin Pineda
 Lilia I Salazar
 Esther Melendez
 Carlos Franco
 David Perez
 Harrickson Torres
 Gloria Fonseca
 Mercedes Espinoza
 Rafael Escalona
 Macey Bello
 Roberto Gonzalez
 Mercedes Cuello
 Aaron Dennis
 Marilyn Muniz
 Astrid Guerrero
 Teofilio Magana
 Ernesto Torres
 Ismael Avalos
 Matthew McGehee
 Melissa Cervantes
 Melba Mejia
 Brandon Mead
 Ashley Buckalew
 Dawn Owens
 Elodia Rodriguez
 Helen Rempis
 Anita Shaw
 Sherrell Barker
 Michael Hudson
 Calvin Tyler
 Mirna Villatoro
 William Mitchell
 Yasmin Fowler
 Linda Gonzalez
 Sandra Kirton

Bertha Mathis
 David Juitt
 Esed Ibrahimovic
 Mildred Early
 Ann Osborne
 Ibrahim Ganevic
 Asmerett Asmeron
 Carmen Silva
 Ines Giraldo
 Esther Melendez
 Miguel Rivero
 Charlotte McKeon
 Carolyn James
 Luz Venegas
 Bonny Cabriada
 Werman Corps
 Yohandra Dominguez
 Rosalia Santos
 Santos Mirabal
 Alvin Fausto
 Jason Joseph
 Adonis De La Cruz
 Frank Ybarra
 Gloria Green
 Cheryl Burkitt
 Sandy Mertz
 Ondina Villanueva
 Mirna Garcia
 Estela Esparza
 William Goholston
 Jose Diaz
 Deborah Rexroat
 Maria Cornejo
 Maria Rodriguez
 Phyllis Simmons
 Sherrel Barker
 John Jackson
 Amy Runion
 Jerry Jordan
 Monica Cottrell
 Eduardo Santos
 Aye Mu
 Naw Tun
 Barbara Torres
 Pamela Coursey

Safety Share Winners

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

Leland Washington
 Hubie Downey
 Ron Hirbe
 Jason Agnes
 Cristian Castro
 Tony Gunnels
 Margaret Garrett
 Frank Perez
 Jessica Cropper
 Gary J. King
 Gina Guzman
 Jennifer Dyer
 Maria E. Hernandez

Juan Bahena
 Judy Coursey
 Ylber Azizi
 Sandra Gonzalez
 Clarence Barnett
 John Maroni
 Faye Nuckols
 Angela Johnson
 Nyunt Yi
 Darrell Millikin
 Margaret Garrett
 Yemisi Owojori

Safety Bingo Winners

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

Earline Willis
 Nicole Ridgley
 Monica Harris
 Gwendolyn McGee
 Andra Ward
 Tom Conway
 Tim Grebe
 Loda Marr
 Willie Lathan
 David Pettigrew
 Richard Mu Wah
 Amanda Sparks

Irna Palacios
 Tommy Payne
 Lavonia Masterson
 Eduardo Alvalle
 Norberto Lipka
 Malcom Ricks
 Yemisi Owojori
 Robert Hardmon
 Angela Velez
 Yadil Perez
 Arturo Cruz

Total Safety Bingo Winnings for All Divisions in the 2nd Quarter:

\$8,300.00!!!

Congratulations Everyone!



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:

\$5,500.00!!!

\$300.00

Jack Septer
Thomas Twomey

\$200.00

Sue Cairy
Pamala Parrish
Dylan Michael
Daniel Gonzalez
Velma Martinez
Maria Delgado
Joshua Swank
Ruth Hernandez

\$100.00

Richard Foulkes
Gary Gernentz
Rodney Walley
Clifford McQuillen
Deneshia Johnson
Wesley Pettigrew
Heather Hastings
Stephanie Clodfelter
Ashley Helm
David Williams
Elisha Young
Armitta Penny-Dickens

Ian Koster
Robert Hitchcock
Andre Jones
Jacquelyne Pigford
Dulce Ruiz
Melba Colon
Ester Melendez Martinez
Carlos Choa Diaz
Rosalia Gonzalez
Maria Matos
Carmen Ramos
Jasmin Dulan
Teresa Huizar

Janeth Vidales
Oralia Villegas
Irene Garcia
William David
Mehn Tun
Aye Mu
Carmen Dishman
Stuart Oser

MMMM New Management Team Members

- David Dehondt, Sales – Sun States Division**
- Rita Miller, Project Manager – Omega Division**
- Sean Schlake, CSR – Gateway Division**
- Allan Suarez, Project Manager – Sun States Division**
- Roberto Gonzalez, promoted to Supervisor – Sun States Division**
- Dave McLay, promoted to Project Manager – Gateway Division**
- Mark Schlake, promoted to Area Manager – Gateway Division**
- David Knapton, promoted to Project Manager – Sun States Division**