

ServiceMASTER[®] Clean

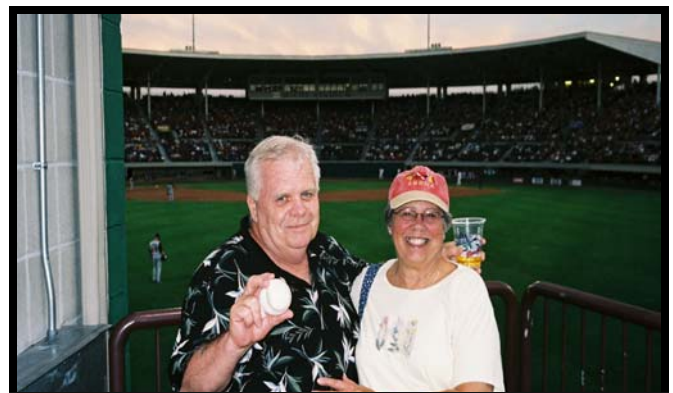
**Second Annual Family and Friends Days
Held At The Worcester Tornadoes
And The Pawtucket Red Sox**

Newsletter

October 2006



Ray Plante (Hanover Insurance) and family along with Jim McAnanly and Leslie MacDonald of ServiceMaster



Carol McMorrow (Gardiner Whiteley Agency) along with Dave at the Pawsox holding home run ball.

ServiceMaster Assured Restoration would like to thank all of our guests who joined us for the second annual Family and Friends Days held recently at the Worcester Tornadoes and the Pawtucket Red Sox. The events started with a catered buffet dinner under the VIP tents. It was great to see everyone enjoying themselves and it was exciting when a home run ball was driven into the crowd at McCoy Stadium in Pawtucket and caught by one of our guests. This event continues to grow for us each year and what better way to enjoy a great summer day and evening with family, friends, and associates.



Regional PLRB Conference

Jim McAnanly of ServiceMaster Assured Restoration presented a set of gift tickets for the prestigious Buick Open (formerly the GHO) held in Hartford this past June to Tony Vespari of Peerless Insurance. Tony visited with us at our display booth during the Property Loss Research Liability Insurance Bureau Regional Conference held at the Downtown Hartford Marriot Conference Center on June 20 and 21st 2006. The PLRB had more than 500 insurance adjusters and insurance personnel in attendance.

One ServiceMaster sponsored CE class remaining for 2006 in Connecticut (Please call the Hartford office to attend)

Nov. 1 9-12:30 Law & Ethics (4LR CEU's) 1:30-5:00 Personal Lines Coverage (4PC CEU's) @ Clarion Suites Manchester. CT

CULINARY SCHOOL LOSS PROVES THAT "THE PROOF IS IN THE PUDDING"



Saturated carpets in the Atrium area of the Hastings Hotel.



Front of the Hastings Hotel/ CT Culinary Institute

The Hastings Hotel in downtown Hartford was the site of a recent commercial water loss for our Hartford Division. Within an hour of the initial call, the commercial loss specialists from ServiceMaster Assured Restoration's Hartford Office were mobilized and on site with the manpower and equipment necessary to mitigate this large water loss. Fourteen fire sprinkler heads discharged causing thousands of gallons of water to pour down into the main lobby, adjoining corridors and offices of the multi-story complex. ServiceMaster Assured Restoration was able to prove once again that we are the commercial loss specialists because of our quick response and professionalism. Project manager Jim McAnany and project supervisors Frantz Lizaire & Gai Pribnow along with senior technician Danny Strong implemented every tool at their disposal during the rapid response & recovery process. After the initial assessment, three large truck mounted extraction units were implemented to remove all standing water. During the extraction process, certified technicians manipulated and blocked up all contents to prevent secondary damage to many valuable assets. Anti-microbial treatment of the affected areas was also performed during the emergency service for the prevention of mold growth. Once all critical emergency services had been completed, industrial containments were installed to isolate the affected areas of the loss site and to prevent any cross contamination into unaffected areas. Within a short time, all emergency and secondary services had been performed, photo documentation taken, and initial assessments prepared for building officials and the insurance carrier. Due to the rapid response, manpower employed, and dehumidification equipment utilized on such a large scale, further damage to the structure was minimalized and construction services were able to continue unabated. The result was that the new Connecticut Culinary Institute was able to open in time for the fall semester.

ServiceMaster Assured Restoration Technicians Receive IICRC Mold Certification

Operations has announced the latest round of IICRC certifications for the ServiceMaster Assured Restoration's professional team. The Institute of Inspection Cleaning and Restoration certification is the industry training standard for professionals performing restoration services. The Applied Microbial Remediation Technician (AMRT) certification emphasizes the concentration of mold and sewage remediation techniques at the highest levels. Six technicians successfully completed the 3-day course recently held in September. The AMRT certifications exemplify our continued commitment to employing only the best qualified personnel in the industry. AMRT level technicians qualify to perform remediation services to exacting standards while implementing health and safety standards for workers and occupants.

Employee Retention = Customer Satisfaction

It is with a great deal of gratitude and satisfaction that we announce some special ServiceMaster anniversaries. Dave Clarkson has served in our Worcester office for 16 years, and Arthur Cravo has served in our Hartford office for 17 years. Their dedicated service over the years personifies our commitment to excellence. We are honored and congratulate them.

Highest Commercial Certification Level Achieved

ServiceMaster Assured Restoration has achieved the highest level within the ServiceMaster commercial certification program. An extensive list of qualifying criteria including large loss experience, technical knowledge and capacity along with managerial and customer service expertise had to be achieved to obtain this status.



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