

ServiceMASTER[®] Clean

Avon Walk For Breast Cancer

Leslie MacDonald

Hi everyone, I want to thank you all so much for both your donations and your support in making the Avon Walk for Breast Cancer a success. There were 1900 walkers and a total of \$4,500,000 was raised. You helped me to raise \$2,200. I was asked by the girls from Shea and Poor Insurance to walk in honor of Eileen Vaida which I was happy to do. I walked with my friend Carol Allard who was injured on the first day and was told after 23 miles she could not continue. But she did a great job with fund raising and she walked injured for several

miles, giving it her all. The walk was a total of 39 miles, 26 the first day and 13 the second, by the way I did make it!!! I met a lot of wonderful people along the way. There was a group of men who belong to an organization called Men with Heart that kept us all motivated. (www.menwithheart.org) They're a nonprofit group that raise's funds to support breast cancer research, treatment and prevention. It was a great feeling to be involved in this event. I thank all that made it possible.

Newsletter

May 2005



"Master Moments"

The ServiceMaster Clean Regional Workshop was recently held in April at the Skytop Lodge in PA. In attendance were from Ir Nick Grieco, Liz Galipeau, Leslie MacDonald, Dave Blatchley. The focus of the workshop was how we could better services our customers and the insurance industry. The theme was maximizing each communication opportunity with a policyholder to create magical "Master Moments"



The start of the Avon Walk



Rest on the Journey



The Finish

Statements of Satisfaction From Policyholders

"I want you to know your staff was very good. This has been a very difficult time for me. Mary has been very helpful. She helped reduce the stress as well as the mess!!"

"The whole crew was helpful and took care of all our belongings"

"The Crew did an excellent job! They went above and beyond in cleaning and all aspects !"

"The Staff were all professional, efficient and friendly. The work was completed in a timely fashion and I am happy with the work."

"We were completely satisfied with the crew that help us. They were all very helpful. They did an excellent job."



Congratulations !

Jim and Glee McAnanly are please to announce the newest member of their family William Austin McAnanly. They adopted him from the Rostov Region in Russia. On March 23rd when Austin landed at Logan Airport, he became a U.S. citizen.

Congratulations to the new Brides
Cindy @ Mancuso-Nowak-Saksa Ins Agency
Sutton @ Abodeely Ins. Agency
Diane @ Abodeely Ins. Agency



Promotions

We are pleased to announce two promotions of our members Dave Blatchley, our new Fire Department Manger. Dave has a strong back ground in customer service with CVS and has been our lead CSR and Operations Assistant Representative for the past five months. His previous position has been filled by Rebecca Landry who will also assist in operations. Rebecca had previously been a Field Service Technician within our Fire Department.

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