

ServiceMASTER[®] Clean

ServiceMaster Clean and the Pawsox Team Up for Third Annual Family and Friends Night at the Ballpark!

Newsletter

Summer/Fall 2007



A Group of Our Partners and Their Families From Gardiner Whitley Boardman Insurance With the Pawsox Mascot.



Friends and Family From Darcy and Darcy Insurance.

A large group of our *partners, friends, and their families* gathered together on the evening of August 21 for our third annual **ServiceMaster Clean Night** at McCoy Stadium in Pawtucket, Rhode Island. Each guest was greeted at the gate and presented with meal and drink tickets along with a full color wall poster of the 2007 **Pawsox**. Many fans took advantage of the autograph tent where they had the posters signed by their favorite players!! The event continues to grow bigger and better each year, with a full barbeque fare and all the fixings. It was an absolutely gorgeous evening in the ballpark to enjoy a tremendous game of baseball, where fans were treated to a win over Syracuse and two home runs by rising star **Jacoby Ellsbury**! Please be sure to mark your calendars for next years' game, we're looking forward to seeing you there. It's a great family evening out, and hey *it's on us!*



Leslie MacDonald and Assistants Preside Over ServiceMaster Clean Night at McCoy Stadium In Pawtucket.

FARMERS COMMERCIAL PROGRAM ROLLS OUT NATIONWIDE

Throughout the spring and early summer, **ServiceMaster Clean** piloted a program with **Farmers Commercial**, starting in Texas. The program was such a success, they are ready to roll out the program to all properly certified ServiceMaster Clean Franchises nationwide. **ServiceMaster Assured Restoration is certified at level 3, the highest level** attainable!

National Accounts Program Growing

ServiceMaster Clean continues to expand our National Accounts Program for Disaster Restoration, proving once again that we are the leading partner nationally for most large carriers. Why? **Price points and service**, it's just that simple. We pioneered the industry and continue to lead the way with innovations and technology. To date, we have national preferred vendor programs with **AAA, AMERICAN, FARMERS, FIRST HOME, FOREMOST, GENERAL CASUALTY, GRANGE MUTUAL, MARKEL AMERICAN, PHARMACIST MUTUAL, STATE FARM, SAFECO, ONE BEACON, MET-LIFE, HANOVER, LIBERTY, HORACE MANN, THE HARTFORD, UNIGARD, AND UNIVERSAL**.

SAVE THE DATE - ANNUAL WORCESTER HOLIDAY PARTY

Tuesday Evening December 4, 2007

5:00 p.m. to 8:00 p.m.

Auburn Elks Club; Auburn, Massachusetts

Soot and Smoke Damage Season Is Upon Us ...

ServiceMaster Emergency Restoration Tips

Practical do's and don'ts for your insureds:

- Blow off or brush-vacuum loose soot particles from upholstery, drapes, and carpets.
- Cover carpeted traffic areas with towels or old linens to prevent additional soiling.
- Discard open food packages. The food could be contaminated.
- If electrical service is off, clean out your freezer and refrigerator. Leave the doors propped open or place charcoal in the unit.
- Send clothing with heavy smoke damage to a qualified professional dry cleaner.
- Clean formica and chrome fixtures in the kitchen and bathroom to prevent permanent tarnishing.
- Wipe residue from porcelain bath fixtures to prevent etching.
- Wipe the leaves of house plants to remove smoke residue.
- Change the air filter on your furnace if it uses forced hot air.
- Tape cheese cloth over intake and outlet air registers to capture any loose soot in the air. This is even more effective if the cheese cloth is damp.

If the outside temperature is above 60 degrees, air out the house to reduce smoke odor.

Don'ts

- Do not attempt to wash any papered or flat painted walls without consulting your professional cleaner. Incorrect cleaning procedures could compound the soot residue problem.
- Do not attempt to clean carpets or upholstered furniture. Again, incorrect procedures could increase damage.
- Do not use electrical appliances that have been close to fire or water before having them checked. They could malfunction.
- Do not use ceiling fixtures if the ceiling is wet. A short circuit could result.
- Do not touch anything. Soot on your hands can permeate upholstery, walls, and woodwork, causing further damage.
- Do not eat food that has been exposed to fire or smoke.
- Do not wait to call for professional help, **CALL 1-800-675-1333**

Another Satisfied Customer Letter...

Mr. McAnanly,

I am writing to thank your employees who came to Small Wonders Learning Center in Sutton, MA after our water damage. The crew was outstanding, both work wise and personally. They had professional attitudes and were courteous and great to deal with. I enjoyed having them here as they made a bad situation so much better for me. No matter what happened, no matter what changes were made and no matter what I asked of him, the crew chief replied "no problem, we can do that for you!!" It was a relief knowing he was so flexible and easy going. Thanks to you and to them for everything they did for us at Small Wonders. I would be happy to give you a recommendation any time, just let me know. Thanks again!! I'll be sure to refer your office to my friends and family, and would certainly call ServiceMaster again.

Sincerely,

September Thompson
Owner

"Success without honor is like an unseasoned dish, it will satisfy your hunger but it won't taste as good."

Joe Paterno

Connecticut and Mass. Offices Thanks Our Partners...

Mr. Gus Pribnow, one of our Connecticut and Massachusetts Marketers, is grateful for all of those who attended our *Continuing Education Classes* held through-out those states over the summer months. The next series of classes are still in the planning stages and will be listed in the next issue. We are excited to be adding Rhode Island classes into the next series, so watch for the listing in your area!

Mass. and Rhode Island Offices Thank Our Partners...

Ms. Leslie MacDonald, one of our Massachusetts and Rhode Island Marketers, is grateful for all of those who attended our *Harry Potter Movie Day* held on July 14. Attendees were treated to *The Order of the Phoenix* and several valuable raffle prizes.



800-675-1333
WWW.YELLOWVANS.COM

ServiceMASTER®
Clean

860-953-3590 Hartford, CT
888-377-5414 New Haven, CT
401-351-0700 Providence, RI
888-377-5414 Springfield, MA
508-757-0700 Worcester, MA.