

# 2008 SPECIAL EDITION



BUGAJEWSKI FACILITY SERVICES

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## PRSM2008! EXCEEDING EXPECTATIONS



Bugajewski Facility Services is a Platinum Sponsor of the 2008 Presidential Golf Challenge

We're looking forward to attending the PRSM2008! conference being held at the Rosen Shingle Creek Resort, April 13 to 15, in Orlando, FL.

During the conference, we encourage our clients and retail prospects to visit our trade show booth located at spaces 520 & 522.

A Platinum sponsor of the

Golf Challenge, taking place on Sunday, April 13th at 6:30AM, Bugajewski Facility Services will be represented by their new VP of National Account Retail Sales, Peter Badeau. Those retail facility members wishing to enjoy a day of fun, and hopefully a little challenge, please contact either Ben or Peter. We're looking forward to hearing from all of you!

For non-golfers, Bugajewski Facility Services will also be participating in the "5K Fun Run/Walk," which is scheduled for the same day at 7:00 am. Representing "our team" will be our CFO, Elliot Hesselson, and our Customer Support Manager, Jennifer Peacock. Both Elliot, who is a past participant in the New York City, Philadelphia and

Marine Corps marathons, and Jen welcome any new or existing PRSM member to join them.

Last but certainly not least, our founder and CEO, Ben Bugajewski, will be part of the retail/vendor panel discussing "Disaster Preparation and Recovery." Ben was asked to be part of the panel based on the vast experience he and his company, Bugajewski Facility Services, have with servicing their large base of national retailers. Recognizing the importance of getting the stores opened as soon as possible after disaster strikes, Ben is acutely aware of how important it is to be in constant communication with store personnel while attending to all their needs.

## NEW GUIDE TO RESTORATIVE DRYING

We've received many letters of appreciation from facility managers who secured a copy of the book "New Guide to Restorative Drying" (published in 2006 by Drieaz Education) that was handed out at our booth at the regional trade show in Baltimore, MD. This was done because Bugajewski Facility

Services firmly believes in educating their client base wherever and whenever possible. Many facility managers ask, "Are you drying as fast and efficiently as possible?" or, "Are you confident about equipment placement decisions and daily monitoring practices?" or, "Are you

communicating effectively with my store teams, my risk management department, legal team and outside insurance adjusters?"

As we did at the Regional, we will again be happy to provide you with a complimentary copy of the book.

### Special Points of Interest:

- 36% OF EMPLOYEES WILL PERFORM NO CLEANING SERVICE.
- ATTEND PRSM2008!
- HOW MANY MINUTES DOES IT TAKE TO STRIP 1000 SF OF VCT AND APPLY FIVE COATS OF FLOOR FINISH?
- DO YOU KNOW WHAT THE OSHA BLOOD-BORNE PATHOGEN GUIDELINES ARE?

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## MRSA—Methicillin-Resistant Staphylococcus Aureus

Retail staff members need to take precautions against being cut by environmental surfaces in their stores, such as fixtures and other sharp objects.

We have an excellent video titled “MRSA,” created by Coastal Training Technologies Corp., that we have used to educate retail risk and facility managers to make them aware of this “community acquired” organism that’s becoming widespread in

schools, daycare centers, athletic and military facilities, as well as the retail environment. The organism may survive on environmental surfaces, such as walls, restrooms, countertops and floors, for weeks to several months. An EPA registered, hospital-grade, germicidal detergent, with a label claim against MRSA, is necessary to eliminate it from these environmental surfaces. Good hygiene and hand washing

can greatly reduce transmission of these drug-resistant organisms and lower infection rates. Training on MRSA is necessary to prevent a costly outbreak.

Missed and delayed diagnosis of MRSA infections can delay treatment, which can lead to more serious complications. MRSA can only be diagnosed by culture and laboratory testing.

OVER 99% OF OUR CLIENTS RATE OUR SERVICES AS EXCELLENT AFTER WE PERFORM A CLEANING SERVICE

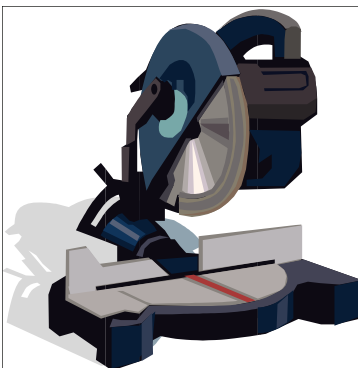
## Forget Consultants: Ask the Janitor for Input

One of New York’s leading cultural institutions was about to undertake a costly study to find out which of its many exhibits was the most popular with its visitors. Before the consulting contract was signed, a committee member suddenly suggested asking the janitor where he had to mop the most, as that area would surely turn out to be the most visited area of the

institution.

Bugajewski Facility Services team was recently awarded the daily cleaning services of a major manufacturer in eastern PA. The company hand paints figurines. One of the most soiled areas of the plant was at the location of two Bradley stainless steel sinks. They each had a significant build-up of paint. After

spending over 20 hours on the initial cleaning, the lead janitor came up with the idea to polish the stainless steel with lemon oil. The results were great and the lemon oil prevented future paint from adhering to the stainless steel. Moreover, because of the lemon oil polishing, the stainless steel sinks are now cleaned in minutes.



## Review: The Hardware Cyclopedia by Steve Ettlinger

This book is dedicated to anyone who has ever walked into a hardware store, home center or lumberyard and asked for a whatchamacallit or thingamajig.

The book is broken down into eleven sections and has a picture and description of every item you can purchase that is necessary to repair

one of your stores. These sections are:

- Common Hand Tools
- Power Tools
- General Hardware
- General Materials

Paints, Stains, Finishes, Wall Coverings and Related Products

- Wood and Wood Products
- Wall, Floor and Ceiling
- Plumbing
- Electrical
- Masonry
- Safety

Visit our booth at PRSM2008! for your complimentary copy

## Notes to the BFS Team from Ben Bugajewski 1/12/2008

I spent the last three working days of this past week in Florida visiting accounts.

On Wednesday, Pete and I had a meeting with our largest customer and met with their new Director of Facilities.

During our visit, he asked his team to rank our company on a scale of 1 to 10. Amazingly, several gave us an 11 while the majority gave us a 10 and one gave an 8.5. I was very pleased with their level of satisfaction with my team.

On Thursday morning we attended a floor service for one of the local stores, and the crew was well prepared and did a good job of cleaning.

Later in the day, we visited another account that we just recently began to service and met with the Director of Facilities and his management team. They all agreed that, based on the callbacks and the stores that they visited, Bugajewski Facility Services outperformed any of the other vendors cleaning their

stores.

As a result, they assured us that BFS will be invited back for additional cleaning services and to perform a lot of special projects for them.

On Friday we traveled to Fort Lauderdale to meet with another of our customers and, again, they were very pleased with the results of all the special project work and emergency services we did for them in 2007.

**Great job to my team!!**



**SATISFIED CLIENTS  
WILL PROVIDE YOU  
WITH SALES GROWTH**

## A Commitment to Our Community

On November 17, 2007 Bugajewski Facility Services participated as a "Cornerstone Sponsor" in the Bucks County Housing Group retirement gala for Santo Gairo, who founded the first homeless shelter in Bucks County, PA in 1980.

We also assisted the Bucks County SPCA as a major sponsor for their "Paws Along the Delaware" event and

have performed a variety of free cleaning and handyman repairs with our direct employee base over the past several months.

We've assisted the Central Bucks Family YMCA with their "2007 Annual Financial Assistance Support Campaign" and also sponsored other events.

We assisted the Pennsylvania

Horticultural Society at "Patron" level and made cash donations to Doylestown Hospital.

We try to give a lot back to our community! Thanks to our home office employees who made a cash contribution to a local charity during the Christmas Holidays rather than exchanging presents with one another.

**YOU ONLY  
GET ONE  
CHANCE TO  
MAKE A  
FIRST  
IMPRESSION**

## Don't Rest When It Comes to Cleaning Restrooms

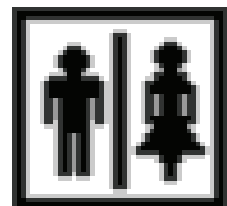
We've recently updated our Web site, [www.bugajewski.com](http://www.bugajewski.com), with a lot of educational information on the importance of retailers maintaining clean restrooms as it could have a direct impact on their sales numbers and profit margins. We also provide them with detailed information on what to look

for in a clean restroom and how to have their employees or outside vendors maintain them more efficiently.

It is a proven fact that if clients visit a soiled restroom, the majority will leave the store without purchasing anything and they may never return to shop in your store

again. Moreover, they will likely convey their thoughts with others who may be planning to visit the store.

Restrooms are easy to maintain if you know what to clean, how to clean them and have a plan in place to maintain them.



The Leader in Extreme Customer Service and Your Partner in Excellence



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The retail industry clients of **Bugajewski Facility Services** enjoy a relationship that has played a prominent role, and provides considerable value, to the clean store image necessary for both the retailer and their valued customer. It is through this “partnership” that the founder and CEO, Ben Bugajewski, has earned the trust he has with his customer base.

Clients of **Bugajewski Facility Services** soon come to realize that they are being supported by highly trained professionals “driven by a passion for putting their clients first.” More importantly, **Bugajewski Facility Services** customers benefit from the distinctive Bugajewski way: a commitment to provide each and every client with the highest level of knowledge/training available in the industry. Realizing that our clients need to protect their reputation and revenue potential by maintaining a clean and pleasurable environment for their customers, **Bugajewski Facility Services** also believes in **educating** their clients on how to best maintain their stores/facilities between weekly/monthly services.

**Bugajewski Facility Services** has the ability and know-how to provide **ANY** type of cleaning, maintenance, handyman, repair or emergency service on a local or national basis, and we look forward to “partnering” with you in the future.



## Customers Find the Work of Bugajewski Special Projects Team... Special

In the picture at left, Gus Hoffman (far right), VP of Special Projects, is wearing a nametag that says “Hello, My Name is Awesome.”

He’s with (L to R) Bob Cusano, Director of Special Projects, Jackie Lofaro (Gus’ daughter) and Toni Jesiolowski, both Special Project Coordinators.

We took this picture after one of our national retail clients sent us an e-mail thanking the Special Projects Team for assisting them with an after-hours emergency. The manager of the facilities team wrote to say that the entire group should be called

“awesome” for their dedication, support, concern and results provided to their store teams.

Our Special Projects Team has extensive experience in the facility repair and construction industry.

In today’s world, superior effort and service are becoming an endangered species.

Excellence is not something that you can just turn on and off whenever you need it. It is a habit that is rooted in attitude and affects every part of your life and career. The

Bugajewski Facility Services Special Projects Team understands the importance of extreme customer service and of communication between the store teams and facility department team members. They seek excellence on every service request from all national retailers that provide them with work. We are proud to have them as members of the Bugajewski Facility Services “Team.”