

Online Service Center Success for Clients

After many months of preparation and testing, the SMI Service Center is fully functional, and the feedback has been very positive.

By clicking on the "Service Request" link on the home page at www.smihome.com, a

customer can quickly communicate to our management staff what is going on at their facility.

Customers also have the ability to create a shortcut link to our Service Center on their computer desktop, so that there is

no wait time to browse to the form.

Steve Garcia, Vice President of Operations, and Gloria Sanchez, Administrative Assistant (seen in picture below), as the first responders to all service requests that come in, (cont. on pg. 2)

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SMI and Managers Honored in 2008

This New Year has already brought special honors to two of our managers at SMI Facility Services. SMI has been awarded the 2007 Outstanding Large Janitorial Supplier award for contribution to NSC's Critical Success Factors and Management Values.

Dick McDonald has been the National Account Manager for this account since 2002. Among other things, SMI was outstanding in the following fields:

- 100% closure of all service requests on time.
- Invoicing on time with zero errors
- Lowest complaints for any company in our category



Dick McDonald, RBSM

(cont. on pg. 2)

The first requisite of success is the ability to apply your physical and mental energies to one problem without growing weary.

Thomas Edison

SMI Newsletter

Are We Heading for Recession?

From Fortune: Will we see a recession in 2008?

We say no. We're hinging that call on the strength of the consumer sector. For 63 quarters now, through previous recessions, through terrorist attacks, and through weather disasters, the American consumer has continued to spend, and we expect to see that in 2008.

Will growth be as robust as we had in 2007? Probably not. But we're not looking for a recession.

John Eade, President, Argus Research

People often say that motivation does not last.. Well, neither does bathing. That's why we recommend it daily.

Zig Ziglar

SMI and Managers Honored in 2008 (cont.)

- Fewest service requests for a vendor our size
- Fewest complaints regarding snow removal

Congratulations Dick!

Wade Hunt, RBSM, Sales Manager has been elected to the board of New Mexico Manager's Facility Association. From the NMFMN newsletter, "The New Mexico Facility Managers' Network is a non-profit organization founded in 1994 by a

handful of facility professionals to promote the sharing of information on common problems, solutions, and opportunities associated with operations, maintenance, and construction of facilities. Our membership now stands at over one hundred member companies."

It is an honor for Wade to be elected, and we expect his election will provide some

opportunities for more networking and service opportunities for SMI in the community.

Congratulations Wade!



*Wade Hunt, RBSM
NMFMN Board Member*

Online Service Center (cont.)

have been very gratified with the results of the new system.

"The SMI online Service Center gives our customers a secondary form of communication with our company.

Customers can now easily contact and receive a response from our company in a matter of minutes via our web portal. The response from our customers has been very positive and the Service Center seems to be the new choice for communication with our Operations team.

We have seen a significant increase in its usage each month since we began the program,"

said Steve Garcia when questioned about the new Service Center at a recent staff meeting.



Employee Motivation Without Money

The employees who work for your company are naturally motivated. All you need to do is to utilize their natural ability, which you can do without spending a dime.

That's right! No money. In fact, money can actually decrease an employee's motivation and performance. The first step in utilizing your employees' natural abilities is to eliminate your organization's negative practices that **zap** away their natural motivation.

The second step your organization can take is to develop **true motivators** which can spark all your employees into being

motivated. By decreasing negative zapping demotivators and by adding true motivators, you will tap into your employees' natural motivation. Your employees' natural motivation relies on the fact that all people have **human desires** for affiliation, achievement, and for control and power over their work. In addition, they have desires for ownership, competence, recognition, and meaning in their work.

The following are example's of **true motivators** that will help your employees tap into their natural ability to be motivated. Remember, implement these true

motivators without spending money.

Instead of focusing on money, focus on how you can make some changes within your organization. If your employees do routine work add some **fun and variety** to their routine. Provide employees with **input and choice** in how they do their work. Encourage **responsibility and leadership opportunities** within your company. Promote **social interaction and teamwork** between employees. **Tolerate learning errors** by avoiding harsh criticism. Promote **job ownership**. Develop **goals and challenges** for all employees. Provide lots

of **encouragement**. Make **appreciation** part of your repertoire. Develop **measurement that shows performance increase**.

The following are the human desires that you are tapping into:

- ◆ Desire for activity
- ◆ Desire for ownership
- ◆ Desire for power
- ◆ Desire for affiliation
- ◆ Desire for competence
- ◆ Desire for achievement
- ◆ Desire for recognition
- ◆ Desire for meaning

That's it! Increase your employees' natural ability to self motivate themselves!

Spring Cleaning Tips

Begin with an action plan. One of the hardest parts of spring cleaning can be deciding where to begin and what to tackle first. Not to mention figuring out who will do what.

Why not handle the job like a pro this year; create an action plan, assign

tasks to family members (or even to a professional), and then reward everyone for a job well done. Don't forget to hold a family meeting to brainstorm enticing and fun rewards that will inspire everyone's hard work.

To download a checklist, locate the checklist names shown on the web

site. Then simply click the name of the checklist you'd like to use.

Once you have your checklist, print it and use it as a guide to keep you and your family on track throughout your big spring clean. Log on to this web site:

Downloadable Checklists The Easy Way

Cleaning Checklist:

<http://www.cleanhomejournal.com/view.aspx?pid=539>

Coupons for Cleaning Products:

<http://www.cleanhomejournal.com/offers/200804-windexpledgesb/?hs225=coupon&hs227>



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Leaders in the Contract Cleaning Industry

SMI Facility Services is the leader in the Southwest providing contract cleaning services to commercial, industrial, medical, and educational facilities. Our management team has over 60 years of experience, we are trained and certified within the building service management industry. We can provide a variety of facility services to meet your needs and are capable of being your one stop shop. Our references are abundant and our commitment is second to none.

Double Deuce Sudoku

To solve a sudoku puzzle, you only need logic and patience. No math is required.

Simply make sure that each 3x3 square region has a number 1 through 9 with only one occurrence of each number. Each column and row of the large grid must have only one instance of the numbers 1 through 9.

Here's a tip for playing. We call the 3x3 squares "regions." With a highlighter, color in all the rows and columns in the large grid that have a 2 in them.

We chose 2 because there are several of them in the puzzle.

Now observe. In the bottom left region, what is the only possible location for the 2?

This technique is called scanning, and you usually do it with your eyes. The difficulty rating on this puzzle is medium.

					3			4
2	8							
	7			4				
			9				6	2
8								3
	5	9						
	4		7				2	
	1				2		8	6
7		3		9		4		5

Crazy Ideas

When a brainstorming session gets bogged down, marketing research consultants suggest asking people for their worst ideas.

Quoted at salesforce.com, they say reverse psychology helps everyone loosen up and relieves the fear of saying something dumb.

The worst ideas will bring laughs, but hearing them

helps people come up with ideas that aren't so crazy, they say. The high-energy situation and outlandish suggestions help people think. Sometimes a bad idea carries the seeds of greatness.