

DENTCO®

EXTERIOR SERVICES MANAGEMENT®

THE OFFICIAL NEWSLETTER OF DENT ENTERPRISES, INC.



· OUR MISSION ·

We deliver Superior
Exterior Services Management
and customer focused support.

Proud members of

SIMA

The Clippings

Letter from Kevin Dent

Dear Contractor Partner,

I hope your summer is going well! Here in the upper Midwest, below-average temperatures have been the norm—our furnace was even running on Independence Day! We have also seen adequate rain with little drying or slowing of landscape growth.

In all, 2009 has been busy at Dentco. We have been fortunate to add several new customers and experience growth with others. The number of properties being managed by Dentco is at an all time high! An optimistic attitude, refusal to let the “recession” consume us, and aggressive execution is a testament to our team. I thank each of you for providing superior service to Dentco’s customers!

Currently, we are planning our 2009 Quality Services Summit and Spirit Week. Our QS team from across the U.S. will be in DeWitt during the first week of August. The agenda will include educational seminars, system training, peer exchange, lots of camaraderie and fun! The best part is having everyone together, face to face, which I believe is important in our high-tech world.

The best to you and your companies as we enter into the second half of 2009!

Kevin

FROM THE DESK OF... The Director of Human Resources

Darren Lambert, Contractor Partner Relations Coordinator

We are pleased to announce that Darren Lambert has moved into the role of Contractor Partner Relations Coordinator. Previously, he worked in our Customer Service Department for over a year. He brings a great deal of experience as a member of the exterior services industry throughout his entire career. If you have any questions regarding paperwork requirements for invoices, SVT’s, contracts, insurance, or other related documents, contact Darren at 800.993.3689 or drlambert@dentco.com.

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Maximize Your Growth with Dentco

By Lesley Dunham, Director of Quality Services

At Dentco, we are fortunate to have begun servicing Lowe's properties over the last month, and are pleased to acknowledge that many Contractor Partners (CPs) have experienced growth due to this new Dentco business. Furthermore, our CP network has expanded, and we extend a hearty "Dentco welcome" to these new CPs.

On another note, we hope the business practices published in the spring issue, were helpful in cutting costs and building an even more successful future. As the seasons transition, we would like to share some additional strategies to consider to maximize your growth.

- Stay open minded towards new service requests:
 - Fence Repairs
 - Removing or Painting Graffiti
 - Snow & Ice Services
 - Hurricane Preparation Services
 - Herbicide & Pesticide Certification
 - Pot Hole Repair
- Train and educate your team on new services, while becoming a one-stop-shop for Dentco and our customers.
- Know your employees' backgrounds, and recognize the strengths they can offer to support your position in the marketplace and provide additional services.
- Keep us up-to-date on the additional services you provide to ensure that all work orders will be offered to you first.
- Make sure we have your updated contact information to include email and fax numbers.

We will be sending out contracts for snow removal services starting in August — respond quickly, line up your business early and do not delay. As they say, the early bird catches the worm. Linking and accepting snow contracts early will allow you the opportunity to:

- Plan your required resources earlier.
- Organize your lines of credit for salt purchase and plan for tight credit applications.
- Plan for your projected sales revenue, and know what additional business you need and want.
- Perform needed equipment repairs and plan your maintenance budgets to avoid or reduce breakdowns during a snow event.
- Know what new equipment your operation needs. Determine what is leased vs. bought.
- Plan your training for new hires.
- Map out your logistics, while taking "worse case snow events" into consideration.

Customer retention should always be a high priority to strengthen and grow your business. Seize the opportunities presented and plan early to build a strong future and manage your responsibilities, but avoid over-committing your resources as it may hurt you company's ability to grow.

Certified Snow Professionals

Dentco is proud to acknowledge Justin Dent for having obtained the Certified Snow Professional (CSP) designation. In June, Justin attended the SIMA Snow & Ice Symposium, where he completed the CSP exam.

Justin, who has been employed with Dentco for 15 years, currently serves as our Risk Manager. After receiving this designation, he commented, "I have worked in the exterior services industry my entire career with an emphasis on the management of snow and ice removal. SIMA is a great organization and I'm pleased to have attained the CSP level of professionalism."

