



ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Scott Milnes

Greetings,

For those of you who we had a chance to meet at RFMA or PRSM, we thank you for stopping by our booth. We had two very successful shows and look forward to continued growth through the rest of 2016 and beyond. With spring in full swing, we are busy beautifying the exteriors of our stores nationwide. For those of you who are still in need of Landscaping Services, our DENTCO professionals are ready to assist you for the summer months.

For some of us in the North, winter seemed to linger, and though we might not want to think about it, summer is the time to begin making preparations for the snow season ahead. DENTCO is available to discuss your asset inventory,

and to guide you through a custom plan for each of your locations to keep your stores open through adverse winter conditions.

“Knowing trees, I understand the meaning of patience.
Knowing grass, I can appreciate persistence.”
-Hal Borland

We wish all of you an enjoyable spring with family and friends. If we have not had the opportunity to meet, I look forward to doing so in the future.



Sincerely,
Scott Milnes

Scott Milnes
President

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Participation levels were at all-time highs this year at both the Restaurant Facility Management Association (RFMA) & Professional Retail Store Maintenance (PRSM) conferences. It is so great to see and meet with current customers as well as having the opportunity to have face to face discussions with Facility Managers and Directors looking for alternative methods to manage their exteriors. I am celebrating my 12th year with DENTCO and DENTCO is celebrating its 39th year in business. I am proud to work with a team that trusts each other and strives to provide the best in Exterior Services Management.

It's been a busy spring and while the mowing season has only just begun in many regions, it is not too early to get a jump on your snow program – if I may be of service, give me a call and together we can develop the best program designed to meet the needs of your properties and allows your team to focus on their customer needs.



Teresa Phelps
National Sales
Director



N.A.M. Chat

National Account Manager



Denise McCullen
National Account
Manager

I'm Denise McCullen, and I have had the pleasure of working at DENTCO for the past three years. This is an amazing company to work for; not only do we feel like a big family here, but we strive to make our customers and contractor partners feel like a part of the DENTCO family. We take the time to listen to both our customers and contractor partners. Customer-focused support is DENTCO's mission statement. I am very passionate about customer support, both personally and professionally. I take pride in building and retaining relationships with our customers and contractor partners which makes us a stronger team. I am grateful for your trust in DENTCO to maintain your exteriors.

As I talk with our current customers daily, I can hear the excitement in their voices and their appreciation when we help them with an issue. My commitment is to deliver superior service and customer-focused support to our great customers! I am looking forward to working with you in the future.

Have you heard? We are expanding! I am very excited not only for our expansion, but with our infrastructure. We have implemented the My DENTCO App and My DENTCO Verified, and our contractor partners are excited about our up to date technology. This technology helps customers as well, the electronic verification is signed on site while it time stamps when the services were completed. The customers like this since we receive the information as soon as the contractor clicks submit. The customer has this information sooner and reporting is more accurate.

If you are ever in DeWitt, Michigan, please stop by to say hello.

To learn more about the products and services we provide, contact DENTCO today.
Teresa Phelps, National Sales Director | 800.993.3689 | tphelps@DENTCO.com

“Kentucky Derby”

DENTCO held our annual Kentucky Derby on Thursday May 5th, just days ahead of the race in Kentucky. With over 80 employees at our corporate office we broke up into 10 teams this year, each complete with a “Jockey & Stick Horse.”

Glass Mint Julep cups are awarded to the winning team and plastic cups are awarded to the last place team.

Derby Hat Contest

Also new this year was the “Derby Hat Contest”!

Thirteen beautiful hand made entries were placed, but in the end, only one winner could be selected and awarded the trophy. Special thanks to all who participated.

LAST PLACE TEAM



Back row - Sue Bosscher, Jennifer Kelley, Heather Simon, Danielle Smith

Front Row, - Crystalle Brownlee, Tori Bondy, Angie Gingrich, Ron Keal, Nancy Norton, Javier Arroyo, Jennifer Barnes

DERBY HAT PARTICIPANTS



3rd Row – Mel Zemer, Dana Lambert-Bottum, Kendra Schneider, Josh Presley

2nd Row Kara Simmons, Allison Sloat, Sara Howe, Miracle Brock,

1st row Kathy Giganti, Wendy Geil, Missa Benjamin, Crystalle Brownlee, Ron Keal

FIRST PLACE WINNERS



Team “Additional Insured”

Shan Youse, Lori Robinson, Wendy Geil, Ron Keal, Mary Collins, Kendra Schneider, Kevin McMillan

DERBY HAT CONTEST WINNER



Derby Hat Winner – Josh Preston (left) with Ron Keal

Health & Wellness



Weight Loss Challenge Winners:

Kim Delo, Wendy Geil, Melissa Benjamin

DENTCO holds several health and wellness challenges throughout the year.

We held our first weight loss challenge and our three top winners – combined lost 65 lbs over a course of 6 weeks. The entire team of participants lost a total of just over 170 pounds! We have just started our second weight loss challenge and in the first week alone the team has lost a combined weight of just over 25 lbs.

Over the course of four weeks, the DENTCO team participants walked a total of just over 3,400 miles! That's a lot of steps, walkers. Keep up the momentum.

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EXTERIOR SERVICES MANAGEMENT

Exterior Service Management[®]
Dark Property Management

Snow & Ice Management
Exterior Asset Inventory

Parking Lot Management
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