

CLIPPINGS

News for the BEST CPs in the Country

2017
[summer]



Dear Contractor Partner,

Summer is officially here and it's expected to be a hot one. It's hard to believe we're pre-planning for the winter season. I hope you enjoy the BBQs, ball games and family vacations.

This issue is devoted to recognizing DENTCO's Snow Contractor Partners of the Year. Our Quality Service Managers selected the following CPs for their exceptional customer service, communication and overall performance. As a token of our appreciation, each company will receive a plaque and

monetary gift. We want to thank you for another successful winter. Congratulations on all your hard work!

We're excited to celebrate our 40th anniversary in July. We couldn't have done it without the help of our amazing team of CPs, QSMs and employees. Here's to the next 40 years!

Kind regards,
Scott Milnes

Pricing Strategy for Work Orders

If you had a dollar for every time you hear a customer ask for information faster, you'd be rich. This is our focus – meet our customers' needs faster.

Benefits

- Save you time
- When approved, you receive the work order without any initial outlay on your part
- Less frustration – submitting multiple bids with no Return on Investment
- Enhance the curb appeal of a site that your name is associated with
- Happy customers = customer retention

Growing Pains

It is DENTCO's long term plan to in-house price 75% of our work orders. We will we make mistakes and that is why we need your help to smooth out the growing pains and continue to learn from our partners. Customer satisfaction and retention is our primary focus. Maintain and grow this quality and we will all benefit.

Help Us Help You

When you receive an estimate request from our work order department, which is a work order that we are not comfortable in-house pricing, it means the following:

- Not enough pictures to determine actual scope
- Information from the customer is vague
- Complicated work order – too much dead plant material to be accurate, multiple scopes of work
- Not part of our team's expertise to price out

For those work orders, we need to have your estimate turned in within the estimated date. Acknowledge you are bidding on the work and include any additional information regarding the work where applicable. This will save everyone time and money, reduce the number of follow up calls/emails and prevent someone else from getting the additional upgrade work for the site you work hard to maintain.

Communicate with our Quality Service and Customer Service teams when you receive a work order that has been in-house priced. Let us know if we have done an excellent job or if we have not. If not, tell us what is needed to complete the work order so we can keep moving forward.



CPs of the Year 2017

SNOW REMOVAL

Gade Masonry & Landscaping Inc.



Gade Masonry & Landscaping Inc. performs snow removal, masonry and landscaping services from beginning to end. Their 37 years of experience is what allows them to have the confidence to approach any project and overcome any challenges or complex assignments. They value all of their customers, delivering premium services, completing each job promptly and at a respectable price. *Nominated by Mel Zemer.*

The Grounds Crew, LLC

The Grounds Crew, LLC, is located in Falmouth, ME. The Grounds Crew earned the CP of the year for snow removal because they made it through some huge snow storms with great customer satisfaction. "Our collective pursuit of excellence is the key to our quality workmanship," said Andrew Connors. "Our clients understand how passionate we are about the work we create and respect the level of quality when the jobs are done." *Nominated by Josh Presley.*

Exterior Design



Branden Dodson grew up in Virginia. After working for several landscaping/tree service companies, in 2003 he decided to start his own company, Exterior Design. Branden has been certified by the International Society of Arboriculture as an Arborist since 1999.

Exterior Design provides landscaping, maintenance and tree care to the central Virginia area and has been a CP for DENTCO for the past two years. Wendy chose Exterior Design as her CP of the year because of their great service to all the customers, as well as their great communication and attention to detail. Branden has embraced the use of DENTCO's app/portal and can always be counted on to go the extra mile. Thank you, Branden. We appreciate your partnership. *Nominated by Wendy Geil.*

Universal Construction and Property Management



Frank Rosso of Universal Construction and Property Management is located in Victor, NY. They have worked for DENTCO for the past two snow seasons when Speedway acquired the Central New York Hess locations. Universal handles 24 Speedway locations and recently added a couple of M&T Banks to their portfolio. Universal has been in business for 35 years and started their snow removal division 29 years ago. They specialize in construction and property management including paving, drainage, concrete work, landscaping and snow removal. Frank is a hands-on operator who is always right where he needs to be. If a call does happen to come in he has usually already taken care of the issue. If not, he is five-minutes away at all times. We look forward to working with Frank and Universal for many years to come. We appreciate your partnership. *Nominated by Brian Pogore and Brandon Pinnow.*

AAA West Excavating

AAA West Excavating is a family owned and operated business that started in 1988. They currently have eight full time employees and four part-time. They started with DENTCO in the early winter of 2015 when they took over 13 snow sites. They went to each site to introduce themselves to the site manager and assured them from that point on there would be no service issues. They've kept their promise to this day. The first year Greg was Marty's main contact. Now he's turned the responsibility over to one of his two sons, Cody. AAA West Excavating earned this award for always being timely with their responses. They have been very good for our customers and we look forward to many more years of partnership with the West family and AAA West Excavating. *Nominated by Marty Bennett.*

Home Grown Outdoor Finishes



Home Grown Outdoor Finishes opened in 2005 and has been servicing South Central Pennsylvania for over 12 years. They are dedicated to providing quick and effective service to all of our clients whether it's in the middle of a snow storm or in the heat of summer. From large commercial complexes and shopping centers to small private practices, they never let excuses get in the way of getting the job done. They rely on the most up-to-date technology and a well-trained staff to drive their growth every year. In addition to snow and ice management, Home Grown Outdoor Finishes provides services ranging from weekly lawn and landscape maintenance to full scale landscape design and installation of paver patios and walkways, ponds and retaining walls. *Nominated by Josh Edmondson.*

Hudson Valley Landscaping Inc.

Hudson Valley Landscaping Inc. was established in 2011 in Kingston, NY. Carlos Salazar started the company as a part-time landscape maintenance and snow removal company. Now it's a father and son team, with two full time crews. One crew does lawn and landscape maintenance and the other does landscaping and hardscaping construction. This past winter they partnered with DENTCO and did snow removal for five commercial sites. Hudson Valley Landscaping takes pride in their work and want to deliver the best quality service to each individual customer. *Nominated by Scott Hoeflich.*

The Lawn Beauticians, Inc.

The Lawn Beauticians, Inc. are located in Cranston, RI. They serviced 21 snow sites this past season. Their mission is to provide efficient, cost-effective and high-quality landscape services and snow/ice solutions. As one of Rhode Island's largest commercial, industrial and retail snow removal companies, The Lawn Beauticians, Inc. provides 24/7 on call service, including snowplowing, sidewalk maintenance, de-icing and snow relocation/removal services. Anthony, the General Manager, is a great communicator and The Lawn Beauticians always have prompt service. Congratulations on a successful snow season, and CP of the year! *Nominated by Brandon Fiebiger.*