

Clean Talk

OFFICIAL PUBLICATION OF RED RIVER SANITORS, INC.

Supervision You Get What You Give

Learn To Anticipate Possible Errors

It's a supervisor's job to see that errors are corrected. But a supervisor who has to spend too much time correcting errors may well be neglecting another job that is even more important and profitable: Preventing errors from happening in the first place.

Mistakes—at least a certain number of them—are bound to occur. But many of them can and should be prevented.

Anticipating possible errors, and seeing that they can't happen and don't happen, is one of the most helpful, profitable contributions a supervisor can make to the success of his or her organization.

How do you go about it? One step is to make a habit of analyzing every error that does occur. How did it happen? What caused it? How could it have been prevented? What should we do differently in the future to be sure it doesn't happen again? How should we change our procedures to be positive we do it right the next time?

Another way to avoid errors is to always be careful and methodical in your instructions. Explain things not once, but twice. Then double-check to be sure people can repeat your instructions in their own words. Never assume people must have understood because they don't ask you any questions.

Don't give things time to go wrong. Check back early in every new assignment to be sure it is going properly. The later you discover an error, the more costly it



can be to fix.

Think ahead and use your imagination. Where could you, or anyone else handling an assignment possibly go wrong? Anticipate these possible errors and check to be sure that others anticipate them. It's the best way to prevent them from actually happening.

There's no secret about these methods of preventing errors. They are simple, obvious, and well understood. Why, then, do we still have so many costly mistakes? Could it be that we understand these truths but simply don't apply them as much as we should or could? Let's face it—that's a real possibility.

Think Positive!

If you want to get somewhere, you have to know where you want to go and how to get there. Then never, never, never give up.

The secret of life isn't what happens to you, but what you do with what happens to you.

Help other people to cope with their problems and your own will be easier to cope with.

Never use the work *impossible* seriously again. Toss it into the verbal wastebasket.

Self-trust is the first secret of success. so believe in and trust yourself.

Stand up to your obstacles and do something about them. You will find that they haven't half the strength you think they have.

Joy increases as you give it, and diminishes as you try to keep it for yourself. In giving it, you will accumulate a deposit of joy greater than you ever believed possible.

How you think about a problem is more important than the problem itself—so always think positively. Go at life with abandon; give it all you've got. And life will give all it has to you.

Norman Vincent Peale

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Always Set A Good Example

Managing people is difficult and time-consuming work, done best by kindness, watching, warning, patience, praise, and—above all—by example.

Any person in a management or supervisory position is basically a salesperson. It's your job to sell good attitudes and good work habits. If you don't practice them yourself, it's a hard sale to make — sometimes impossible. People judge you more by what you do than by what you say.

Good managers appreciate that the power of a good example is one of their most effective tools. They know that people are watching them as they go about their daily work, and that their own example will influence those people far more than verbal advice or preaching.

Some people feel that when they have

reached a management level they are no longer subject to the same standards they expect of others. They think it's their job to tell people what to do, regardless of whether they do it themselves or not. But if they don't believe in something enough to practice it themselves, the telling seldom does much good.

The strengths and weaknesses of a

Never under estimate the importance of a good example.

particular department often reflect the strengths and weaknesses of the man or woman who runs it. When you have difficulty getting people who work for you to measure up to the standards you insist upon, take a second to look at yourself. Do *you* measure up to these standards? Are you practicing them whole heartedly in

your own work, or just preaching for the benefit of others?

If you habitually let down and take it easy when your own manager is away, how can you expect your own people to act any differently when you're not around?

If you're usually late yourself, how can you expect others to be on time? The words will go in one ear and out the other.

What's sauce for the goose is sauce for the gander. If you want to be an effective leader, you'd better believe that—it's the way people are made. If you want them to buy something, be sure you're buying it yourself first. Never under estimate the importance of a good example.



It's Your Responsibility!!!

When you get your paycheck please check the following

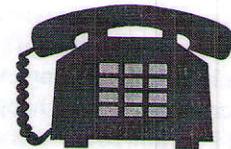
- Your name is spelled correctly.
- Correct Social Security Number.
- Address is correct.
- Your deductions are correct.

It is **YOUR** responsibility to notify the office if there are any errors on your check stub. If you move you need to be sure and turn in your new address to the office.

We have employees who did not receive their paycheck on time because they did not turn in a change of address when they moved.

They got angry with the office staff, when the problem was one that they caused themselves. Keep your information current. . . . Check your pay stub.

ATM Numbers



222-8937

If you can not get through to the ATM-2000 Computer, call this number.

673-4760

Please remember to speak clearly and give the following information.

01. Your name and employee number.
02. Your access number and the name of the building that you are are working in.
03. Whether you are checking in or out.

Cut this out and put into your wallet



Clean Closet Award ————— *Employee Communication*

Theophile Wins Top Spot

The winner of this weeks Clean Closet Award is Ms. Myra Theophile. Myra was nominated for this award by Ms. Stephanie Draper. Myra won for her closet at Continental Express. Stephanie said, "Myra does an outstanding job. Her closet as well as her account is always in good shape." when she was nominating Myra for this honor.

Congratulations Myra! Everyone knows that Ms. Draper has very high standards. If she picked out your closet, you certainly deserve this award!

Each pay period Area Supervisors check the appearance of every accounts custodial closet. They check for the following things:

- *They check the equipment to see if the vacuum bags have been emptied.
- *Vacuums are clean and polished.
- * Mops and wringers are cleaned and rinsed.
- *The sinks are scoured and the closet floor is swept and mopped.
- *They check to see that all containers of chemicals are clearly labeled with the proper HASCOM labeling.
- *The MSDS books are checked to see if there is a sheet for each chemical that is used in that particular account.

The winner of the Clean Closet Award receives \$25.00 cash. As with all of our contests, the winner must call or come by the main office within two (2) weeks of this newsletter to claim their prize.

Who Is The Most Important Employee At Red River Sanitor's?

Isn't it true that in every company there always seems to be that one person that everyone depends on to make things happen? Well it is just as true here at RRS. I depend upon this person not only to show up each day, but to do the very best job possible.

When this employee is not at work it really creates problems. Things do not run as smoothly as they should. Sometimes certain tasks do not get done exactly like the customer deserves. Our customers can always tell when this employee was not at work. Even though we send a substitute worker to do the job, the customer can spot the difference. When we send a substitute worker— even the best substitute— there is no way that they can know everything that needs to be done. Exactly how this particular customer likes things done in their building.

Who is this wonderful, fantastic employee? It's **you!** That's right, **you!** We depend upon you each day to be at work on time and to do your job to the best of your ability. Without you things can get pretty rough around here.

Each and every employee at RRS is very important. If you weren't needed you wouldn't have been hired.

You may not think that you are that important—or that RRS needs you, but we do. For you are unique, like no one that has ever been before or will come after.

No one can speak with your voice, say your piece, smile your smile, or shine your light. No one can take your place, for it is yours alone to fill.

We really appreciate the work that each and every employee does for this company everyday. I know that here at RRS we have the greatest employees in the world!

I just want to say thank you for all of the hard work that you do each day.



Let's Talk Trash

We recently had an incident involving trash in an account that I think is very important to talk about.

While cleaning her account one of our Sanitors noticed a group of boxes stacked together and marked trash. As she was putting the boxes into her brute barrel, she noticed that one of the boxes was different from the others, it was a small box about the size of a shoe box.

Concerned that this box might not be actual trash, she opened up the box and saw that it contained some sort of electrical device inside. She then decided to place the box and its contents in the janitor closet until she could verify with the tenant that it was indeed trash.

As it turned out the tenant had mistakenly placed a \$1,500.00 computer part on the pile of boxes marked trash. Due to the quick thinking of our Sanitor the customer saved quite a bit of money.

Sometimes customers set computer reports, copy paper trash, and other items on top of a trash can, or on top of boxes that they have labeled as trash.

If you suspect that something might not actually be trash, DO NOT THROW IT AWAY! Put the item in your janitor closet and leave a note for the customer asking if it is trash. This will help prevent valuable items accidentally being thrown away.

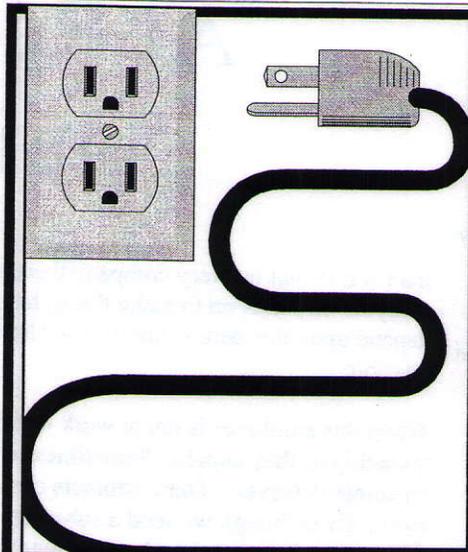
Quote of the Week

*“When the customer comes first,
the customer will last.”*

Robert Half

What's Happening at RRS

RRS Bulletin Board



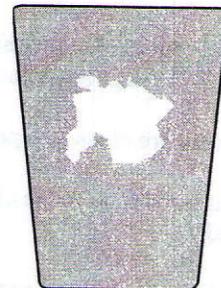
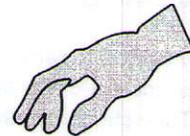
Never unplug a piece of equipment by jerking the cord. This could cause serious injury to the plug and yourself.

Sexual Harassment Policy

We feel that all employees should be able to do their job without concerns about any type of harassment. If you feel that you have been subjected to harassment by either a co-worker, supervisor or customer, please feel safe in reporting it directly to the General Manager, Beckie Willis. You may reach Beckie anytime by either coming by the office, or phoning her at 222-6070. Maintaining a positive working environment for our employees is a high priority at Red River Sanitor's.



DANGER



Never put your hand into a trash can! You don't know what someone might have thrown away. There could be broken glass or other sharp objects in the trash. Think Safety!

If you see any type of needles or hypodermic needles in a regular trash container please do not empty that trash. Page your supervisor or Beckie at 636-8217. We will empty it and contact the building management the next day.

If you have any information that you would like to share with your fellow employees, please contact Beckie at 222-6070. Or write to Employee Mailbox, 1522 Corporate Dr. Shreveport, LA 71107