

RED RIVER  
SANITORS,  
INC.

# Clean Talk

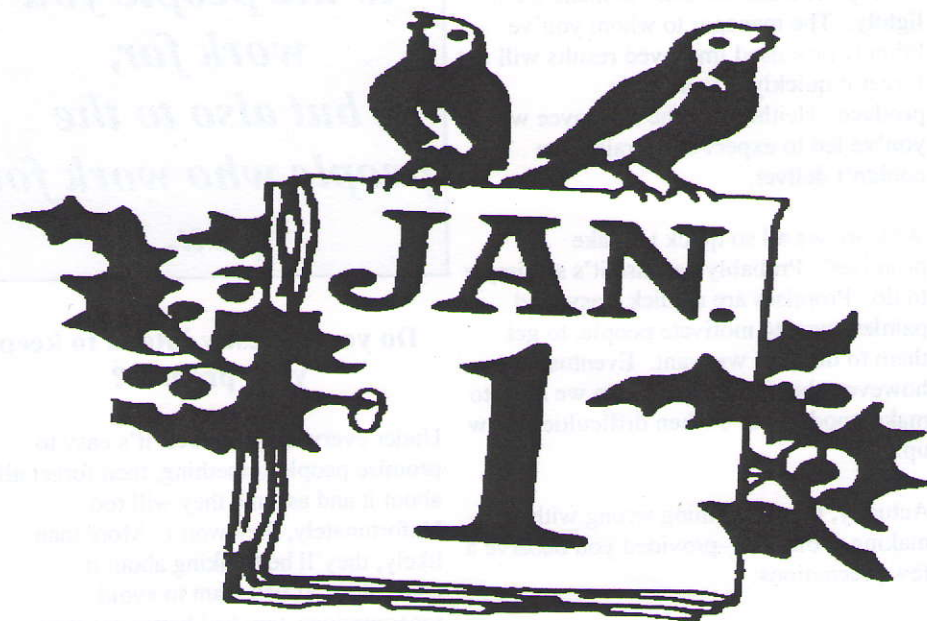
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## Recipe For a Happy New Year

Take twelve, fine, full-grown months, see that these are thoroughly free from all old memories of bitterness, rancor, hate and jealousy; cleanse them completely from every clinging spite; pick off all specks of pettiness and littleness; in short, see that these months are freed from all the past—have them as fresh and clean as when they first came from the great storehouse of Time.

Cut these months into thirty or thirty-one equal parts. This batch will keep for just one year. Do not attempt to make up the whole batch at one time (so many persons spoil the entire lot in this way), but prepare one day at a time, as follows:

Into each day put twelve parts of faith, eleven of patience, ten of courage, nine of work (some people omit this ingredient and so spoil the flavor of the rest), eight of hope, seven of fidelity, six of liberality, five of kindness, four of rest (leaving this out is like leaving the oil out of the salad —don't do it). Three of prayer, two of meditation, and one well selected resolution. If



***The staff and management of Red River Sanitors would like to wish to all of our employees a very safe and Happy Christmas & New Year.***

you have no conscientious scruples, put in about a teaspoonful of good spirits, a dash of fun, a pinch of folly, a sprinkling of play, and a heaping cupful of good humor. Pour into the whole love *ad libitum* and mix with a vim. Cook thoroughly in a fervent heat; garnish with a few smiles and a spring of joy; then serve with quietness, unselfishness, and cheerfulness, and a Happy New Year is a certainty.

inside ...

Dec 24, 2010

Deliver More Than You Promise.....	Page 2
Quote Of The Week.....	Page 2
RRS Bulletin Board.....	Page 3
Quality It Shows.....	Page 4





*Supervision....You Get What You Give*

# Deliver More Than You Promise

BEING DEPENDABLE is important, not only to the people you work for but also to the people who work for you.

One of the best ways to win respect is to be known as a person whose word is good, always.

Promises are easy to make, sometimes hard to keep. It's bad business to make them lightly. The manager to whom you've blithely promised improved results will not forget it quickly if you fail to produce. Neither will the employee whom you've led to expect a pay raise you couldn't deliver.

Why are we all so quick to make promises? Probably because it's so simple to do. Promises are a quick, easy, and painless way to motivate people, to get them to do what we want. Eventually, however, the time comes when we have to make good. That's when difficulties show up.

Actually, there's nothing wrong with making promises—provided you observe a few precautions:

## **How sure are you that you can deliver the goods?**

Overly optimistic executives sometimes get carried away and promise things they don't fully control. Managers who promise to promote a person, for example, ought to first make certain they can obtain the required approvals. Their intentions

may be the best, but what if higher-ups won't go along?

***Being dependable is important, not only to the people you work for, but also to the people who work for you.***

## **Do you honestly intend to keep your promise?**

Under everyday pressures, it's easy to promise people something, then forget all about it and assume they will too. Unfortunately, they won't. More than likely, they'll be thinking about it constantly. If you want to avoid repercussions, you had better not stop thinking about it either.

## **Are you particularly careful not to mislead people?**

Good managers aren't reluctant to talk to their people about their future prospects. But they're realistic when they do—they

don't create false hopes by painting too rosy a view.

## **Do you make a practice of delivering all that's promised?**

Forcing people to settle for something less than they've been led to expect leaves a bad taste. If you want their continued cooperation, always settle in full, however inconvenient or painful you may find it.

Make promises to keep. If there's the slightest possibility you might not be able to, don't promise!

Deliver more than you promise, rather than promise more than you can deliver.

## **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

## **Quote of the Week**

***"The man who removes a mountain begins by caring away small stones."*** —————***Chinese proverb***





*What's Happening at Red River Sanitors*

# ***RRS Bulletin Board***

## **Made Any Changes Lately?**

If you have changed your phone number or your pager number since you were hired, please call the office and give your new numbers.

There are times when we may need to get in touch with you and without the correct information on file, sometimes it is impossible.

If for some reason the building that you work at is going to be unexpectedly closed, without your correct phone number we cannot call and let you know what is going on. You should also check the address printed on your paycheck. **Your address and phone number should always be updated.**

**CAUTION**



**WET  
FLOOR**

**Always put out your WET FLOOR sign  
BEFORE**

**You begin to mop the floor.**

## **You Can Make a Difference!!!**

In Maine they tell of an old man walking along the beach with his grandson, who picked up each starfish they passed and threw it back into the sea. *"If I left them up here,"* the little boy said, *"they would dry up and die. I'm saving their lives."*

*"But,"* protested the old man, *"the beach goes on for miles, and there are millions of starfish. What you are doing won't make any difference."*

The boy looked at the starfish in his hand, gently threw it into the ocean, and answered, *"It makes a difference to this one."*

**—President George Bush**





**RRS policy is not to remove any item from the building that we work in. Not even if it is in the trash. All employees should remember this and avoid any suspicion of theft by not taking anything home that is not yours!**

**If there is something in the trash that you do not think belongs there—place it in the janitors closet and check with your supervisor.**

**Please remember ..... When in doubt do not throw out**

# Quality

The true mark of quality is paying attention to the details. Any cleaning service can empty all of the trash and do the vacuuming. It is taking care of the little details that sets us apart from the other services in this area.

Sometimes people think that a task such as dusting is not very important. Well, in our business dusting is one of the most important things that we can do. If there is the slightest amount of dust left on something the customer does not think that we have done our job very well. And they would be right. It doesn't matter that everything else has been done. You might say that dusting is like putting the icing on a cake.

Take the time to pay attention to your dusting. There are several things that can happen that can make it look like you are not dusting at all.

- You need to pay attention to your vacuum cleaner bag. If the bag is not put back on your machine properly, or if you have a small hole in your bag, everytime you vacuum you will be filling the air with dust that will settle down on everything after you have left.
- If you are buffing your floors and not dusting afterwards. Your setting yourself up for trouble. Everytime you buff the floor you are in essence grinding off a fine layer of finish. This finish goes into the air and will settle back down on everything in the room—even the floor! You should always dust the furniture and run a dust mop over the floor after buffing. No one will notice how nice the floor looks if there is a layer of dust on everything!