

# THE KLEEN SWEEP

Winter 2023, Volume LIV

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## PRESIDENT'S CORNER

If the last few years have taught us anything, it's that increased awareness of viruses and illnesses can lead to better habits to avoid spread. As a leading service provider in the D.C. metro region, **Mister Kleen** has employed virus mitigation strategies long before the pandemic, and I'm proud that our efforts continue today.

With vaccines, booster shots, masking, improved air quality, and enhanced cleaning methods—there are a variety of techniques available to prevent the spread of COVID and other illnesses. Planning for **virus mitigation** will help businesses stay prepared and ready to handle a variety of scenarios.

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Virus mitigation are the steps and services that we offer our customers to **clean, sanitize, and disinfect** their spaces either on a case-by-case or ongoing basis. These methods include increased disinfection of high-touch areas like doorknobs and elevator buttons, electrostatic spraying, increased signage, and touchless strategies—such as automatic hand sanitizing dispensers and automatic door entries.

The benefits of ongoing virus mitigation range from higher staff productivity (fewer sick days), as well as peace of mind for all who enter these facilities. **Mister Kleen** has supported essential businesses and agencies in remaining operational by incorporating virus mitigation techniques into their ongoing scope of work via our **Enhanced Kleen Program**. We continue to play a major role in assuring customers and employees that they are returning to safe and healthy public spaces and offices.

At the **Mister Kleen** headquarters, we employ many of these virus mitigation protocols on a consistent basis to show staff our ongoing commitment to their health and safety. We perform electrostatic disinfection twice a week, emailing staff to notify them of this process. High touch-point areas are cleaned and disinfected three times daily throughout the facility. We also employ **touchless strategies** like automatic soap dispensers and touchless hand sanitizer stations. In addition to following local guidelines for facial coverings, we have also upgraded our air purification system to mitigate viruses.

Going forward, we will continue to offer quality services from our fantastic employees, which you can read more about inside this issue of The Kleen Sweep.

Wishing you all the best in 2023!

**Ernie Clark, CBSE**  
**President**



**LEARN MORE ABOUT OUR  
DISINFECTING SERVICES ON PAGE 4**



## OUR CLIENTS SAY IT BEST

When clients take the time to commend our team, we are especially pleased and proud!  
Below are highlights from recent client messages.

“

Never in my ten years at Reston have I had my area and the surrounding area cleaned as thoroughly as what **Andre** did this morning! He is phenomenal. Not only did he vacuum thoroughly, but he also used the hose to get into small crevices that normally don't get touched. My office looks like new! What a joy to find someone who takes so much pride in his work!

~ Client at High Security Facility

”

**Craig** is always very responsive, courteous, and understanding of our requirements. **Florence** is great with dealing with a high-traffic environment and keeps the building looking very respectable and professional. **Andy** deserves kudos as well for his backup role when Florence is out, as he is also a motivated self-starter who has earned my respect as a professional.

~ Neal U.

“

I wanted to express our sincere appreciation for the excellent housekeeping and customer service performed by **Antonio** and **Caroline**. Antonio swiftly but thoroughly attends to his duties. Caroline, whether assigned to do so or self-initiated, thoroughly cleaned every trashcan in the area. They both take their job very seriously and do everything they can to ensure that the customer is happy--and we are!

~ Jessica B.

”

I truly believe that Mister Kleen is lucky to have a worker such as **Eleni** as an employee. She is honest, kind, respectful, has a great personality, and most importantly a very hard worker. I am sure that Mister Kleen feels the same way, by having not only a hard worker but a worker that has such a beautiful personality that reflects well on the organization. She is very popular in this facility because of her personality, smile, her hard work, and her accomplishments.

~ Eugene G.

“

**Danilo** is the best. He is patient and understands our needs and addresses them in a timely fashion. I kid Danilo from time to time, but only because he is not only a great guy, but he has a good sense of humor. Thanks for all you do, Danilo.

~ Greg M.

”

During the past several months I have observed **Andre** as he cleaned, and I want to point out his exceptional performance. He is diligent to a fault, careful and thorough. He does not rush through his job, but takes care to do it well. I have been very impressed. Professional and polite, he is just a superb employee. He's the kind of guy I'd hire if his application ever came my way. Thank you for his excellent services.

~ Client at High Security Facility

# THE SECURITY CONNECTION UPDATE

## How to Spot an Impersonator in Your Text Messages

Scammers have long used social media to impersonate people you know and trust, but recently they've been using a new tactic: text messages with a spoofed caller ID. This scam can be hard to spot at first glance, so watch out for the warning signs.

### How the scam works

You get a text message that shows up in your phone as from Mom (or in other variations, Dad). According to the message, Mom is at the store, but she left her credit card at home by accident. Could you send her \$150 to finish her shopping?

The request seems harmless, but don't do it! Scammers have spoofed caller ID to appear as Mom or Dad. They are relying on the fact that many people have Dad or Mom saved in their contacts list. Scammers hope you won't think twice (or double-check the phone number) before sending help. If you do transfer money to a bank or digital wallet account, your money will be gone for good.



## HOW TO SPOT FAKE EMERGENCY TEXT MESSAGES

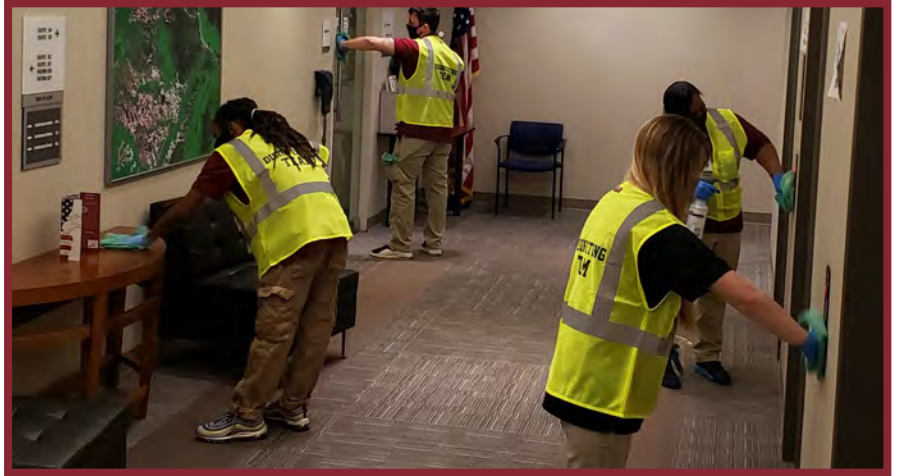
- **If anything about a message is unusual, consider it a red flag.** If your parents never send text messages, it's probably not them texting now. On the other hand, if they text all the time but never ask for money, you're probably dealing with an impersonator.
- **Look for a new message thread.** Text with your parents on a regular basis, you should be able to see previous messages from them. If you can't see any of the earlier messages, it's probably a scammer contacting you for the first time.
- **Double check the sender info.** Click on the sender information to make sure the name matches your parent's real phone number.
- **Call your parents to confirm the story.** Look up their number in your contacts list and call them to confirm if the message really came from them.
- **Don't be fooled if a scammer has personal information about you.** Because of data breaches and social media posts, scammers may have their hands on some of your personal information, including your name and your parent's name.
- **If you suspect a scam, don't answer the message.** Just block the number and delete the message. If you reply, scammers will know your number is active and could target you with scams in the future.

Source: *Better Business Bureau*

## SPECIALTY SERVICES : DISINFECTING SERVICES

Maintaining a safe and clean environment is a top priority at **Mister Kleen**. We offer a variety of disinfection services ranging from daily maintenance to incident-specific options. Our **Enhanced Kleen** program creates a specific plan for your business to upgrade your cleaning services with the latest best practices with an increased focus on **health** and **safety**.

Below are disinfecting services we recommend for your space:



### HIGH TOUCH POINTS

Cleaning, sanitizing, and disinfecting high touch-point areas is one of our most sought out **Enhanced Kleen** services. Areas such as door handles, elevator buttons, railings, light switches (among many others) can harbor commonly spread germs and viruses such as COVID, Influenza, and RSV.

### TOUCHLESS STRATEGIES

Implementing touchless strategies in shared areas like placing hand sanitizer stations in lobbies, and door pedals in restrooms can help reduce the spread of viruses by minimizing physical contact with high-touch surfaces.

### ELECTROSTATIC SPRAYING

One of the most popular services of our **Enhanced Kleen** program is electrostatic spraying, which is a highly effective liquid disinfection solution. Electrostatic Spraying eliminates the need for disinfecting crews to physically touch potentially infected surfaces and reduces the possibility of cross-contamination. We recommend having this service done any time gatherings or meetings take place, and we also answer emergency calls for this service after someone tests positive for a virus to help mitigate and minimize exposure.

Ongoing disinfection services are a tool to keep customers and employees healthy and satisfied with their experience in your space.



## EMPLOYEE OF THE QUARTER

At **Mister Kleen** our employees are our success! We recognize excellence with our **Employee of the Quarter** awards. Every quarter the operations management and headquarters management teams nominate and vote for the employees who have made the most meaningful impact on our clients, their co-workers and our company. Winners receive a certificate, a monetary gift, and recognition in The Kleen Sweep!



### ANDREW KALLETTA – JULY 2022

"**Andrew** is a hard-working team player. On weekends, Andrew is assigned to chill beams, which is a difficult assignment. It requires climbing a ladder and working above your head. Andrew does this with great quality and speed. We were two to three months behind schedule and due to his hard work, we are back on schedule. Andrew also works during the week as a floater. He gladly accepts any assignments and completes them with high quality.

Walter Gesford, Area Manager



### ALBA BERMUDEZ – OCTOBER 2022

"**Alba** has been a dedicated employee since 2003—almost 20 years! Due to an injury, she is unable to work at the client site and has been covering HQ—which sparkles since she assumed this role. Alba consistently goes way beyond the call of duty. We have an extensive list of daily tasks assigned for each day of the week here at the office, and with Alba, I don't even have to ask if they are done, because I can see that everything is clean and well-maintained. On a personal note, Alba takes great pride in her work and comes to work with a smile on her face.

Giellen Medeiros, Office Manager





## EMPLOYEE TENURE



We are excited to honor some of our amazing employees for their commitment to Mister Kleen with employee tenure recognition. To show our appreciation, we have a recognition program for employees who celebrate milestone anniversaries of 1, 5, 10, and 15+ years.

Mister Kleen's recipients for 5 YEARS of dedicated service are:

- Adrian Fields Sr.
- Antoneo Tolson
- Bozoma Arizi
- Maria Gomez
- Nicole Poe
- Richy Hall
- Ruth Bryant
- Tara Montezuma
- Tiffany Parker
- Walter Robinson, Jr.

Mister Kleen's recipients for 10 YEARS of dedicated service are:

- Melanie Bunnell
- Miguel Vasquez Lazaro

Mister Kleen's recipients for 15 YEARS of dedicated service are:

- Juana Gil
- Maria Mejia

Mister Kleen's recipients for 20 YEARS of dedicated service are:

- Chad Clark, RBSM
- Gloria Zelaya



*Chad Clark, RBSM (center), receives recognition and gifts for his 20-year milestone*

We are so grateful to these employees for reaching these awesome milestones. Their hard work and dedication are inspiring and we're grateful to have them as part of our team. Here's to many more years.

**Thank you!**



## Building Excellence Competition

**The Building Excellence Competition (BEC)** is a special program designed to drive quality in our facilities and build pride, inspiration, and teamwork. Three times a year we have a friendly competition among our employees for the best overall building based on cleanliness, quality, and safety. Our team takes pride in this, and our clients do too! The winning team receives an onsite party, a certificate, and bragging rights!

The winner of the Fall 2022 Building Excellence Competition is a secure government site in Northern Virginia. Congratulations to Project Manager **Ethel Caudill** and the team for outstanding service and dedication to Mister Kleen, our client, and each other – **Great job!**



## YOU MAKE A DIFFERENCE AWARD



Congratulations to Evan Sims, Dina Sibrian, Kevin Vanhorn, and Pilar Gonzales our **You Make a Difference** award winners. This award recognizes teamwork, productivity and contributions to the company and our customers that are above and beyond. Thank you for all your hard work!



### EVAN SIMS - JULY 2022



*"**Evan** has exceeded performance by showing up to work on time — and is never late despite taking public transportation, which can be unreliable. All of the customers love him, and he gets along with his teammates. He has become a very hard worker and takes pride in his job, no matter what the task might be."*

*Joyce Garner, Area Manager*



### DINA SIBRIAN - JULY 2022



*"**Dina** is a part-time employee at one of our commercial facilities and she helps in every building when needed. It doesn't matter if it's the day or night shift, she is always willing to help."*

*Danilo Ponce, Area Manager*



### KEVIN VANHORN - OCTOBER 2022



*"Energetic, proactive, producing quality work, having a genuine concern for the overall mission – a team player! **Kevin's** meticulous work ethic brings nothing but positive results and is a great reflection of Mister Kleen. He continuously takes the lead in working and completing special projects work throughout the company. Kevin is an asset to Mister Kleen, and to our organization."*

*Danilo Ponce, Area Manager*



### PILAR GONZALES - OCTOBER 2022



*"I have received good feedback about **Pilar's** work. She shows up to work on time every day and is ready to go. She takes the initiative to do everything, and I can count on her when needed. I am so pleased with her excellent work, and she continues to do a great job in the building."*

*Yolanda Rathbone, Area Manager*



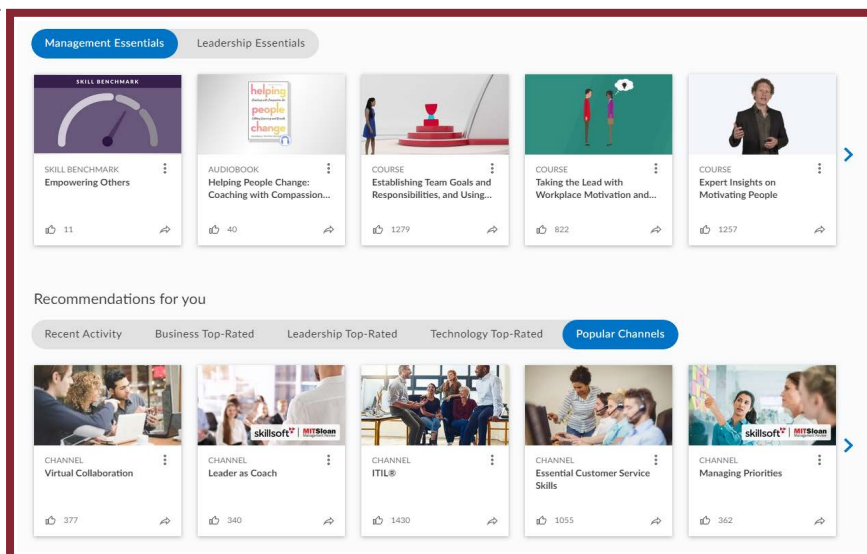
## EMPLOYEE TRAINING UPDATE



**Mister Kleen** is committed to continuous regular training of employees to better serve our clients – which we recognize sets us apart.

We have been busy educating our team members over the last several months with the latest in COVID-19 safety and protection as well as other timely, educational training, such as through our **Enhanced Kleen Program**. Additionally, we offer optional weekly IT training sessions covering frequently requested topics for all employees.

We also have an **Online Learning Management System (LMS)** with over 4,500 courses. Managers are assigned training to improve areas of development like active listening, encouraging team communication and collaboration, setting goals, and leading diversity.



Below are some of the highlights from recent training events:

### JULY

Fire Safety and First Aid:

This training ensures employees understand fire prevention and procedures in the event of a fire. Basic first aid is also reviewed.

### AUGUST

Sexual Harassment:

Sexual Harassment training ensures that employees understand the legal definition of sexual harassment, Mister Kleen's policy, and the complaint reporting process. This training also addresses how to promote a culture of respect and the importance of professional boundaries.

### SEPTEMBER

PPE Training:

Field employees receive training on the proper use of Personal Protection Equipment (PPE), including when to use it; what PPE is necessary; how to properly put on, use, and take off; how to properly dispose of or disinfect; how to inspect for damage; how to maintain PPE; and the limitations of PPE.

### OCTOBER

Cold, COVID-19 & Flu Prevention:

Employees receive training regarding hygiene, the importance of personal self-care, prevention myths, and treatments for a cold or flu. There is also manager training on preventing and managing employee injuries, and manager training at our headquarters for identifying and safeguarding personally identifiable information.

### NOVEMBER

Pandemic Coverage:

Employees are trained in how to maintain a clean and healthy environment to prevent the spread of infectious diseases and viruses. Managers also receive a training on performance management.

### DECEMBER

Security Awareness/Ethics Training:

Security awareness training teaches employees how to recognize and report suspicious behavior. Ethics training focuses on how to identify when our own communications styles and behaviors could be perceived by others as harassment or discrimination.

# ANNUAL CONTRACTING SUCCESS CONFERENCE

The Mister Kleen leadership team learned about the industry's latest innovations at the **2022 BSCAI Contracting Success Conference**. Senior Project Manager Walter Gesford, COO Tony Simon, Director of Contracts Administration Chad Clark, RBSM, Vice President of Operations Dianna Clark, RBSM, and Operations Specialist Yesenia Morales attended the event in Chicago, Illinois in October.



*Left to right are Senior Project Manager Walter Gesford, COO Tony Simon, Director of Contracts Administration Chad Clark, RBSM, Vice President of Operations Dianna Clark, RBSM, and Operations Specialist Yesenia Morales.*



*The Mister Kleen team enjoyed a great game rooting for our home team, the Washington Commanders, as they won against the Chicago Bears while attending the BSCAI Contracting Success Conference in Chicago.*

"The 2022 Contracting Success conference was especially beneficial this year. Networking with peers and hearing from other industry leaders how they are maneuvering this unique time for our country with not only COVID, but also the flu, and other viruses to combat. It is an exciting time in our industry with new technologies and a focus on cleaning for health and appearance."

*~ Dianna Clark, RBSM*

"Another great event held by BSCAI keeping our team informed of the latest innovations and also providing an excellent environment to network with our peers to share best practices and build stronger relationships."

*~ Tony Simon*

"I enjoy the growth I get from networking every time I attend the BSCAI conference with experts who have so much experience in the custodial field."

*~ Walter Gesford*

"As a first-time attendee, I enjoyed meeting many new people within the industry and the opportunity to meet vendors and viewing the new innovative technology the industry has to offer. I learned many things within the classes and came back motivated with golden nuggets to improve the operations department."

*~ Yesenia Morales*



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## PRESIDENT'S CORNER Celebrating 30 Years of Service



I am extremely proud to be part of a service company that is celebrating 30 years in business this year. It seems like just yesterday we were celebrating our 10th!

I have experienced a great deal of change (personally and professionally) over the years and I'm amazed at how so much has changed in our business and yet

some things have not. For example, when I got my first pager in the late 80's, it would simply beep when someone called and I had to guess who was calling; there were no digital displays. (I know some of you recall this!) Now, all of us carry Blackberrys that tell us not only who is calling, but what they want as well! I believe technology has transformed how we manage our business and this has been the most significant change I have seen. There are some things that have not changed, such as motivating and managing our employees and providing a professional, yet personalized service to our clients. I believe these are some common denominators that will never change.

We will celebrate our anniversary this year and look at how we can continue to improve and innovate our services so we can bring greater value to our clients. We will not become complacent and comfortable with our past successes and more importantly, we will look at how we can become better...so we will be around to celebrate our next significant anniversary!

Thank you for being a part of our service family. We appreciate you and will not take you for granted.

*Ernest Clark, Jr., CBSE*  
President

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### **Mister Kleen** Maintenance Company, Inc.

Mister Kleen Maintenance Company is a full service cleaning and restoration company serving DC, Maryland, and Virginia since 1976. Mister Kleen specializes in providing:

- > contract cleaning services to commercial, residential and high-security facilities
- > complete water and smoke damage restoration
- > carpet and upholstery cleaning
- > complete floor care
- > other specialty cleaning