



# THE CUSTODIAN

Fall 2009

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## She's A Winner On The Bike And In The Workplace



Pam Fernandes knew all about winning when she began working for AM-PM Cleaning in September of 2004. As a Gold, Silver and Bronze medalist and a World Record Holder in international bike racing, she knew well that in order to win, everyone on the team had to bring their collective talents to the table. Pam's particular talent was her engaging personality and attention to detail.

Pam joined the AM-PM Marketing team as a Business Development Specialist. She conducts "inside sales" calls so the salesforce can focus on what they do best, meet with the customers.

"There are some people I have been calling for almost five years now, and they love hearing from me. Sometimes they feel guilty because they don't have any work for us, but I tell them, that is fine, we just want you to know we are here when you do need us."

That low pressure, congenial attitude is the key to Pam's success and winning ways at AM-PM Cleaning.

Few people know that Pam is legally blind and uses speech technology to do her job. It occasionally comes up in conversation, and people are intrigued and even more impressed with her. She, and her guide dog, Scooby Doo, have become an integral part of our staff and we are fortunate to have her at AM-PM Cleaning Corporation. As far as we're concerned, she is a winner on the bike -- and in the workplace!

Relationship building is Pam's strong suit, and she loves doing it. Her engaging and charismatic personality often has prospective customers looking forward to her quarterly calls, and many even call her back, which is rare in this line of work.

## Congratulations DePuy



On August 10, 2009, a culmination of two-years of designing and building a 75,000 Square Foot addition to the existing DePuy, the Ribbon was cut and Open House was held at the new DePuy Institute, a newly established facility at the current headquarters in Raynham, Massachusetts. The New Center, which is the largest facility of its kind on the East Coast, will be an experience that will distinguish DePuy as a worldwide leader in surgeon training. It has laboratory space with 19 exam tables, fully integrated, state-of-the-art Audio Visual Systems, 200-seat auditorium, and so much more!

This new addition will provide medical and sales education programs to surgeons and other healthcare professionals from around the world. "Never Stop Moving" is their commitment and inspiration to create new ways to help people in the healthcare industry.

AM-PM Cleaning Corporation has been providing service to this prestigious and world famous facility since 1994. As J & J's motto, Never Stop Moving implies, AM-PM continues to provide service throughout the existing facility and the new DePuy Institute. We saw the completion of the addition, hands-on, working seven days to help prepare for the event on August 10.



By Karen Perkin  
Customer Service Manager

## You can always count on him!



Day Porters are a tremendous “asset” to many of our facilities across New England and Ramon Rollins, the onsite Day Porter, is just that! Dick Bishop, Facilities Technician, of Davol, a Bard Company, located in Warwick, RI, has said, “Ramon has been a great asset since he arrived here. He always has a smile on his face and will do whatever is needed of him throughout the course of the day, from his usual “cleaning ritual”, to building a shed on the property! I know I speak for many here when I say, I’m glad to have him”. Davol is a highly technical medical facility and is the market “leader” in soft tissue reconstruction for hernia repair, specialized surgical procedures, fixation and biologic implants. AM-PM Cleaning Corporation has provided nightly and daily cleaning service for them since they moved into their brand new facility. We’re proud to be a “partner” of Davol and proud to have employees like Ramon!

By Karen Perkin  
Customer Service Manager

### Janitorial Services Budget “Stimulus”

Well it is that time of year when the children begin another school year, summer vacations are behind us and we finish 2009 with enthusiasm. At different times of the year we approach our lives and our jobs with new resolve. Labor Day is one of those times of year.

It is also time to start planning budgets for 2010.

We understand the challenges everyone is faced with in the current economy. With 25 years of experience, AM-PM understands the importance of working with our customers to help them meet their budget goals. If you are not an AM-PM customer and would like to find out how we can fulfill your expectations of your janitorial service provider while meeting your 2010 budget, give us a call. You can learn more about AM-PM on our website at [www.amppmcleaning.com](http://www.amppmcleaning.com)



By Ken Foscaldo  
Managing Partner

*AM-PM has launched it's new website.  
Learn how AM-PM can provide you with a no obligation  
FacilityGreen  
Assessment, inquire about our additional  
services, or just catch up on the AM-PM news.*

### WELCOME NEW CUSTOMERS!

- Lincoln Property Company  
Marlboro, Ma
- Childrens Hospital  
Boston, Ma
- Sage School  
Foxboro, Ma

### *Saluting Loyalty Saludando a la lealtad Saudando Fidelidade*

AM-PM would like to congratulate the following employees on their hard work and dedicated years of services:

#### 5 Years of Service

- Manuel Santos
- Luis Fernand Velasquez
- Marcio Kuhn
- Luis Familia
- Margarita Pleitez
- Victor M. Encarnacion Gonzalez
- Rosary Pena
- Pamala Fernandes
- Elvia Donis
- Nelson Perez
- Esteban Rosario Benitez
- Roberto S. Sabaris
- Yngrid A. Brea
- Olga R. Toro Montes
- William A. Solis Mendez
- Maria D. Maldonado

#### 15 Years of Service

- Katie Grenon

### National Custodian Workers Recognition Day October 2, 2009

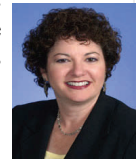
We appreciate our employees everyday, but on this day we want to especially thank you for your dedication and hard work.

### AM-PM GIVES CITY ON A HILL CHARTER SCHOOL AN “A”!

On June 17, 2009, Amy Reiss Levitt, Customer Service Manager, participated in a jury for the students’ final Spanish Orals at The City On A Hill Charter School in Roxbury, MA, one of AM-PM’s many school customers.

As a volunteer community juror, Amy served along with a student juror and with a teacher juror, listening, questioning, conferring with the other jurors and critiquing each student’s final Spanish oral presentation.

Honored to be asked to assist in this end of the year assessment, AM-PM Cleaning Corporation looks forward to additional ways we can partner with our customers that is outside the janitorial affiliation.



By Amy Reiss Levitt  
Customer Service Manager