



"Piedmont Triad Manufacturing Facility News You Can Use!"

Technology Controls Costs and Adds Value

In last month's issue, we considered how an online timekeeping system like Chronotek allows you and your building services contractor to see who enters and leaves and when while tracking labor costs. In this article as a Facility or Quality Control Manager you will see another way we add value by using technology to enhance real-time and open communication resulting in better control of your building's maintenance services. In many cases, it's the little things that go unspoken that end up causing dissatisfaction. One of several online-tracking software packages we are currently evaluating to accomplish this is called Swept. **With Client Messaging**, Swept offers each client a customized experience to communicate with our management team in real-time whenever you need to. You get immediate updates from us when issues are resolved as well as results of our random, quality control inspections.

Public Surveys. Being proactive isn't always possible when cleaning large spaces. What happens if a soap or towel dispenser runs out? Getting in front of an issue even before you are made aware is accomplished through Swept's Public Surveys which allow you to place custom stickers in spaces we can collect public feedback from you, another manager, an employee or customer. Strategically placed stickers with a unique location code and phone number provides an opportunity for public, anonymous feedback by voice, or by SMS text. The Swept system automatically replies to the person sending text in real time, letting them know "We're looking into the issue now". Each submission will also ask them to rate the cleanliness of the location they're in. This provides an ongoing quality control measurement and remediation process.

An important factor in customer service is giving you the peace of mind that you are receiving quality performance. Quality control is a large segment of all contracts in the cleaning industry. You want to know how we're going to do it and how we're going to monitor it. Online tracking systems go a long way in addressing your concerns about quality control. We here at All Washed Up Cleaning believe this and other related technologies is a win/win for improving the quality of our services while reducing overall costs and increased savings to you so that you can check off your list of responsibilities,... 'CLEANING - taken care of!'

Tips for Staying with Exercise

About 21 percent of adults in the U.S. always make it to the gym.

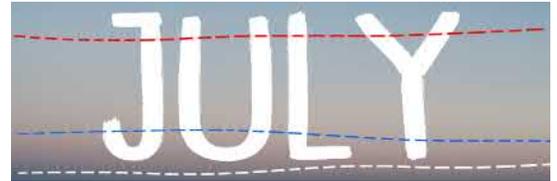
Why them and not all? Steady exercisers have some habits in common.

According to studies by Dr. Navin Kaushal of the Montreal Heart Institute, steady exercisers have a regular exercise schedule that never varies. They don't debate whether they have time that day, because exercise is just part of the day.

However, the most active people aren't rigid about their routines. While they always exercise, they are flexible on time. If they are 20 minutes late to the gym and can't make an exercise class, they will get in the remaining minutes doing something else. It still counts.

Finally, it helps to have visual cues for exercise, Kaushal found in a 2017 study. A runner might have his running clothes laid out and ready to go. A walker might have the walking stick ready at the door.

Five things to know BEFORE inviting a contractor into your business at www.AllWashedUpCleaning.com



I hope you enjoy this month's newsletter!

Christine Hall, President
All Washed Up Cleaning, LLC

Longing for Liberty

In the years after the American Revolution, the words equality and liberty were on the lips of people everywhere as newly minted states wrote them large in their constitutions.

No one understood the words better than Mum Bett, a woman enslaved to a Massachusetts judge. She heard the judge and his friends discussing the new state constitution and she took note of their words: All men are born free and equal and have certain natural, essential, and unalienable rights. She took the words so seriously that in 1781 she walked out of her slaveholder's home, and she took those words to court.

In what was to be the first legal test of slavery in America, Mum Bett and her attorney found the courts "willing to consider that ...slaves might be free and thus entitled to the same legal rights as anyone else," according to the book "Written out of history: The forgotten founders who fought big government" by Mike Lee.

The jury of Massachusetts citizens agreed with Mum Bett.

Mum Bett won the case plus damages. She walked in the world as a free woman. She immediately changed her name to Elizabeth Freeman. She then accepted a paid position as a housekeeper and nanny for her lawyer, where she worked until she retired to her own home, bought and paid for with her own wages.

In 1829, Elizabeth Freeman died free in her own home and was buried in the Sedgwick family plot.



... someone with a facility that could use our services? Perhaps a colleague, friend, family member, or networking buddy?

When a new client signs up for commercial cleaning services at your recommendation; you will receive \$100!

Give them our name and phone number. Be sure to have them mention your name when they call so we can send your \$100 Bonus!

"All Washed Up is by far the most professional cleaning service we have ever had! Very prompt, responsive, helpful, and does a fantastic job with our facilities! Everything is always so clean and tidy!"

*Katie,
Div. Director March of Dimes*

*Did you know about our **24-Hour NO PAY Guarantee** ?*

*A special thanks to all these fine folks who referred us...
Gene Johnson and Joy London.*

Visit www.AllWashedupCleaning.com for details

Frog Songs Trill Through Summer

Summer is a great time for the family to listen to the sounds of the evening, and one of the most impressive sounds is the gray tree frog.

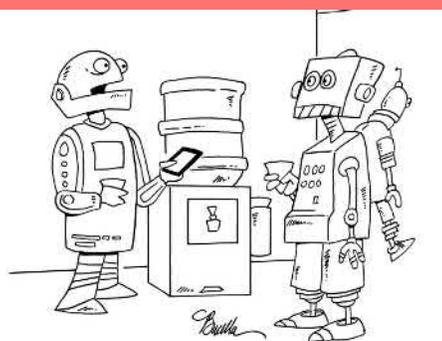
Gray tree frogs are tiny guys, seldom more than two inches in length and, as the name suggests, they generally live in trees, clutching and climbing with their flexible webbed and sticky toes. They have a mottled color, which can change from gray to green with black and yellow features, depending on the situation.

While they are rarely seen, their musical trills echo loudly through the night. Only the males call, usually to advertise their prowess to a female, but also to stake out territory.

On an average night in the East and Midwest, you can hear dozens of gray tree frogs trilling for hours. Since they live up to nine years, the frog you hear in your maple tree could be the same fellow you heard last year.

Your friendly neighborhood tree frogs likely live in your trees all year round, lowering their body temperature in the winter to survive temperatures of up to minus 8 degrees.

Listen to their calls on youtube.com.



"It just dawned on me that every time we make a phone call, it's a robocall."

What's the Hurry?

In today's connected culture, we are becoming more and more frantic and impatient. The reason, according to Fortune magazine, is that many people are suffering from what psychologists have named hurry sickness.

Symptoms include:

- * Repeatedly pushing the button to close the door on the elevator.
- * Finding the urge to multitask while waiting 30 seconds for the microwave to finish.
- * Getting extremely frustrated waiting in lines.
- * Working while brushing teeth and eating lunch.

Now, these might not seem like symptoms that are egregious to health, but all of these activities take a toll on the body in the long run as the body interprets this constant need to do more, faster, as stress. Hurry sickness, as far as the body is concerned, means that the stress hormone cortisol is produced double-time. This hormone has been linked with heart disease and can suppress the immune system.

Managing hurry could be a critical element of a person's plan to stay healthy, and Success magazine suggests three ways to become more balanced and efficient each day while reducing the amount of unnecessary hurry.

Turn off the electronics - In a society that stays connected at all times, severing that connection can make all the difference. Being glued to the constant updates and newsfeeds on a smartphone has trained people never to rest. The issue is not that people want to get information; it is that once read, they simply crave the next bit in an endless cycle. Nothing is thoughtfully considered or analyzed before moving on.

Breathe - At its most basic level, the body's instincts will tell it to seek flight, fight, or freeze when it encounters danger. When faced with unnecessary stress, the body often subconsciously slows or stops its breathing. A lack of oxygen overstimulates the brain and causes poor decision making.

Focus - Many tout multitasking as an excellent skill, but in reality, many multitaskers are merely good at not-quite-finishing lots of tasks at once. Slowing down and focusing on what is important will lead to better results in the long run.

Trivia Teaser – Spin Cycle

1. Where is the rotator cuff located in the human body? a-Shoulder, b-Neck, c-Ankle, d-Hip.

2. Who played Deputy Mayor Mike Flaherty on the sitcom "Spin City"? a-Matthew Perry, b-Jim Carrey, c-Howie Mandel, d-Michael J. Fox.

3. Which is the highest number on the Fujita scale used to measure the intensity of tornadoes? a-4, b-5, c-8, d-10.

4. Which rock group had a #2 hit in 1969 with the song "Spinning Wheel"? a-Three Dog Night, b-Blood, Sweat and Tears, c-Chicago, d-Earth, Wind and Fire.

5. The term "whirling dervish," a reference in the Sufi Muslim religion, comes from which country? a-India, b-Thailand, c-Turkey, d-Japan.

6. Which was the only top ten hit for the Spin Doctors? a-"Shut Up and Dance," b-"Two Princes," c-"Kryptonite," d-"Little Miss Can't Be Wrong."

7. What is the highest value on the Big Wheel spun in the Showcase Showdown on "The New Price is Right"? a-\$1, b-\$10, c-\$100, d-\$1000.

8. Who was the jockey aboard the Triple Crown-winning horse Whirlaway in 1941? a-Eddie Arcaro, b-Willie Shoemaker, c-Angel Cordero, d-Jimmy Stout.

9. In figure skating, a camel spin that turns into a sit spin is named after which figure skater who developed it? a-Sonja Henie, b-Dorothy Hamill, c-Kristi Yamaguchi, d-Tenley Albright.

10. An old man tells how he survived a shipwreck and a whirlpool in which author's short story "A Descent into the Maelstrom"? a-Mark Twain, b-Edgar Allan Poe, c-O. Henry, d-Stephen Crane.

- 1-a, Shoulder
2-d, Michael J. Fox
3-b, 5
4-b, Blood, Sweat and Tears
5-c, Turkey
6-b, "Two Princes"
7-a, \$1
8-a, Eddie Arcaro
9-b, Dorothy Hamill
10-b, Edgar Allan Poe

Answers to Spin Cycle

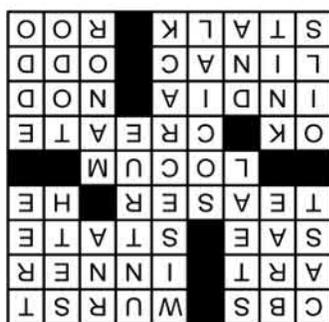
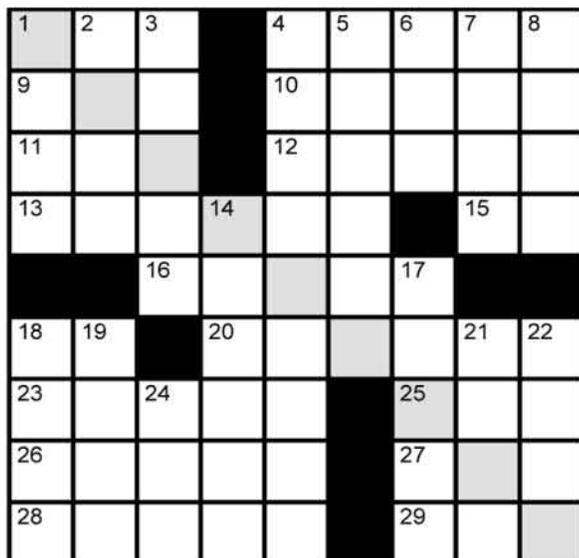
Ending with drums, cymbals

Across

1. Letterman's network
4. Sausage
9. Skill
10. Kind of tube
11. Ed.'s request
12. Condoleezza Rice's department
13. Movie preview
15. That guy
16. ___ tenens (substitute)
18. Sooner St.
20. Come up with
23. Home to more than a billion
25. Affirmative action
26. Physics lab device, for short
27. Eccentric
28. Shadow
29. Aussie hopper, for short

Down

1. Actors
2. Scottish hillside
3. Baseball datum
4. Smart remark
5. Not factual
6. Genetic info carrier
7. Actor Green
8. Arborist's concern
14. Friendly
17. Country estate
18. Alternative to acrylics
19. Make a sweater
21. Type of list
22. Taro root
24. Modern court evidence



The headline is a clue to the answer in the diagonal.

IBM Leads as Big Companies Rethink Remote Work

After decades of touting its anytime, anywhere remote workforce, IBM is starting to bring workers back into the office.

About 40 percent of IBM's 380,000 employees work in non-traditional settings, although the company has offered no information as to how many will be affected by the May announcement.

The tech giant gave affected remote workers 30 days to move back into the office setting or leave the company.

Although the 105-year-old company has experienced 20 quarters of falling revenue, a company spokesperson told the Wall Street Journal that the move was not a cost-cutting measure.

IBM is not the only company abandoning the popular remote work models. Yahoo, in 2013, called telecommuters back to the office as have Bank of America and Aetna. Corporate leaders have argued that putting workers in the same space increases work speed and sparks innovation.

One University of Texas professor who studies telecommuting says companies thought they would reap large savings in office and real estate costs. Jennifer Glass, who also advises companies on remote-work strategies, says these savings have not largely materialized.

IBM spokespeople say the vast majority of remote workers have elected to join a regional office. When Yahoo made the same move, however, it set off a furor.



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*Technology adds value to your
cleaning services (page 1)...*

PLUS: *24-7 Health Care
benefits bring down
absentiism (page 4)*

To:

Lifestyle Inflation?

Most middle-class Americans work hard to earn raises and promotions to provide a better standard of living. According to The Simple Dollar, extra income should not always equal extra spending.

Lifestyle inflation happens when a small raise at work translates into a new car. The new income might afford the extra expense, but also means there is no extra money for debt repayment or savings. Squash lifestyle inflation by setting goals and setting aside any financial windfalls until there is time to budget it wisely.

Staff Members Making the News

The management team at All Washed Up Cleaning is happy to announce an additional benefit for all our employees that completes their 90-day probation period. Virtual MD 24-7 provides a suite of healthcare benefits including 24-7 access to physicians by telephone and video conference from anywhere in the country without co-pays or any cost to them or any family members living with them. Prescriptions are called into their local pharmacy. In addition there is a suite of other telehealth services including healthcare navigation and medical bill negotiation.

Do not take life too seriously. You will never get out of it alive.
~ Elbert Hubbard

Did you find value in this NEWS SPLASH?

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write a recommendation

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Take the Trivia Challenge and Win a \$25 Gift Card to Applebee's!

The first <##> people who call our office with the correct
answer will be entered into the drawing!

What percentage of IBM employees work in non-
traditional settings?

a. 20 b. 30 c. 40 d. 50

HINT: The answer is hidden somewhere in this newsletter.