



Floor Buffing

By Dave Schell

Floor buffing, also known as burnishing, heats up the floor finish and smoothes out the scuffs and scratches in the top layers.

First, dust mop or back pack the floor. Then properly damp mop or auto scrub the floor. Always check the buffer cord for cuts and have a scraper for stickers and gum.

When beginning to buff, start on the wall where the machine is plugged in and work away from the outlet. Always start with a clean pad and flip as necessary. Overlap each pass by one or two inches.

Make sure nothing on the walls such as student art will be blown off. If



it does, re-place on the wall or put in a safe place such as the nearest classroom. After buffing is complete back pack or sweep corners that debris has blown into.

If in the course of buffing you pop a breaker, it must be reset immediately. Often clocks, computers, phone systems, or even milk coolers are on those breakers, and can be very costly if left off. Also, if excessive dust fills the area, stop and open doors or windows. Another reason to stop buffing would be if any color changes or scratching occurs to the floor finish. As always, if these or any other problems occur call your manager.

Employee Profile

Steve Doran



Where do you work? I work at Immaculate Heart of Mary School.

How long have you worked for the company? I have worked for Scarlet & Gray for six years. The last four as a supervisor at IHM.

What do you like about your job? I like working with all the different people and having my weekends free.

What are your interests outside of work? I'm graduating from NKU in May with an Education Degree.

From the Handbook

The Customer is Number One: Each employee must be sensitive to the importance of providing courteous treatment in all working relationships, especially the customer. Our company reputation has been built on excellent customer service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that the customers have toward our company may be determined for a long period of time by the actions of even a single employee. It is sometimes easy to take a customer for granted, but when we do, we run the risk of losing not only the customer, but his/her associates, friends or family who may also be customers or prospective customers. Again, each employee must be sensitive to the importance of providing courteous treatment in all working relationships, especially the customer.



LETTER FROM THE PRESIDENT



Driving Safety

By Mark Cappel

In last month's issue I mentioned safety as it related to the securing of our buildings. This month I would like to talk about driving safety. It is important to remember that the streets surrounding our schools as well as the parking lots are considered school zones. This is not just the case at arrival and dismissal time. As the

weather improves more and more kids will be outside playing. They will not only be in the yards, on the sidewalks, and in the streets, but they will return to school to play in the parking lots and on the playgrounds.

Whether you are arriving at work or leaving for the evening, always be aware of your surroundings. Avoid

the little things like talking on your cell phone and changing your radio dials. Also, car stereos should be kept to a modest level.

Thanks,
Mark

