



# The Messenger

The Monthly Newsletter of the Minnesota Association  
That Is Committed to Promoting Excellence in the  
Operation and Care of Educational Facilities

August 2019

## 2019 MASMS Conference

**Thursday October 3rd and Friday October 4th, 2019**

Education—Trade Show—MASMS Banquet—Entertainment - Networking

Go to [www.masms.org](http://www.masms.org) for the Registration Forms

Over 30 Educational Sessions to Select From

See Page 6 & 7 for the full schedule.

### ATTENTION MEMBERS

If you have not  
signed up yet, please  
do so soon!

**There is no substitute for attending live, face-to-face professional development conferences relevant to your career.** When you make the investment of time and money you return to the workplace with a renewed sense of purpose, armed with new knowledge and tools as well as valuable new contacts that can turn into long-term relationships. These benefits will help you grow personally and more importantly professionally.

Most people understand the importance of attending professional development conferences. They know that doing so will help them get ahead, learn new skills and make valuable connections. And yet, there are occasions when the costs can outweigh the benefits of attending and participating in the key learning resources. The costs can include travel, lodging, event registration and meals. And then there's the time factor. Taking time away from your career is difficult to justify without knowing what the benefits are to attend professional development conferences. Even local ones cost time away.

**Here are 9 reason attending conferences can be a benefit to your professional development and more:**

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1. To learn something new you can immediately implement in your career.
2. To expand skills, learn more about the job, discover industry specific knowledge that can help you grow personally and professionally.
3. To meet thought-leaders within the industry – to ask questions, share ideas and expand on what is covered.
4. To network with people in your industry.
5. To learn from the experiences of your peers.
6. To learn about valuable resources relevant to your career.
7. To gain ideas that you can use to establish/increase your credibility.
8. To show a commitment to your profession as well as find opportunities to give back, such as volunteer positions.
9. To connect with sponsors and other supporters of the conference.

Hello everyone,

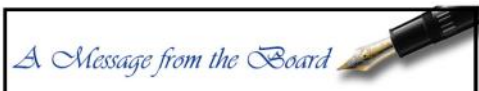
Greetings, I hope everything is going well for you this summer, hopefully things are winding down for your summer projects. I'm sure you've all heard this common question.

"What do you do during the summer when all the kids are gone". Well as you know, you're busy!!!

Just a quick thought. I'm sure you all do this or something similar for your staff. Don't forget to thank them for their work, they're working extra hard to get everything finished before the school year starts. For smaller schools like ours, I gather all my staff together to express my thanks, words go a long way and everyone wants to be appreciated. Also, if your budget allows it, a lunch or movie tickets for them and their spouses.

Many of your staff may work the evening shift and that means they're away from their families when the school year begins. Encouraging words that uplift mean more to your employee's than you'll ever know.

Thank You, and Have a Great Labor Day  
Douglas Slininger



**Doug Slinginger**  
MASMS West Central Chapter Director



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**Simple Steps for Stress Management**

There are some simple easy things we can do to manage our stress. Some of my favorites include getting organized, eating well, exercising more, and setting goals. Unleash these stress management strategies and prevent burnout.

**Be Well-Organized:** Getting organized is a valuable exercise and will help you keep up with everything that you are involved with and minimize the stress by finding the information quickly without time pressure. Some research claims we spend 45 minutes per day just looking for things. That's six work weeks a year just looking for things.

**Be Well-Fed:** There are days when we have meeting after meeting, phone call after phone call, endless emails, and we don't get a chance to eat well. It is not so much that you need to go on a diet, as much as a proper diet. Try to work more of those fruits and vegetables into your diet rather than those candies, cookies, and cakes.

**Be Well-Exercised:** Good health helps to combat stress. Being well-exercised comes from including these five criteria to your exercise program. It has to be something that causes you to move. That's real important in an exercise program. It has to be some thing that causes you to breathe deeply. To get the aerobic benefit. It has to be something that causes you to bend, to put elasticity back into your muscles and ligaments. It has to be something you enjoy and is at your pace.

**Be Goal-Oriented:** Setting goals relieves stress because it gives us hope that our lives can be different. In every area of our life: career, financial, family, friends, physical, educational, and spiritual, the formula for goal setting stays the same.



## Boot Camp ~ July 2019



**31 MASMS Members attended MASMS Boot Camp on July 25th & 26th. Great Group!**

### Customer Service Skills from a Janitor's Viewpoint (Author Unknown)

Working as a janitor for a school district I learned invaluable customer service skills. Not too many people associate janitorial work with customer service. But, after doing it for many years, I would argue that customer service is at the heart of being a good janitor.

Here are three things I learned about customer service working as a janitor.

#### There's a mess on the floor...again.

I can't tell you how many times a day I would get called to come clean *something* off of the floor. Without a doubt it was a daily occurrence. Most days I would get the same call several times. I always cringed when I heard those words, "There's a mess on the floor."

But here's the truth; it was my job to answer the calls and take care of the mess. I would drop whatever I was doing to immediately clean up. Within a few minutes, the floor was clean and class could resume without students going crazy. Teachers were always thankful for a quick response.

Answer questions quickly without grumbling about it and customers will absolutely love you for it.

#### When can you fix this?

Teachers would regularly let me know if something was broke and needed fixed. Sometimes I couldn't fix the broken thing... at least not immediately. Sometimes I needed tools. Sometimes I needed parts. Sometimes I needed a second set of hands. Sometimes I needed to call in a professional. It was a bummer not being to fix something immediately. When I first started as a custodian, I took on every project. I genuinely wanted to fix problems and fix them immediately, but it wasn't realistic.

Continued on Page 10

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## HEALTH & Safety Section



The MASMS Health & Safety Committee supplies information for this section each month. If you have a specific topic you would like to see covered, just let the MASMS office know.

### Minnesota Hands Free—Can I?.....

Got a phone in your hand? Beginning Aug. 1, you can be pulled over by law enforcement. That's the bottom line of Minnesota's new hands-free cell phone law. But that doesn't mean you can't use your phone. Here's what you need to know:

- ◆ **Can I use my phone?** Yes, but only hands-free.
- ◆ **Can I text?** Yes, but you must do it in a hands-free or voice-activated mode.
- ◆ **Can I use my phone to video chat, use FaceTime, watch a video or play a game?** No. These activities are always illegal.
- ◆ **Can I check or send messages at a stoplight or sign?** No. Stoplights and stop signs are part of traffic.
- ◆ **Can I use my phone as a GPS navigation device?** Yes, but only in hands-free or voice-activated mode. You can't type in an address or hold your device. If you need a GPS map, mount your phone to your dashboard.
- ◆ **Can I listen to music or a podcast?** Yes, but only in hands-free or voice-activated mode. Don't scroll through playlists or channels.
- ◆ **Can I use my phone in an emergency?** Yes, but only to obtain emergency assistance if there is an immediate threat to life and safety. In such an event, you can use your phone either hand-held or hands-free to get help.




The Minnesota Safety Council has education materials available to help the state's employers, workers and family members understand the new law. Visit [www.minnesotasafetycouncil.org/traffic/handsfree](http://www.minnesotasafetycouncil.org/traffic/handsfree) for fact sheets and more. We've also got a [short video](#) on how to adapt cell phones and vehicles to meet hands-free requirements. The Minnesota Department of Public Safety's [HandsFreeMN.org](http://HandsFreeMN.org) site also has a variety of educational tools available for Minnesotans.

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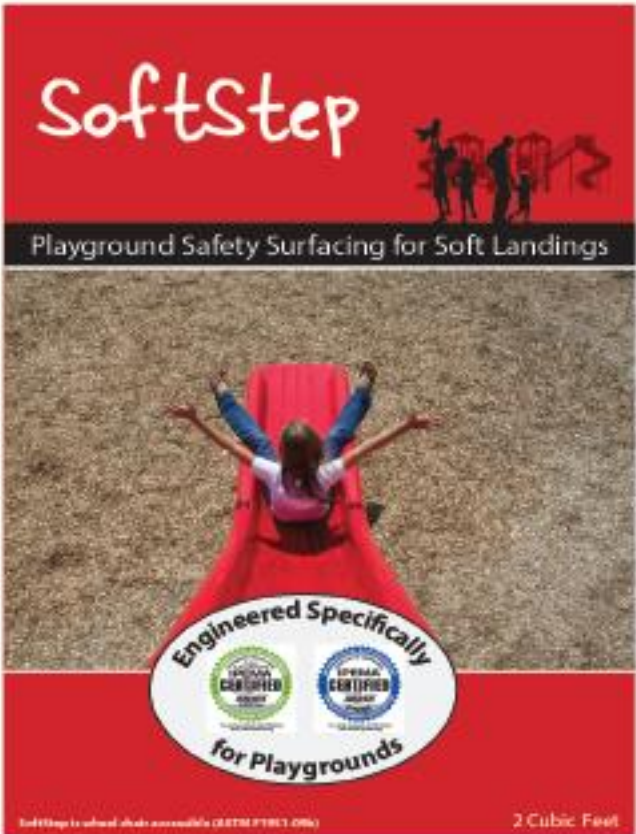
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## WELCOME EDUCATIONAL MEMBERS

James Kurtz, Hopkins Schools  
 Terry Picha, Hayfield Community Schools  
 Bianca Virnig, Metro ECSU  
 Jake Becker, Prior Lake-Savage Schools  
 Scott Schuman, Prior Lake-Savage Schools  
 Dana Chou, Hopkins Schools  
 Travis Evenson, Cambridge-Isanti Schools  
 Joshua Dmzer, Fridley Schools  
 Ryan Jorgenson, So. Washington Cty Schools  
 Bryan Arbogast, Intermediate District 287  
 Troy Thompson, Intermediate District 287  
 Juleen Mohlin, Eastern Carver County Schools  
 Adam Dockendorf, Big Lake Schools  
 Seth Putz, Lake of the Woods Schools  
 Jeff Gerads, Albany Schools  
 Dean Pieper  
 Matthew Plumhoff, St. Cloud Schools  
 Dana Vivant, Onamia Schools

## WELCOME BUSINESS MEMBERS

Jenn Rebar, All State Communications  
 Nolan Miles, Hillyard  
 Matt Siegfried, Hillyard  
 Tyler Whiteley, Hillyard  
 Matt Hamilton, Belimo  
 Don Evenson, Belimo  
 Ben Boeding, MN Sodding Company  
 Roger Weinbrenner, MN Sodding Company  
 Ronald Topinka, FLR Sanders, Inc.  
 Deborah Covlin Topinka, FLR Sanders, Inc.  
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 Mark Keehn, AkitaBox  
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 Dan Miller, JLG architects  
 Lee Dobrinz, JLG architects  
 Katie Becker, JLG architects  
 Jim Buis, Innovative Office Solutions  
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## Newsletter Articles

MASMS is accepting articles for the MASMS Newsletters.

Articles received before the 20th of each month will be considered for the following months publication. If we have too many articles, they will be held and used in an upcoming month.

Please email them to: [ruth@masms.org](mailto:ruth@masms.org)

Welcome  
August

NEW MONTH  
 NEW BEGINNING  
 NEW START  
 NEW MINDSET  
 NEW FOCUS  
 NEW INTENTIONS  
 NEW RESULTS

## 2019 MASMS Conference Schedule

### Wednesday October 2, 2019

Wapicada Golf Course Sauk Rapids, MN

**10:00 am** Scholarship Golf Event

Holiday Inn Lobby & Conference Center

**5-8:00 pm** Conference Registration

**7:30 pm** Business Member Appreciation Reception

### Thursday October 3, 2019

6:30 am Registration, *Conference Lobby*

6:30 am Hot Breakfast, *Poolside*

7:00 am MASMS 1st Time Attendee Meeting, *St. Cloud Room*

7:50 am Presentation of the Flag  *St. Ben's/Heritage Room*

**8:10 am—9:00 am**



**Keynote Speaker Patrick Finnemore**  
**"Being a Champion of Change"**

*St. Ben's/Heritage Room*

### Thursday Morning Educational Sessions

#### 9:10 am — 10:00 am Session

*(Pick 1 session from the 8 offered.)*

##### Basics of LTFM

*(AFE/H & S Credit Hours)*

Sarah Miller, State of Minnesota

##### Handling Conflict in the Workplace

*(AFE/General Credit Hours)*

Mary Jo Wimmer, Trillium

Leadership Development

##### Boilers—Live Hands on Training

**Select From Six Workstations**

*(AFE/General Credit Hours)*

Climate Makers

##### Crisis Mgmt—Table Top Exercise

*(AFE/Health & Safety Credit Hours)*

Jeff Goldy, Hopkins Schools

##### Flooring—Maintenance

###### Blind Spots

*(AFE/General Credit Hours)*

CFS Flooring

##### Synthetic Turf Tips & Tricks

*(AFE/General Credit Hours)*

Roger Weinbrenner,

MN Sodding Company

##### MASMS Educational Opportunities

*(AFE/General Credit Hours)*

MASMS Educational Committee

##### Requirements for Employer

###### Electrical Licensing

*(AFE/General Credit Hours)*

Steve Dudley & Sheldon Monson

State of Minnesota

#### 10:00 am Break & Networking

#### 10:15 am — 11:05 am Sessions

*(Pick 1 session from the 8 offered.)*

##### Basics of LTFM

*(AFE/H & S Credit Hours)*

Sarah Miller, State of Minnesota

##### Team Building

*(AFE/General Credit Hours)*

Mary Jo Wimmer, Trillium

Leadership Development

##### Boilers—Live Hands on Training

**Select From Six Workstations**

*(AFE/General Credit Hours)*

Climate Makers

##### Determining What Really Caused

###### An Accident

*(AFE/H & S Credit Hours)*

Lee Wendel & Cole Wynveen

SFM Mutual Insurance Company

##### Exterior Building Restoration

*(AFE/General Credit Hours)*

Troy Miller, LHB Corporation

##### Sustainable Natural Turf Care

*(AFE/General Credit Hours)*

Joe Churchill, Reinders

##### MASMS Educational

###### Opportunities

*(AFE/General Credit Hours)*

MASMS Educational Committee

##### Bleacher & Basketball Hoop Maintenance

*(AFE/General Credit Hours)*

Scott Bombard,

Haldeman-Homme

#### 11:15 am — 12:05 pm Sessions

*(Pick 1 session from the 7 offered!)*

#### VENDOR MEETING

**Business Members Should Attend**

##### Transformational Leadership

*(AFE/General Credit Hours)*

Todd Lieser, Roseville Schools

##### Small Engine Care and Maintenance

*(AFE/General Credit Hours)*

Jason Johnson, CPD Power

Distributors

##### Expecting the Unexpected:

###### Handling Regulated Waste

*(AFE/H & S Credit Hours)*

Michelle Gwen & Nick Dryden

The Retrofit Companies

##### Lighting & HVAC Building

###### Automation Systems (BAS)

*(AFE/General Credit Hours)*

Jeff Besel & Brent Wavra,

Obermiller Nelson Engineering

##### Erosion & Sediment Control

*(AFE/General Credit Hours)*

Greg Halverson, Brock White

##### MASMS Educational Opportunities

*(AFE/General Credit Hours)*

MASMS Educational Committee

##### Water & Mold: How Much

###### Is Too Much

*(AFE/General Credit Hours)*

Fred McGuire, ServiceMaster

Professional Services

### Thursday Afternoon Events

**11:45 pm** Vendor Lunch, *Café/Legends Bar*

**12:15 pm** Educational Member Lunch & Meeting, *Poolside*

**1:00 pm** Trade Show, *Atrium & Kidzone Area*

Drawings for twelve \$500 Grants for a B & G project of the school's choosing!  
 You are automatically in the drawing! A name drawn every 15 minutes starting at  
 1:15 pm on the trade show floor. **Must be present to win!**

#### New This Year on the Trade Show Floor ~ Scholarship Fund Raiser

Some of the exhibitors will have prizes in their booths. Purchase  
 \$1.00 tickets, and deposit your ticket(s) into the boxes of the items  
 you want to win! All funds raised will go to the MASMS  
 Scholarship fund! Drawings will be at 4:00 PM.

### Thursday Evening Events

**5:15 pm** President's Reception, *Poolside*

**6:15 pm** Banquet & Awards, *Banquet Hall*

**8:15 pm** Entertainment: Casino

**Night & Bean Bag, Poolside**

#### Casino & Corn Hole Toss Night Party

*A chance to win a Building and Ground Grant  
 Vendors can win a free booth for next year!*





## 2019 MASMS Conference Schedule

### Friday October 4, 2019 ~ Bright and Early at Poolside!

- 6:30 am** Buffet Breakfast  
**7:00 am** Retired Member & Past President Breakfast Informal Gathering  
**8:00 am** **Friday Morning Keynote Speaker Chris Heeter, Dog Musher, The Wild Institute**  
 “Being wild at work means having the courage to bring the gift of all of who you are to all what you do.”



### Friday Morning Educational Sessions

#### 9:10 am – 10:00 am Session

(Pick 1 session from the 7 offered.)

**New Frontier of Personal Privacy -**  
**From Restrooms to Locker Rooms**  
 (AFE/General Credit Hours)  
 Eden Prairie Schools, IEA & LHB

**Why is leadership so hard?**  
 (AFE/General Credit Hours)  
 Scott Clemente, Servpro

**Understanding Window and Door**  
**Security Glazing**  
 (AFE/General Credit Hours)  
 Garrity Gerber, Heartland Glass

**Radon Mitigation**  
 (AFE/Health & Safety Credit Hours)  
 Joshua Kerber, MN Dept. of Health

**IAQ and Energy Efficiency Data Use—BAS**  
 (AFE/General Credit Hours)  
 Don Horkey, Ruairi Barnwell,  
 DLR Group

**Cooperative Purchasing for Construction**  
 (AFE/General Credit Hours)  
 Kellie Erickson, Gordian

**PERA** (AFE/General Credit Hours)  
 Sarah Fischer, Minnesota PERA

#### 10:00 am Break & Networking

#### 10:15 am – 11:05 am Sessions

(Pick 1 session from the 7 offered.)

**Balancing Energy Savings & Comfort (BAS)**  
 (AFE/General Credit Hours)  
 Doug Straus, G & R Controls

**Keys to Supervisor Training**  
 (AFE/General Credit Hours)  
 Laura Swidorski, Veritiv

**Future of Campus Video Surveillance**  
 (AFE/General Credit Hours)  
 Mark Blonde, Parallel Technologies

**Exterior ADA Accessibility Requirements**  
 (AFE/General Credit Hours)  
 Julee Quarve-Peterson & Mara  
 Peterson, Julee Quarve-Peterson, Inc.

**CenterPoint Programs & Services**  
 (AFE/General Credit Hours)  
 Emma Ingebretsen, Charlotte Currier,  
 Paul Albinson, CenterPoint Energy

**Improving Attendance & Health**  
**Through Good Indoor Air Quality**  
 (AFE/H & S Credit Hours)  
 Mark Bakko, Well Air Solutions

**PERA** (AFE/General Credit Hours)  
 Sarah Fischer, Minnesota PERA

#### 11:15 am – 12:05 pm Sessions

(Pick 1 session from the 5 offered!)

**When the leader sees nothing but tails: Leadership skills**  
**learned from the back of a dog sled.**  
 (AFE/General Credit Hours) Chris Heeter, The Wild Institute

**Public Speaking Do's and Don'ts**  
 (AFE/General Credit Hours)  
 Mike Remington, Inspec

**Ergonomics in Schools**  
 (AFE/H & S Credit Hours)  
 Jens Erickson, IEA & Laura Masley, Elk River Schools

**Comparing Duct Work and the Impact on IAQ**  
 (AFE/H & S Credit Hours)  
 Kevin Albers, Albers Mechanical Contractors

St. Cloud **Air Purification Technologies**  
 (AFE/H & S Credit Hours) AtmosAir Solutions

**12:15 pm**  
**Lunch and**  
**networking!**

### MANAGING A BUILDING HAS ITS UPS AND DOWNS!

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the attention that you were promised...

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discontent in the way other companies have decided to  
execute their roles within the industry.

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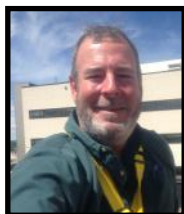
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Summer ends so fast that I believe it should get a speeding ticket.



## Vendor Corner

Mike Remington, Inspec  
MASMS Vendor Representative

### Interesting Stories About Famous Logos

We all know the importance of branding and company logos can play a big part in that. I thought these stories about some famous logos we all know were interesting:

Google is a huge company with a very well known logo. The company was originally called Backrub but then they decided to name the company Googol which is the name of the number that starts with a one and is followed by one hundred zeroes. The new Googol name was soon misspelled Google and they stuck with it.

Apple also has a famous logo for their company: an apple with a bite out of it. There has been much speculation about the symbolic meaning of the apple (an homage to Isaac Newton, etc.) but the creator insists it is just a simple apple, and the bite out of it is so that it's not mistaken for a cherry.

We all recognize McDonald's famous "golden arches" but where did they come from? The architect for the first McDonald's franchise restaurant included large arches in the design of the building to keep customers out of the rain as they pulled up to the restaurant. When the company rebranded in the 1960's they used these distinctive arches in their logo.

The Nike "swoosh" is recognized all over the world. Nike is the Greek goddess of victory and the swoosh represents one of her wings. The woman that designed the logo for Nike in 1971 was paid a whopping sum of \$35 for it!

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**Scott Hogen ~ Chris Pint ~ Laura Masley ~ Mike Boland**

**A big shout out to the Boot Camp Instructors, who year after year take time from their crazy schedules to teach boot camp!**

**Great job of sharing their knowledge. Thank you!**

**Looking for a Mentor?**

Options Include:

- Meet once a month with your MASMS Mentor
- Phone contact —only when issues arise or when you need advice

Contact the MASMS office at [ruth@masms.org](mailto:ruth@masms.org) if you would like to find a MASMS mentor!

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**The "Tool Box" for Educational Facility Management Professionals**

## Customer Service Skills from a Janitor's Viewpoint (Continued From Page 3)

I quickly realized something. The teachers didn't care if I fixed the problem immediately and they didn't care if I had a timeline. The most important thing was that I listened to their request, communicated about what I was going to do, and then followed through when I had the tools, parts, or help I needed. Some fixes took a few hours and others took more than a week. As long as I communicated what was happening every-one was usually happy.

In customer service you can't always fix the customer's problem immediately. But you can communicate often and let them know what's going on and how things are progressing and most customers will be thrilled that you're taking action even if it means they have to wait.

There's a caveat here; don't tell someone you're working on something if you're not or if you can't. If you can't work on something let them know right away. Don't let it hang over your head. Most people will appreciate if you are honest from the beginning instead of giving them false hope. If their request has to wait until later, tell them. They'll probably be disappointed, but this is better than making them angry because you didn't manage their expectations from the beginning.

Be honest in your communication. Manage expectations and don't over-promise what and when you can deliver.

### I hit something on the way to school...can you help?

One morning as I was in the middle of my normal routine for opening up the school I got a call from a teacher and those were her exact words to me. She was upset. It was pouring rain and, if I'm honest, car repair wasn't a part of my job description.

I met the teacher in the parking lot.

I looked under her car and fortunately all I found was that the car's plastic under-shield had come loose. I grabbed a few zip ties and a piece of cardboard to lay on. I got on the ground in the pouring rain and strapped the shield back onto the car.

I let the teacher know everything was good to go with her car and went about my day. The next day there was a card and gift card on my desk. I didn't want or expect anything in return, but she was so thankful that she felt she needed to do something.

Going above and beyond always pays dividends. What customer service skills have you learned from jobs that people don't associate with customer service?

## MASMS EXECUTIVE BOARD

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## MASMS OFFICE

Phone: 320-685-4585 ~ Toll Free: 888-429-3884 ~ Email: [ruth@masms.org](mailto:ruth@masms.org)  
 To unsubscribe from this newsletter, please contact [ruth@masms.org](mailto:ruth@masms.org)

## Midwest Association of Physical Plant Administrators Conference (MPPA) October 16-19

MASMS Members are invited to attend the 2019 MPPA Annual Conference hosted by the Midwest Association Physical Plant Administrators. We are excited to bring all of our colleagues from public and private universities, community colleges, K-12 schools, hospitals, and museums together this year for a great opportunity to learn, network, share, and discover together. We hope you will take this time to invest in yourself and join us to network with colleagues from the seven states that make up the MPPA region: Illinois, Indiana, Iowa, Michigan, Minnesota, Ohio, and Wisconsin. For more information go to:  
<https://mappa.appa.org/2019-mappa-annual-conference/>

## Find the answers to the questions that a MASMS member sends out to other members,

**When a member sends out a question to membership, the answers are posted to the MASMS website!**

### Instructions:

Go to: [www.masms.org](http://www.masms.org)  
 Look to the left hand side of the windows under "Quicklinks"  
 Click on "Questions and Answers from MASMS Member" Button  
 Select the question you would like to see the answers from!

**If you would like to submit a question, just email the MASMS office with your question, and we will take it from there!**