

# The Performance Reporter

JANITORIAL ♦ FACILITIES ♦ LABOR ♦ GROUNDS ♦ EVENTS ♦ MOLD REMEDIATION

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## Steam Cleaning Methods... Picking up Steam?

Whether you're using them to clean, wash or cook... it's hard to deny that Hot Mist appliances are gaining serious momentum in the public eye. Beyond the many varieties of "stick steamers" that find their way to infomercials at 3am, other appliances such as washers, dryers, dishwashers and ovens are joining in the steam revolution. In fact Multipurpose steam cleaners were a popular category in Chicago's 2011 International Home & Housewares Show. So the question remains for the

skeptical would-be steamers out there... "is it all it's cracked up to be??"

### STEAM AT HOME

Consumer reports actually added a "steam mops" category back in 2010 and found a few products ranging in price upwards of \$100 rated as "good," with many others rating as "mediocre." It turns out that the steamers did a lot of pushing spills around rather than clean them, and did comparatively the same as such "spray mops" as the swifter wet models and the old fashioned \$15 squeeze

mop. Another concern to keep in mind is that some steam models have the potential to damage wood floors. So why bother you ask? Steam is still a very good alternative to chemical disinfectants, and is often more effective at killing germs and bacteria. Newer models have adjustments to prevent damage to flooring surfaces, and some even have vacuum systems to address the issue of pad loading (the problem that leads to spill pushing).

*Continued on last page*

## Spring Cleaning Time... for your HVAC!

Spring is finally here, and along with the warm breezes and sunshine can come unwelcomed surprises from neglected HVAC units. Take the time now to do a building-wide evaluation of equipment in and around your facility.

Here are a few Spring tips from BOMA (Building Owners & Managers Association) to check off your list this season to help prevent costly repair bills, or worse yet, emergency clean ups!

### 1. Air Conditioning Systems:

- Drain, blow out and flush with antifreeze any idle water-cooled condensers.
- Check all outside dampers for proper operation.
- Cut back cooling tower fan speeds

### 2. Heating Systems:

- Replace any damaged or missing insulation.
- Restore any cutback of heat to cooler areas of the building.
- Drain and dry all idle equipment.

### 3. Pressure Vessel Vents and Relief Valves:

- Correct low spots in long pipe runs.
- Drain loops and

bends. • Enlarge vent diameters at the point of outside discharge.

### 4. Mechanical Equipment:

- Drain moisture from all air tanks and air lines.
- Drain all idle engines, pumps and compressors; make sure jackets are vented.
- Install no-flow switches and alarms in cooling water lines.

BOMA's PM Guidebook is available for purchase and includes a full HVAC checklist along with other preventive maintenance tips and strategies.

Source article by BOMA 3/14/12 [www.boma.org](http://www.boma.org)



**Jose Mercado**

*Wins the employee award and a bonus check for \$250*

### Cleaning Tips!

#### Eliminate Fireplace Odors

In the Spring, (or when your fireplace will be out of use for a while), clean out the ashes then fill it with crumpled newspapers (non-glossy pages). Leave them for a couple of days, then discard!

Have a cleaning tip? Share it with us here...

[communication@performance-svc.com](mailto:communication@performance-svc.com)

*Your tip may appear in a future issue!*



**Bushnell on the Park  
Hartford, CT**

## Performance Recognizes its Employees!

Performance congratulates **Jose E. Mercado!**

Jose started with Performance on 07/01/11 as part of a new account startup in Hartford, CT. At the time Jose was working simply as a part time Janitor, but was quickly promoted to the ranks of working supervisor based on the diligence and aptitude he displayed to upper management.

In his new role as supervisor Jose was presented with many challenges, including those that came along with a conversion from a traditional Night Cleaning Program, to a Full Day Cleaning Program. At every turn Jose produced exceptional results, often times going above and beyond the call of duty. Jose is described by his co-

workers and customers alike as a "hard working employee who dedicates his time to the company, even if he is on his lunch break... Jose makes sure that it is taken care of and reports back that it was taken care of."

Anybody who has met him will tell you that Jose is very polite and kind, truly an asset to Performance!

**Congratulations Jose!**

## A Message from the President

### "WE'RE BACK IN THE MAJOR EVENT CLEANING BUSINESS"

We're here in sunny Miami Florida at the Sony Ericsson 2012! Who'd of thought it'd also be sunny and 80 degrees in Connecticut? Our Event Cleaning Team is in full swing providing the cleaning and maintenance services for this world class event thanks to a recently signed three year contract with the sports management company IMG Sports. After selling the event services company I started back in 1991 to Pritchard over five years ago, I had

my doubts we'd once again find ourselves back on the road—but here we are! We've hired over 300 temporary staff personnel to provide services from pre-event, main event and post event with a two month commitment to be here in Miami on Key Biscayne through mid April. From rest rooms, corporate suites, grounds, recycling, refuse collection and removal, window cleaning and court services, we're covering it all. It's been a pleasure to be here seeing old friends and connecting with the many personal relationships I've established with people

from IMG and other sporting groups who inevitably congregate at the tour events both golf and tennis. In the end it always comes down to cleaning, and that's what we're here for after all. Exciting as it is I'm realizing that I'm grateful to have my three sons with me to help pick up where I will leave off. With my eldest son Ben at the helm, Miles on payroll and Hunter on the road crew we're finding another level of success for Performance alongside our valuable management team (rookies) here from the CT home office who are along for the ride!

## Watch Us Grow! Recent Business Activity

Performance Environmental Services is grateful and proud to continue growing thanks to the hard work of its sales, operations and administration staff.

### Recent New Clients Include:

Woodland Park Apartments, Herndon VA

Bushnell On The Park, Hartford, CT

Fuller Block Building, Springfield, MA

Clean Slate Centers, 3 Locations in Western MA

Higher One, New Haven, CT

State of RI Computer Center

Dept. of Transportation, RI

Traffic Tribunal Court, RI

Stone Academy, Waterbury, CT

Reliance House, Norwich, CT

New Haven Schools, 4 locations

Performance Environmental Services, LLC

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## Study Results - Women vs. Men as Leaders

We've all heard the claims, theories, and the speculation about the ways leadership styles vary between women and men. A recent study put some theories to the test with some surprising results.

Data came from a survey of 7,280 leaders in some of the most successful and progressive organizations in the world both public and private, government and commercial, domestic and international. The study covered 360 evaluations of 16 "competencies" that research shows are most important to overall leadership effectiveness. For example "how good a leader is at taking the

initiative, developing others, inspiring and motivating, and pursuing their own development?"

**THE RESULTS**

While the majority of leaders (64%) are still men, more women were rated as better overall leaders than their male counterparts by their peers, their bosses, their direct reports, and their other associates. What's more, the higher the level of position within the company, the wider that gap grows, from 2% at the "individual level", all the way up to a full 10% better rating for women at the "top management" positions. Specifically, at all levels,

women are rated higher in fully 12 of the 16 competencies that go into outstanding leadership. And two of the traits where women outscored men to the highest degree — taking initiative and driving for results — have long been thought of as particularly male strengths.

As it happened, men outscored women significantly on only one management competence in this survey — the ability to develop a strategic perspective.

Source Article March 15, 2012 by Jack Zenger and Joseph Folkman <http://blogs.hbr.org>

## Steam Cleaning Methods... continued

**STEAM AT THE OFFICE**

Savvy service providers are now incorporating steam cleaning methods into their operations as a means to offer a "greener" and safer alternative for bathrooms, kitchens and hospital environments. With commercial models ranging between \$1,000 and \$3,500 however it is still cost prohibitive to put a steamer in the hands of each and every employee.

chemicals and acids, what's more they do it all without the inherent health risk and impact on the environment.

Is there a downside? Well unfortunately the steam methods tend to take a bit longer as compared to traditional chemical methods, which can of course mean higher cost. But in *this* cleaning experts mind the results are worth every penny. And if you add a penetrating sealer treatment following the cleaning (which prevents future staining) your investment will pay dividends for years to come!



**Typical Steam Cleaning Results**

Performance offers steam cleaning restoration services, contact us for more info or pricing: [www.performancesvc.com](http://www.performancesvc.com)

**STEAM FOR TILE**

One area where steamers have really had a tremendous impact is in restorative cleaning, such as for old or stained tile and grout for floors and walls. It turns out that the commercial steam units do a better job than even some of the most caustic

Article by: David Berthold Reference -Consumer Reports: [www.consumerreports.org](http://www.consumerreports.org)



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