



Newsletter

Spring 2009 Volume 3

Dave's Diary

Last fall I wrote a little segment about honesty and made a bold statement "if you can be honest in these areas of your life (to self, at work, in business & in relationships) you will be happy, successful and most importantly, true to yourself". In this newsletter I want take this a step further and talk about DEPENDABILITY. A simple definition of dependable is the value of showing the reliability of a person. From experience I've learned that dependability is a highly desirable trait in relationships and in work settings. In relationships we want to know that our friend or partner is worthy of trust. Somebody we can count on when life is good and when life is not so good. If there is one thing that I tried to teach my kids is to be dependable. It doesn't take any special skills, it doesn't take any special talent and it doesn't take any special abilities. It just takes a determination and an attitude of always being dependable. On the job it is the same. Knowing that your employees are following company policies, knowing they will arrive on time and knowing they will perform their duties in a safe and efficient manner is important to sustain business. When O So Kleen hires new employees we search potential candidates that are honest and dependable first and foremost. If they have carpet cleaning and restoration experience that is only a bonus. I'm blessed and proud that our entire staff upholds the integrity of our company and I have 100% confidence in their honesty and dependability.

From our client Stephanie Graham:

"Kent did a great job and was very nice. My carpets & chair turned out very well. He was friendly and had helpful hints on care between cleaning."

Employee of the Year 2008



Kent Schnell is the O So Kleen 2008 employee of the year voted by his co-workers. He began his career with O So Kleen over 2 years ago and does a fantastic job. Every week, while reading our client questionnaires, Kent receives excellent comments about his service and professionalism. Kent's wife Debbie is a big part of his success and provides support and encouragement when we get really busy. When not working he spends quality time with his daughter Marissa (3). Kent is trained and certified in carpet cleaning and water damage restoration and is big asset to our business.



A NEW ADDITION TO THE O SO KLEEN FAMILY

Paul Dunkel and his wife Michelle welcomed a baby girl, Isabella Ann on November 2, 2008. Isabella was 5 pounds, 15 ounces and 19 inches long at the time of birth. She is their first child and a joyful addition to their family. Paul is one of our professional carpet cleaning technicians and furnace and duct cleaning technicians.

Congratulations Dave!

Owner Dave Smith recently became a certified carpet cleaning technician with IICRC (Institute of Inspection, Cleaning and Restoration). This is a rigorous 3 day course requiring the completion of a mandatory 160 question test with a satisfactory score. We won't share with you Dave's score, but we are happy to announce he passed.

Leadership Lessons

By John Halamaka

TOP 10 MANAGEMENT LESSONS LEARNED FROM BEING A FATHER OF A 15 YEAR OLD

- Yelling never has a positive outcome
- Formal authority ("because I'm your father") rarely works
- Give permission to make mistakes
- Communication is key
- Get the basics right - live what you preach or teach
- You can criticize ideas, but not people
- Foster the joy of success rather than the fear of failure
- Delegate responsibility, but emphasize accountability
- Respect innovation
- Accept independence

"A Little Shout"

Last fall O So Kleen cleaned a friend's carpet with outstanding results. Not only did the carpet look great but we saved our client \$3,000. If you would like to see how we saved them money and know more about the carpet cleaning; go to the web blog shasteenfamily.blogspot.com/2008/10/little-shout-out.html Thank you Christy and Ted for the "Little Shout".

From our clients Chad & Stefani Wilcott:
"Paul was thorough and handled some unforeseen difficulties with the utmost honesty and professionalism!"

Carpet Care

HEALTH.COM March 2009

Be a Neat Freak

Thorough cleaning helps control allergen levels, so vacuum at least once a week with a vacuum cleaner equipped with a HEPA filter. Professionally clean wall to wall and area carpeting once a year. The cleaning agents are now nontoxic, says Gene Cole, PhD, professor of environmental health science at Brigham Young University; find a certified cleaner near you.

Carpet Cleaners make site's rugs look pretty



Hermiston business, O So Kleen, spent the last two weekends cleaning the carpets in all the site buildings, both inside and outside the fence. Pictured above is an example of what the dingy rugs looked like before and after the pros got a hold of them.

(Reprinted from local Hermiston business newsletter)

From our clients

Mark & Shannon Miller:

"You responded so quickly after our call for help! All of you were very polite and friendly. We think you are a fantastic business with great service!"

O So Kleen
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- * structural drying
- * odor control specialists
- * emergency pack-out available
- * general contractors

Remember...it's not clean unless it's "O So Kleen"

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