

BOLANA CONNECTION

April 2019



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Bolana's Annual Appreciation Dinner

Our Annual Appreciation dinner was held in January 2019. Bolana would like to thank all of our Team Members for a wonderful evening. Everyone had a great time and we are looking forward to our next annual appreciation dinner. All Bolana Team Members are invited.



Please see additional photos on pages 6-8



Preventing Slips, Trips and Falls

How can we keep the floors in our buildings safe? By preventing slips, trips and falls! Wet, slippery floors are the major cause of slips, trips and falls. To help prevent these accidents:

- Wear shoes that have non-skid soles.
- Always post wet floor signs when mopping floors. Remind passersby to be careful because the floor is wet.
- Clean up spills immediately. When it will take time to get materials to clean the floor, post a wet floor sign or place something over or at the spill so everyone knows they cannot walk in that area.



Concierge Services

Reconnecting in the Digital Age

The digital age - Are we losing human connection?

Technology is everywhere and it continues to grow at an alarming rate. Most of us are “hooked” by it on both personal and professional levels. Equally alarming is the rate in which we consume information; daily bombarded with emails, text messages, tweets, and images of kittens playing the piano. Technology not only has sped up the pace of life, but also has made the world a little smaller.

So, how do we reconcile our need for human connection amidst our business schedules?

Briefly imagine coming home to a warm smile, a hearty “welcome home” greeting, and an expression of how wonderful it is to see you. Well, at Bolana Enterprises, we have a growing Concierge Division designed to help property managers and residents address this need. We are stationed at the lobby front desk, one of the critical places on a property, to provide organization and human connection.

Our specially trained concierges provide attentive customer care, sincere greetings, solve problems, and anticipate resident needs. Additionally, our concierge services provide resident connection events and celebrations to support properties based on their interest.

If you have not had a chance to experience the concierge division, contact us and we will create an experience for you.

Atwork.avma.org. (2019).

Contact Our Concierge Services Team

Let us partner with you to develop a Concierge program to impress your residents and potential residents with convenient and personalized services dedicated to raising the standards of customer service.

Kevin Williams
Director of Concierge Services
info@bolanainc.com



Employee Hire Date Anniversaries

The following employees have hire anniversary dates in the months of January through March. All of the employees below have been a member of the Bolana Team for at least 1 year. Team Members with an asterisk (*) next to their name have 5 or more years of service with Bolana. Thank you for your continued commitment to making Bolana a great place to work and being an asset to the team!!

| | |
|---------------------------|---------|
| LeVon Dock, II* | 2/21/07 |
| Lenin Garcia* | 2/1/10 |
| Carlos Blanco Pacheco* | 2/1/11 |
| Calla Mims* | 2/28/11 |
| Stella Roberts* | 3/28/11 |
| Flor Sorto* | 3/31/11 |
| Pastora Martinez* | 3/1/12 |
| Luz Becerra* | 3/19/12 |
| Clara Perez* | 2/1/13 |
| Francisco Juarez* | 2/1/13 |
| Maria Pineda-Casarrubias* | 1/7/14 |
| Joe Edwards | 3/2/15 |
| Claudia Ajpuac-Campa | 3/16/15 |
| Irael Garcia Sarceno | 3/16/15 |
| Claudia Flores | 3/29/15 |
| Oneyda Rivera | 3/29/15 |
| Joaquin Arriola | 1/1/16 |
| Rosibel Quincin Guerra | 1/13/16 |
| Nury Llazaka | 2/4/17 |
| Jessy Damas Ramirez | 1/2/18 |
| Fernando Reyes Monroy | 1/2/18 |
| Dario Garcia | 1/5/18 |
| Roney Mendoza | 1/10/18 |
| Daniel Portillo | 1/19/18 |
| Donte Houston | 1/20/18 |
| Lauren Libbey | 2/24/18 |
| Rosa Berrios | 2/26/18 |

10 Years of Service Award

Congratulations to the following employees who received the Bolana 10 Years of Service Award. Thank you both for your dedication and commitment to the success of Bolana!

Maritza Hernandez.

*Thank
You*

Dora Lopez



Maritza Hernandez receiving her award at the Bolana Appreciation Dinner



Dora Lopez receiving her award

Excerpts from our January 2019 Client Satisfaction Survey

When asked "What is the number one reason you allow Bolana the privilege to be your janitorial services provider?" our clients said:

"Excellent services"

*"Good workers,
excellent rep"*

*"A green, family
oriented company
and that we love
Selvin!"*

*"The Church has been
with Bolana since we
first started contracting
out our cleaning
services, and we are
pleased with the
working relationship
that has developed over
the years."*

*"Their excellent
customer service
and attention to
detail."*

*"They do an
excellent job at what
they do. They get
the job done. If
anything comes up it
gets solved rapidly.
Including special
projects, etc."*



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to read our newsletter!**

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SOCIAL



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Annual Employee Appreciation Dinner Photos



Annual Employee Appreciation Dinner Photos



Annual Employee Appreciation Dinner Photos



Programa de becas para miembros dependientes del equipo Bolana

Los miembros del equipo recibirán información sobre nuestro nuevo programa de becas pronto. Este programa otorgará seis becas de \$ 500.00 a los Dependientes de los Miembros del Equipo Bolana seleccionados que cumplan con los siguientes requisitos mínimos:

1. Debe ser un hijo biológico o adoptado o hijastro de un miembro elegible del equipo (según se define en el Programa de becas).
2. Debe ser:
 - Un graduado de escuela secundaria, aceptado para asistir a un colegio comunitario, universidad o escuela de comercio después de graduarse
 - o
 - un estudiante que completa su primer año de colegio comunitario, universidad y / o escuela de oficios
3. Tener un promedio de 2.5 o más alto en el momento de la solicitud.

Si cumple con los requisitos y desea solicitar la beca, envíe su solicitud de solicitud por correo electrónico a schoes@bolanainc.com y se le enviará una por correo electrónico.