



## MILESTONE ANNIVERSARIES NOVEMBER 2019

### 15 Years

Maria Aguilar - Chicago Midway Airport

### 5 Years

Patricia Chavez - San Antonio International Airport

Cresandre Dixon - Chicago Midway Airport



## DFS PHOTO OF THE MONTH

**Photographer:** Andres Leyva, Director of Customer Experience

**Location:** Chicago O'hare Multi-Modal Facility

**Detail:** When your floors are so shiny that they reflect how shiny your stainless steel is too! We just love that reflection of the shine on the stainless trash can in the distance. This facility first opened the doors just over a year ago in October 2018. This year we had the opportunity to get in and give the terrazzo a little pizzaz (and protect it at the same time). Our team was able to apply NeverStrip, Terrazzo Seal. As our highest recommended and most optimal product for restrooms, the product offers a high polish appearance with fewer recoating needs, even in tough, high volume restroom environments.



## WELCOME BACK WALK-OFF MATS!

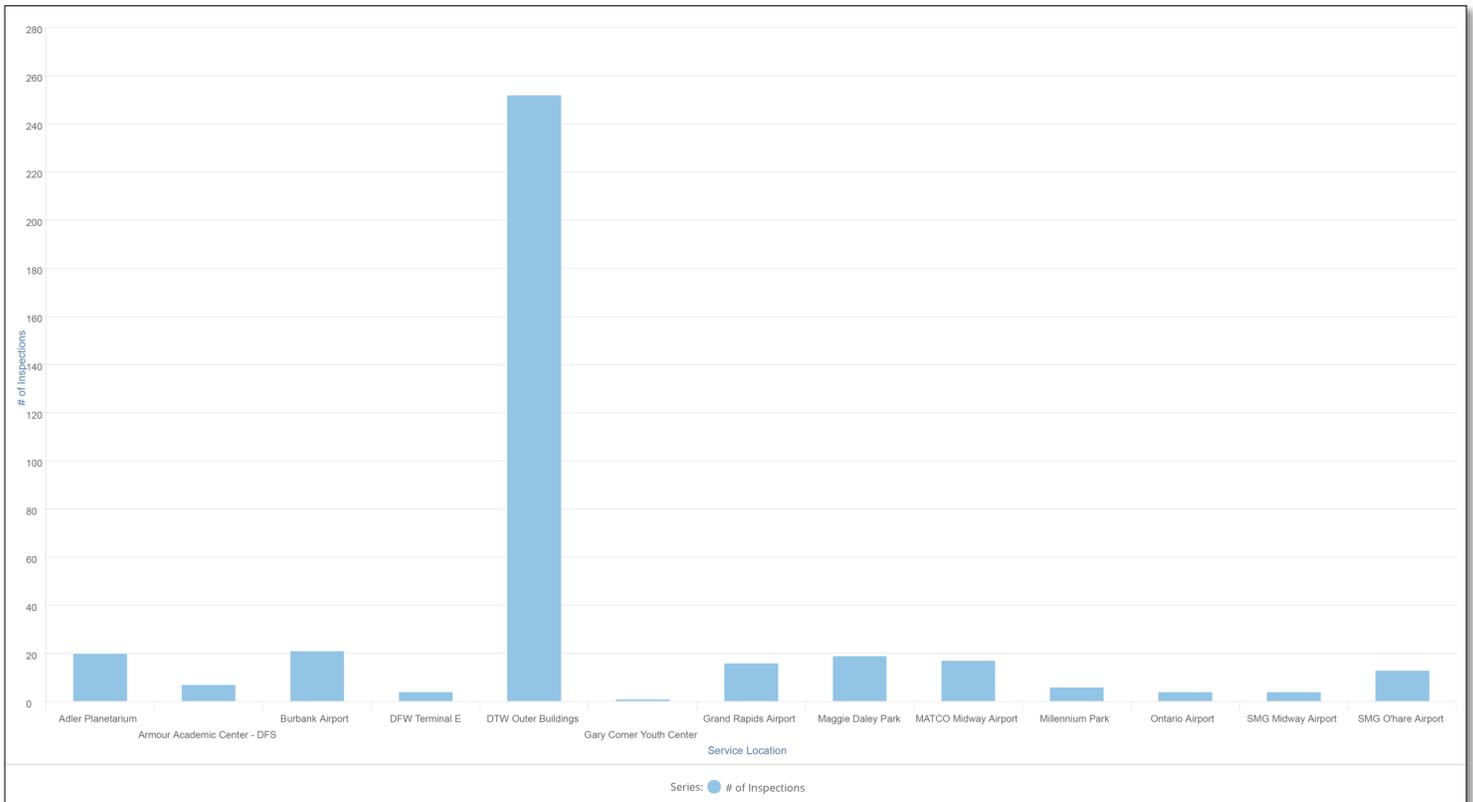


It's that time again! Time for walk off mats. If you are among the DFS locations that fall within a geographic location that experiences the effects of winter weather then you've probably recently pulled out or noticed the walk-off mats have come back. Sometimes walk-off mats at doorways seem unsightly (we should be sure to get those cleaned or replaced by the way!) and they're likely a big task for some members of your team when they need to be cycled out, deep cleaned, dried and rolled for storage. In reality though, mats provide a ridiculous amount of support to the job of a custodian and the life of floors and floor finish. In fact, industry studies show that having about 40 linear feet of textile walk-off matting at all exterior entrances can reduce the amount of soil tracked into a facility by about 99 percent **99%**! From ice melt to soil and debris, all the things that can be dragged into a facility act like sandpaper and scratch and damage floor surfaces. So get out there and treat your mats with the love they need to keep your floors in good shape through these next 3-5\* months  
**\*6 months if you're in Chicago**





# CLEANTELLIGENT INSPECTIONS: OCTOBER 2019



## IT MAY NOT ALWAYS BE ABOUT NUMBERS BUT THERE IS SOMETHING TO SAY ABOUT THESE NUMBERS

If you are reading this article you've likely already noticed the discrepancy in the bar chart above. The chart here shows the total number of But those numbers are right. DTW Outer Buildings has performed, collectively among their manager and supervisor, over 200 inspections during the month of October. Now let's be clear about what these numbers are really telling us. At the DTW Outer Buildings locations inspections are performed regularly and though they may not have the opportunity to inspect an ENTIRE facility every day, they make it a point to inspect an area or specific location almost daily. Many of our locations differ in size, inspectors, staff, etc. But that doesn't matter when it comes to inspections. Just getting on the floor and inspecting a Men's Restroom and Women's Restroom set is an inspection! Inspecting just one airport concourse is also still an inspection! Just because you can't get to all concourses or the entire facility in one day does not mean you can't get on the floor, inspect an area, enter data, take photos, close it and sign off on it. So get on out there supervisors and managers and directors, and get on the floor and start insepcting! And for all of our custodians, stockers, lead custodians, and trainers - ask your management and supervision to inspect your area. Your hard work deserves to get recognized and documented. Get those scores recorded and let's start seeing more from our teams out there. The data derived from inspections only helps DFS share improvements with our customers, clarifies areas for improvement, identifies training needs, and gives us insight into both performance, and needs.

