

# ESM Dispatch

A Publication for the Best Facility Managers in the Country

## LETTER FROM SCOTT MILNES

“To appreciate the beauty of a snowflake it is necessary to stand out in the cold.”

- Aristotle



**Scott Milnes**  
President

Happy New Year!

2020 was an unprecedented year like none of us had ever seen or experienced. We all learned to adapt and change amidst the uncertainty in our nation with COVID-19. Our team continues to work remotely as the safety of our employees and customers remains our top priority.

We look forward and embrace what is ahead for all of us in 2021. We thank you for your continued trust in DENTCO for your exterior management needs.

Lastly, I want to wish everyone a happy and healthy New Year!

Warm Regards,

Scott Milnes, President

## NOTE FROM TERESA

As we welcome 2021, our sales team is busy preparing for the spring season with many new landscaping contracts. We welcome an opportunity to speak with you about your program and show you the DENTCO Difference.

Thank you to our customers for your business and partnership! We enter the New Year with open minds and teams who are willing to adapt in our ever-changing environment alongside our customers, contractor partners, families and friends. We have hope in our hearts and the promise of more change for us all in the New Year.

Best wishes,  
**Teresa Phelps**  
National Sales Director



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EXTERIOR SERVICES MANAGEMENT<sup>®</sup>



# N.A.M. Chat

National Account Manager



**Kai Jupin**  
National Account  
Manager

Many remember winter for its short days, beautiful snowfall, and the family time it brings to us each year. While Jack Frost moves in with his cold temperatures and beautiful coating of snow, he also comes with many risks and obstacles.

As a former U.S. Marine, I understand that keeping the operation moving forward and everyone safe is the ultimate goal. At DENTCO, we want to ensure that we are providing the right tools and communication to help you not only keep your business open but, most importantly, keep each and every one of your customers safe.

With the COVID-19 pandemic being an unexpected health hazard and concern this year, many of the staff's focus resides inside the store. Areas must now remain extremely sanitary, continuously wiped down with preparation of new policies to ensure the safety of customers inside. DENTCO is here to take the worry off the outside of the facility, so new processes are easier to handle.

Unlike with this pandemic, DENTCO has over 40 years of experience in snow removal. From simply salting and plowing to hauling mass amounts of snow offsite and crazy snowstorms. When the time comes for the winter's harder precipitations, you will want to make sure you have the experts on your side. Not only are your snow removal teams local, but they're kept up to date on upcoming snow events that may affect you and help better prepare for planning. Let DENTCO show you the way to 24/7 winter service and be your Masters of Exterior Services Management.

Kai Jupin  
National Account Manager

## DENTCO FEATURED IN RETAIL & RESTAURANT FACILITY BUSINESS



DENTCO's Risk Manager, Jessica Schultz, is featured in the November issue of Retail & Restaurant Facility Business magazine regarding the importance of being proactive, rather than reactive, when it comes to preventing and preparing for slip-and-fall accidents.

Read more here in [Retail & Restaurant Facility Business](#).

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### UPCOMING TRADESHOWS

**RFMA**

June 22-24, 2021  
Charlotte, NC

**Connex**

July 6-8, 2021  
National Harbor, MD

**SPECS**

August 22-24, 2021  
National Harbor, MD

# RFMA GIVES



DENTCO is proud to have participated in RFMA Gives this year in donating time and materials to improve the landscaping in many areas of the Dorothy Day Soup Kitchen in Rock Hill, South Carolina. The team of volunteers consisted of Restaurant Facility Managers and Supplier Representatives that came in from all over the U.S. Led by DENTCO's Teresa Phelps, the team pulled weeds, pruned, edged, adjusted planting bed pavers and mulched.



## DENTCO CFO CELEBRATES 27 YEARS



DENTCO's CFO, Brian Wooton, recently celebrated 27 years with the company! He has been part of DENTCO's growth since 1993, when DENTCO had three office employees and one computer that he shared with the receptionist.

At the time, DENTCO was one of the largest snow removal companies in the Lansing/Jackson, Michigan area. "We had a huge, covered salt barn on the property that could hold up to 500 tons of salt that would be delivered 50 tons at a time," he said.

DENTCO continued to grow rapidly in Michigan and then expanded when it began working with over 900 locations of a well-known retailer throughout the U.S. Because of the massive growth DENTCO experienced over the years, the company had to continually improve its operations by hiring additional great employees, investing in technology infrastructure, and tweaking processes to become the best ESM company in America.

On his most rewarding experience at DENTCO, Wooton says, "Being able to help a small-time local property maintenance/landscape company prosper into a large, successful, recognizable, respected, and the number one ESM company in the U.S."

## QSR COVERS DENTCO'S TIPS ON HOW TO PREP FOR WINTER



QSR Magazine featured an article by DENTCO's Lesley Dunham, Director of Quality Service Inspectors and Executive Assistant to the COO, about how to prep your sites for winter.

The article mentions the importance of sprinkler system preparation, landscape pruning, potholes and parking lot maintenance, and snow and ice removal.

Read more here in [QSR](#).

## DENTCO NOMINATED FOR T.E.A.M. AWARD

DENTCO was nominated for the Together Everyone Achieves More Award by the Restaurant Facility Management Association (RFMA). This award was created to give members the opportunity to recognize their outstanding teams and the obstacles they've overcome in 2020.

DENTCO was recognized for the following:

- The IT team transitioned employees to work from home in seven days and quickly adapted and implemented new work hours and schedules.
- DENTCO developed new standard operating procedures to ensure the team and customers were safe while inspecting properties.
- DENTCO continued to provide safe quality service to clients.

*To learn more about the products and services we provide, contact us today.*

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