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ESMD Dispatch

A Publication for the Best Facility Managers in the Country



LETTER FROM **SCOTT MILNES**

“The first blooms of spring always
make my heart sing.”

– S. Brown



Scott Milnes
President

Greetings,

For all of us, 2020 was an unprecedented year, yet I am confident that 2021 will be a year of growth and positive change. Businesses across the country have already or will soon reopen. Communities are finding ways to come together safely, and our concerns are being replaced by daily triumphs.

In 2021, we expect our customers will continue to have to offer outdoor dining, curbside pickup, and drive-thru options based on state and federal guidelines. A focus on the outdoors provides a huge opportunity to use curb-appeal in establishing brand identity. Healthy and vibrant landscaping can establish trust with customers and cultivate a great first impression.

The DENTCO team remains committed to providing you outstanding service while ensuring the health of our employees. Our main office is open to employees on a voluntary basis, allowing those who feel more comfortable to work remotely. Our Quality Service Managers are in close contact with our Contractor Partners across the country as they continue to follow safety and sanitation measures.

There is so much for us to look forward to in this next year and DENTCO is honored to be part of your 2021 planning. We appreciate your business and look forward to seeing what we can achieve together.

As always, if I haven't met you yet, I look forward to meeting you!

All the best,

Scott Milnes, President



In This Issue



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THE HEART OF DENTCO



Since 1977, DENTCO has provided exterior services management matched with unparalleled customer service to clients across the country. Over 44 years, we've grown from 1,100 individual sites to nearly 10,000. As DENTCO grew, so did our team, becoming the favored workplace of 188 employees and thousands of Contractor Partners across the country. Our employees are at the core of everything we do and are the main reason behind our success. While excellent service will always be our focus, the heart of DENTCO are the employees who foster our culture.

We sat down with Shelly Guenther, Director of Human Resources, to learn more about DENTCO's culture.

Interviewer (I)- Shelly, tell us a little bit about yourself and how you made your way to DENTCO.

Shelly (S)- I joined DENTCO just over a year ago, right before the COVID-19 pandemic began. It was an interesting time to join a new company, particularly as Director of HR. This year has forced everyone to become more creative when engaging with employees, which means that I have gotten to see firsthand DENTCO's culture in action. From day one, DENTCO's senior management team demonstrated how important it is to keep employees engaged with one another. I was drawn to DENTCO for the culture, and I think living it has been better than anything I could have imagined.

I- Culture is a word that is often easy to throw around but harder to define. How would you describe DENTCO's culture to someone looking in from the outside?

S- In one word, unique. From the very first interview, we make it clear that every employee is directly responsible for the company's success. No matter what role you fill, it becomes your responsibility to care for our clients and each other. At first, that may sound like a lot of responsibility, but in reality, that is precisely why the team is so close. We all march to the beat of the same drum, knowing that we know we were successful at the end of the day when our clients are successful. Also, when your executive leadership is not only leading but living the culture, your employees realize that this is the real deal. That is why many of our employees have been with us for 10, 15 or even 25 years.

I- The big question for most companies is how to foster culture. What do you think the DENTCO secret is?

S- Our team excels at learning and being open to new ideas and suggestions. We know that culture is not something that you put in place and then leave. To continuously improve what we do, our team constantly checks in with employees to understand what is important to them. We want work to be a part of their lives without having to sacrifice their well-being. You can see that in how we are maintaining our office at the moment. We offer our headquarters-based team members the option to work from home, meaning that coming into our main office is voluntary. This practice first started because of the pandemic, but we quickly realized that some of our employees need the flexibility to care for their families. I am not sure what the future will look like, but I know that we actively learn what employees want and what they need to be successful.

I- You mentioned the pandemic, and of course, it is hard to avoid discussing how it has affected everyone. How has DENTCO maintained its culture while being separated?

S- It is an exciting challenge! Even though I joined the DENTCO team just a few weeks before going remote, I got to see how connected the team is. Once we went to fully remote, we knew we had to find ways to keep everyone engaged and connected. Programs like virtual yoga, a DENTCO book club, and our popular DENTCO "Travel Club" help employees take time out of their workday to do something fun with their colleagues. Our travel club, which invites employees to virtually visit a location through online media and personal stories from other employees, was requested by our team at the beginning of the pandemic. We have also worked to continue some of the activities many employees did while at the office. Lunch is a particular point since our employees regularly enjoyed taking their breaks with one another. To help recreate that, we started our Lunch & Learn program where employees can join a video conference on a particular topic while also socializing with their colleagues. We also have virtual coffee breaks.

I- So, Shelly, here is the big question. What do you think makes DENTCO stand out?

S- Throughout my career, I have had the pleasure of working with some extraordinary companies. To me, DENTCO stands out because our culture is deeply loved and directly impacts everything we do. Our culture at DENTCO can be seen as our crowning achievement because it produces better quality, better structure, and a better product.

I- Sounds like culture might be considered the "heart" of DENTCO.

S- That is the best way to put it! DENTCO has a huge heart, and you can feel it anytime you interact with us. When I talk to people about where I work, the first reaction is always, "DENTCO sounds too good to be true!" I usually laugh and say I am very fortunate to be part of the DENTCO team.

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THE FACES OF DENTCO



Missy Mox
Customer Service Coordinator

Celebrating 6 months at DENTCO

Q- What drew you to DENTCO?

“When you talk to someone at DENTCO, it is hard not to fall in love. Everyone on the team is passionate about what they do and are always looking for ways to support

each other. Taking on a new job during a global pandemic poses a whole new world of challenges. However, the team has worked hard to make every employee feel connected and appreciated. Even though we haven't met in person, I am confident that any DENTCO team member would step in to help me when I needed it. I think where DENTCO really shines is how cohesive we are as a team. We are all looking to provide the best for our customers and know that we do that better when we work together.”



Angie Anderson
National Account Manager

Celebrating over 6 years at DENTCO

Q- How would you describe DENTCO's culture?

“Working at DENTCO is about being part of a big family. When our team comes together for potlucks or special events, you just get pulled into the camaraderie. There is this feeling; we are all in this together and that no one is better or more important than anyone else. We often joke that every event we have revolves around food, but when you are with family, that's what you do! Being a big family, I know I can go to any team member for help through a professional or personal challenge. I think you can only find a culture like that at DENTCO.”



Ron Hart
Assistant Director of Quality Services

Celebrating 2 years with DENTCO

Q- What is the best part of working at DENTCO?

“My favorite part of working at DENTCO is the ability to meet and collaborate with so many different people.

As part of my role, I have met dozens of our contractor partners who are passionate about serving. I love helping them and watching as their businesses grow over time. It's not just our contractors who are a diverse group. The home office team has fantastic chemistry with one another, fostered by the fact that DENTCO invests in its employees' wellbeing. As a team, we work really well together, navigating challenges in the pursuit of excellent customer service. It's just a great place to work!”



Tim Decker
Information Systems Manager

Celebrating over 10 years at DENTCO

Q- What do you think makes DENTCO different?

“Every employee at DENTCO is taught from the very first day that their opinion matters. Regardless of your position, it is made very clear that we all play a role in the company's success which means we all have a voice in what we do. Knowing that a company so deeply appreciates you leads to employees who want to give their all for the business and to one another. Team members are close to one another and support each other through the good times and the bad. DENTCO is different because we lead with our hearts and our customers benefit from that passion.”



Kyle Matson
Procurement Manager

Celebrating 4 years at DENTCO

Q- How would you describe DENTCO to a potential employee?

“There is never a day that I dread or regret going to work. I love my job because every

day is different, a new opportunity to make an impact. Working at DENTCO is about being part of the best group of hardworking people you can find. Have a problem? I don't need to hesitate before calling any member of the team. That team mentality extends to our Contractor Partners across the country. They know that we will always answer their calls and are ready to support them to the best of our ability. There is no place like DENTCO.”



Ben Lott
Accounting Manager

Celebrating 20 years with DENTCO

Q- Why do you think DENTCO is such a special place to work?

“DENTCO has always operated with an employee-first mentality. The company cares deeply about the employees and wants everyone to feel valued. One element that stands out to me is how our management team ensures every employee has a voice and a say in what we do. Our company has also created a sense of tradition through yearly activities and other programs that add a little fun to each day. From spirit week to office events, the team always encourages employees to get involved and embrace the idea that work should be fun.”

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

Teresa Phelps, National Sales Director | 800.993.3689 | tphelps@DENTCO.com

WE WILL MISS YOU!



On behalf of the entire DENTCO team, we want to wish Dana Lambert-Bottum well on her retirement. Dana has been part of the DENTCO family for over 18 years. For customers, Contractor Partners, employees, vendors, and visitors, Dana is the voice of DENTCO at our reception desk. Over the years, so many clients have commented on how Dana was a breath of fresh air, that she knew everyone's name and how her consistent joy seemed to leap through every call. Dana has been an integral member of our community since she started here. From her active participation in the President's forum group to her famous meatballs at every Christmas party, everyone who works at DENTCO knows and loves Dana. She will be deeply missed though we are excited for her as she embarks on this next journey!



VOTE PHIL CONTEST

At DENTCO, we love weather and the people who predict it! While we are always quick to celebrate the work of meteorologists across the country, one, in particular, has a special place in our hearts. The one and only, Punxsutawney Phil! Since DENTCO was founded, this adorable symbol of seasonal transition has been an unofficial mascot of our team. This year, we invited our community to participate in a friendly contest to determine if Phil would see his shadow in 2021. Posted across DENTCO's social media, hundreds of participants made their predictions. Ultimately, Phil proved the 62% of our voters correct, seeing his shadow and giving us six more weeks of winter.

We also want to congratulate our VotePhil contest winners. All voters were automatically entered in our contest to win prizes, including Apple AirPods and gift cards.

Congratulations to our winners!

Shane Hill, Suncoast Credit Union
Mike Hoagland, Thornton's

Contractors

Adam Taylor, Taylors
Daniel Lakedon, Lakeside Service
Stanley McCullough, GA Greenlawn

Employees:

Cory Pell,
Customer Service Representative
Larry Leva,
Quality Service Inspector



DENTCO WELCOMES SPRING IN FACILITATOR

Did you see our very own Scott Poynter in RFMA's Facilitator Magazine? Scott shared some great tips on how to prepare your business for that vital spring curb appeal.

Read more in the February/March edition of Facilitator Magazine.

UPCOMING TRADESHOWS

RFMA

June 22-24, 2021 Charlotte, NC
Booth 1143

Connex

August 9-11, 2021
Gaylord National Resort
Washington, D.C.

SPECS 2021

August 22-24, 2021
Gaylord National Resort
Washington, D.C.

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Dark Property Management

Snow & Ice Management
Exterior Asset Inventory

Parking Lot Management
Landscape Management