

# 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





Bolana was proud to participate again in taking steps towards a world without Alzheimer's. Our team, Ernestine's Steppers took part in the October 13, 2018 walk in D.C. and raised approximately \$11,000!



Please contact the Bolana Corporate Office at 301-595-2577 if you would like to join us on this inspiring walk or donate to help stop Alzheimer's.



In April 2019, Bolana will begin our partnership with a local elementary school. We will be volunteering and providing mentoring and assistance wherever we can.

We truly believe our children are our future and we are doing our part to help prepare them for the future.



***“It is easier to  
build strong  
children than to  
repair broken  
men.”***

## Bolana Team Member Dependent Scholarship Program

Team Members will be receiving information about our new scholarship program soon. This program will award six \$500.00 scholarships to selected Bolana Team Member Dependents who meet the following minimum requirements:

1. Must be a biological or adopted child or stepchild of an eligible team member (as defined in the Scholarship Program).
2. Must be either:
  - A graduating high school senior, accepted to attend a community college, university or trade school upon graduation
  - or***
  - a student completing their first year of community college, university, and/or trade school
3. Have a 2.5 grade point average or higher at the time of application.

If you meet the requirements and would like to apply for the scholarship, please email your request for an application to [scholarship@bolanainc.com](mailto:scholarship@bolanainc.com) and one will be emailed to you. ***This information has also been included in Spanish on page 8 of the newsletter.***

## 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](mailto: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.



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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**Thank you for taking the time  
to read our newsletter!**

WE'RE GETTING  
**SOCIAL**



follow us @bolanainc



# 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](mailto:schoes@bolanainc.com) y se le enviará una por correo electrónico.