BOLANA CONNECTION

July 2021

BOLANA Facility Curators

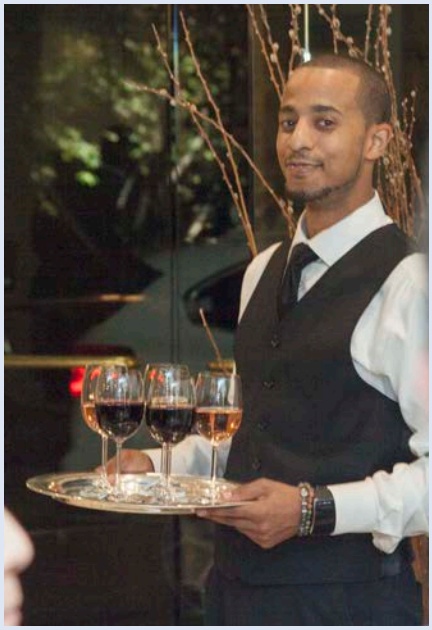
Spotlight on *Bolana's Concierge Services*

First class properties require first class service! Bolana's Concierge Services Team partners with our clients to provide efficient, convenient and personalized service programs. We are not your typical concierge team that merely maintains a front desk presence. Bolana's Concierge Services are based on our "customer partnership" philosophy and our ability to tailor our service programs to fit each client's unique needs. This leads to increased communication, productive resident engagement and retention, greater attention to detail and ultimately better service.

Our services are a combination of security and building ambassador duties providing both tangible and intangible support to tenants and residents. We combine both gatekeeper and front desk administrative responsibilities to ensure we meet the needs of property management, tenants, resident support and building security. Our expert team members are trained in all aspects of facility management to extend the functionality of our clients' in-house building service teams.

Bolana Concierge Team members, led by Kevin Williams are chosen to reflect a professional image and trained to provide quality service, while being the "eyes and ears" of the property. We have highlighted some of our team members on the following page.

Bolana's Concierge Team in Action



Celebrating Our Concierge Team Members

At Bolana we like to celebrate our team members' exemplary performance – which simply means that we celebrate a lot!

Alicia Godoy

Alicia's outstanding performance during a recent fire at The Promenade was recognized by residents and represents the quality and character of Team Members that we pride ourselves on at Bolana.

In emergencies, front line emergency workers look to the concierge to provide them with real-time information. Alicia not only functioned as the building's information center, she contacted older and disabled residents to establish help for those who needed it in order to evacuate the building. We received a number of letters of gratitude for Alicia's service and have included some below:

Alicia Godoy *Bolana Concierge Team Member*

"I just wanted to acknowledge Alicia. She was a true hero, making sure several elderly residents made it out safely. She went above & beyond and I wanted to make sure she knew it was not unnoticed." -Melissa Klein

"I wanted to let you know of the bravery and excellent job that Alicia did last night during the fire incident. She called our elderly and disabled tenants to make them aware of the situation. Also, she went to the 8th floor and brought (resident) down from her apartment. She has a real concern for all our well-being."

Seme Ghebruwubet

"A huge Thank You to Seme Ghebruwubet, who was working on our Reception Desk yesterday evening here at The Promenade Apartments. She is excellent and very attentive & welcomes each and every person (tenants, visitors, delivery people) at all times. I was in the Lobby for quite a long time, so I noticed. She was covering on our Desk some weekend days last year and would love to have her back here on a weekend as needed. She is excellent!"

Alicia Godoy

"And Alicia Godoy (our permanent Receptionist) is brilliant! THE best, ever!! She remembers every single Tenant's name & Apartment/ Townhouse number, & who has a package or not. (And makes sure every single person wears a mask.). Many thanks to you, for both of these excellent Employees."

All the Very Best, Val (Holmes)

What Our Concierges Have to Say…

"I truly like working as a concierge because I'm given an opportunity to serve. Concierge provides a service that puts a smile on person's face, makes them feel special and appreciated. Working for Bolana gives me the support I need to do my job correctly and efficiently." - Keeia

"I enjoy being a concierge because I get to help the residents have an easier day. When people get home they get a greeting and a smile along with any packages they need. It feels nice to contribute to residents having a great evening. Being a concierge for Bolana has been a nice experience. It's nice to know that I have supervisors that want me to succeed. Any time I've had a concern, it has been addressed quickly and easily. Knowing I'm working for good people makes me want to work harder." - Jeri

Team Bolana Lunch for the Homeless

Team Bolana's Corporate Team and Supporters continue to volunteer every Thursday to prepare and provide 100 lunches for the homeless in cooperation with Community Crisis Services of Prince George's County.

Community Food Distribution

The Docks and Banks support and volunteer to help District 2 and Prince George's County Government Food Distribution, giving away boxes of produce and/or canned food on many Saturday mornings at First Baptist Church of North Brentwood, Maryland.

Haiti Mission of Grace Donation

Bolana donated to support the Mission of Grace and Grace Community School. The funds were used to sponsor some of their students for another year, and goes towards uniforms, teacher support, 2 hot meals per day, school supplies and more. At the needed $220.00 annual support per student, Bolana's donation supported over 27 students.

Director Kim O'Dwyer reported, "*Thank you for your continued support and gracious contributions to Mission Of Grace last year. 2020 was a challenging year for many people and we don't take for granted the fact that you continued to support us in the midst of it all. Your love, prayers, and finances have helped Mission of Grace and the people we serve to stand in the midst of ongoing challenges and opposition. We cannot thank you enough for continuing to partner with us in this work of building up His vision and His people in Haiti.*"

Thurgood Marshall Academy Shining Star Showcase 2021

Team Bolana made a donation in support of Thurgood Marshall Academy's Shining Star Showcase 2021. The Shining Star Showcase event provides financial support to help Thurgood Marshall Academy students receive educational opportunities, career advice and socio-emotional support from caring adults who help prepare them to succeed in high school, college and career.

Ready to Help Save a Life? Donate Blood Today!

American Red Cross

Bolana's LeRoy Dock Donating Blood in March

Donating blood products is essential to community health and need for blood products is constant. The Red Cross follows the highest standards of safety and infection control, and volunteer donors are the only source of blood for those in need.

1-800-GIVE-LIFE
RedCrossBlood.org

Bolana Team Member Dependent Scholarships to be Presented in July

BOLANA Facility Curators

Bolana Team Member Dependent Scholarship recipients have been notified and presentations will take place in July. More information and photos will follow in our next newsletter!

Team Member Hire Date Anniversaries

The following team members have hire anniversary dates in the months of March–June. These team members have been a member of the Bolana Team for at least 1 year. Thank you for your continued commitment to making Bolana a great place to work and being an asset to the team!! ***= 5 or more years of service** ***** = 10 or more years of service.***

Andrea Rivera-Turcios**	06/01/2009
Cynthia Isaacs**	06/01/2009
Vicenta Hernandez**	06/01/2009
Kimberly Frantz**	06/01/2009
Tessa Cain**	06/01/2009
Phillip Nicely**	06/02/2009
Candy Rice**	06/18/2009
Yanci Flores-Gomez**	06/21/2009
Pronzella Dennis**	06/17/2011
Pastora Martinez*	03/01/2012
Angela Enriques*	06/01/2012
Robert Beans*	06/16/2013
Fernandez Morrison*	06/02/2014
Joe Edwards*	03/02/2015
Alexandra Cuello Vega*	05/01/2015
Norma Sorto Soriano*	05/01/2015
Manuel Vazquez*	05/11/2015
Manuel Rodriguez*	05/27/2015
Julia Sanchez*	04/11/2016
Odilio Garcia Sarceno*	05/02/2016
Edilia Banos Salinas*	06/06/2016
Helen Jacks	04/10/2017
Glenda Sanchez	05/01/2017
Claudia Apuac-Campa	05/04/2017
Steven Merriman	06/14/2017
Kadiatu Bangura	04/01/2018
Amanda Sanchez Ayala	04/01/2018
Maria Quintanilla	04/01/2018
Luis Camacho Garcia	04/01/2018
Harriet Asantiwah	04/01/2018
Reyna Avendano	04/01/2018
Alejandro Calderon	04/01/2018
Eric Bedjabeng	04/01/2018
Yaw Boama	04/01/2018
Tito Paniagua	04/01/2018
Jerry Wilkes	04/01/2018
Luz Paredes	04/01/2018
Sandra Aguirre	04/04/2018
Miriam Ventura	05/01/2018
Dario Garcia	05/01/2018
Miguel Huertas	06/09/2018
Geraldina Hernandez Lazo	03/01/2019
William Reyes	03/01/2019
Teresa Moreira	03/01/2019
Maria Salmeron de Fuentes	03/01/2019
Jose Vargas	03/01/2019
Jose Ramos	03/01/2019
Carlos Contreras Umana	03/01/2019
Jessy Damas Ramirez	03/15/2019
Fatima Gonzalez Cerritos	04/03/2019
Jorge Palomino	04/18/2019
Marisela Escobar Florian	04/18/2019
Martha Martinez Soliz	05/24/2019
Eliseo Xulu Cum	06/05/2019
Delonte Cornish	06/10/2019
Karla Cetino	06/10/2019
Matthew Smith	06/10/2019
Rosemary Mills	03/07/2020
Darrencio Daniels	04/01/2020
Tavon Felder	04/01/2020
Marisol Mendoza Hernandez	04/16/2020
Matthew Smith	04/16/2020
Banessa Hidalgo Espinoza	04/20/2020
Evelyn Espinal	04/23/2020
Erlinda Marquina	04/23/2020
Gladys Lara	04/23/2020
Eyby Banegas	05/11/2020
Clelia Palacio	05/16/2020
German Perez	05/16/2020
Mayra Espinoza	05/16/2020
Cathy Stallings	05/27/2020
Edward Mckinley	06/01/2020
Karolina Sanchez	06/01/2020
Shade Akintorin	06/15/2020
Sara Saravia	06/17/2020
Zulma Bonilla Carranza	06/26/2020

Well Done Magaly!

Bolana Supervisor, Magaly Lara was presented with the "Bringing it Beyond" award by our client at The Brooks for doing a "superb job of leading the cleaning team".

Great Job Harold!

Bolana Team Member Harold Cantave was voted Employee of the Month for January 2021 by our client at The Brooks!

Congratulations Maria!

Team Member Maria Najera was awarded March 2021 Employee of the Month by our client at The Brooks!

Way to Go Johari!

Bolana's own Intern, Johari Branch was featured as one of the University of Maryland Football's Student Athletes of the Week in March 2021

Congratulations Billy!

Team Bolana Supervisor, Magaly Lara's son Billy graduated from High School on June 14th.

What Our Clients Have to Say…

"I finally got a chance to check out the space and it looks great. Thanks so much again for making this deep cleaning process easy to manage! You all have made this a seamless process, and everyone I've worked with has been so kind and helpful. I also really appreciated that you all shared photos (left) from the deep clean – that was a nice reassuring touch, especially since we are not in the office every day."

Johnel Trammell
College Track at the Durant Center

"Essential to reopening was and still is, a sanitized facility. Keeping the Center sanitized from cleaning every door knob, wiping down every piece of furniture touched is the responsibility of Julia (pictured right). She performed these tasks during our closure as well as now. Although staff and children were out of the building, management staff continued to come in most days during the six month closure. A special shout out to Julia and Sergio who are essential workers by keeping the facility sanitized and clean! Because of Julia, Sergio and Oscar we are able to carry out our duties and responsibilities for the children in a sanitized and clean environment. Thank you Julia, Sergio and Oscar who are employees of BOLANA."

– First Rock Baptist Church Child Development Center

Bolana Team Member Julia

Ward 7 Annual Meeting

Team Bolana attended and participated in the Ward 7 Business Partnership Annual Meeting on March 11th. The Ward 7 Business Partnership is the neighborhood-based resource for business retention and commercial corridor revitalization throughout Ward 7 and is organized and led by local volunteers and community development professionals. Services are offered free of charge to independently owned and operated businesses throughout Ward 7. Bolana's Valarie Dock serves on the Board of Directors as Secretary and Chair of the Design Committee Valarie joined Ward 7 Councilmember Vincent Gray, Executive Director Deborah Jones, Bolana's LeRoy Dock, and others for the Annual Meeting. These meetings provide a forum to hear from a diverse group of leaders, experts and citizens highlighting the most important ideas and issues driving the present and future of Ward 7.

BOLANA
Facility Curators

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Thank you for taking the time to read our newsletter!

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