



Window Cleaning

Retreat Promotes Teamwork



In August, two of Valcourt's window cleaning branches came together for a three-day operations retreat at Wilderness Adventure at Eagle Landing, located in New Castle, Virginia. Our Washington, D.C., and Virginia branches designated a total of 48 operations managers, service managers, crew supervisors, and assistant supervisors to attend the conference. This elite group of managers represents 17 of our window washing crews that ultimately service more than 1,800 clients in the Washington, D.C., and Virginia markets annually.

This is the second year that Valcourt has had our annual operations retreat at Eagle Landing. The rustic mountainous location is an ideal setting for this three-day retreat, as it features activities that promote team-building. Operations Manager Alfonso Duran says, "Having our retreat at Eagle Landing is an important investment for our operations crews. Not only do we learn how to be better managers, but we learn more about each other during these three days, which makes us a stronger team."

In addition to the many team-building activities that our operations team participated in during the retreat, Valcourt's management team also conducted various window cleaning-related classes that focused on improved quality for our clients. These classes included providing exemplary quality service, improving procedures for conflict resolution, enhancing communication skills while speaking with our clients, and budgetary controls.

Every activity and class during the retreat was primarily focused on providing better value for our clients. Virginia General Manager Jeff Bradley comments, "This retreat allows us to become a better organization by sharing ideas. By having a better run operations team, we become a better company."

Valcourt's dedication for continuous investment in our people has always been important. Adds Jason Robertson, Valcourt's General Manager for the Washington, D.C., Window Cleaning Branch, "Our operations team is the heartbeat of our company, and the commitment we make to invest in our people is the most important thing we do as an organization."

branchNEWS

Valcourt is pleased to introduce **Kevin Cunningham** as a new Business Development Manager for the Washington, D.C., Window Cleaning Branch. Kevin began his career with Valcourt in February 2009 as a Scheduling Manager. Before joining Valcourt, he worked in the marketing and advertising industry. Kevin is a native of Silver Spring, Maryland, and attended the University of South Carolina, where he received a Bachelor of Arts in advertising.



In his new role, Kevin will work closely with Mike Fotiadis, Director of Business Development, to expand, retain, and assist Valcourt's client base in the Washington, D.C., metropolitan area. "Kevin has quickly proven himself as a valuable asset to our team," says Mike. "We are excited to provide him the opportunity to apply his talents to service our existing clients and develop future relationships."

clientNEWS

Valcourt's Delaware Valley Window Cleaning Branch recently completed an extensive pressure washing project for O'Neill Management at 20 Ash St. in West Conshohocken, Pennsylvania. This commercial property's upper parapet wall required a complete exterior cleaning to remove heavily built-up stains from water runoff, air pollution, and rust from decorative railings. The stains caused the building to appear old and dirty, substantially reducing curb appeal.

Working in conjunction with Property Manager **Denise Byrnes**, Valcourt evaluated the identified areas of the building façade to determine the best solution for completing the pressure washing work in a safe and effective manner. Denise comments, "Valcourt did an excellent job communicating their work procedures and project schedule. I was very pleased with their customer service, and my building now has a clean appearance."



Before Pressure Washing



After Pressure Washing