



ServiceMaster by Disaster Professionals The Restoration Report

APRIL 2011

VOLUME 1 ISSUE 5



Mike Hoffman



Terry Hoffman

All Water at the Fire Station

When an emergency call for service sounded around midnight in mid-March, firefighters at Downtown Scottsdale Fire Station 2 found something a bit unexpected when they jumped out of bed...water...and lots of it!

They quickly woke the other crew and Battalion Chief at the station to address the water in the hallways, not knowing where it had originated, and hopped on their engine to attend to an early-morning medical call.

A water pipe in the ceiling of the firefighter office on the second floor had burst, putting a damper on the regular hustle and bustle of the fire station. Water was sent flowing through the ceiling, down the stairs and into the main areas where the crew resides.

For three days, ServiceMaster by Disaster Professional crews worked to dry out and replace baseboards of this most recent unfortunate event in Scottsdale. Our teams worked tirelessly to insure the fire personnel were able to continue to provide emergency services to the city, even in the midst of their own disaster.

**It's what we do – Restoring Peace of Mind.
ServiceMaster by Disaster Professionals.**

Here's a **two step** formula for handling stress.

Step number **one**: Don't sweat the small stuff.

Step number **two**: Remember, it's all small stuff.

~ Anthony Robbins



SERVICEMASTER BY DISASTER PROFESSIONALS



2202 East Magnolia
Phoenix, Az 85034



**We are available 7 days a week, 24 hours a day for ANY type of Emergency.
Call us today! 602.431.2222**

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Business Owner Primer: Pre-Planning For An Emergency

It's 2:00a.m. You're snuggled in bed, dreaming in a deep comfortable sleep, no problems, no worries. The children are in bed, the house quiet and warm. All is well.

Then the phone rings...it's the cleaning crew. It's never, ever good news when the phone rings at 2:00a.m. "The second and third floors at the Main Office are flooded! Water is pouring down the walls! You need to get down here quick. Make sure you call..." You do have someone to call, right? You're prepared, on top of this and ready for any disaster...Right?

If the answer is no, you have a problem. You are going to have one very unhappy building owner and likely several very unhappy clients when the sun comes up.

These types of emergencies happen every day in the Valley of the Sun. Most business owners and managers would like to think it would never happen to them. We wish that were the truth. The fact is such events are foreseeable and we hope you'll take the responsibility to be prepared in advance so that you can respond quickly to these events when they occur.

ServiceMaster by Disaster Professionals 866Recover Program will help you **pre-plan** for these events. Once enrolled, in this free program, you receive **priority status** in the event of a disaster. You call one number, work with one person and **we handle everything**. All you need is **one phone number** and you retain **peace of mind**, even with a 2a.m. wake up call!

Enroll today and receive our Pre-Loss Planning Guide, Free!

Call Barbara at 602.750.4513 or Christine at 602.391.6955 Today!

Did You Know?

At the height of the space race during the 1960's, NASA took on the arduous job of finding a way to write in space. Normal pens wouldn't work due to the zero gravity the astronauts would face in the space capsules. So scientists embarked on a way to solve the problem. They came up with the Astronaut Pen, after months of research and development, and at a cost of about \$1 million.

The Soviet Union also faced the task of writing in space. To solve this weighty problem, they used a pencil.



**Employee of the Month
Richard Yanez and
Mike Hoffman, Owner
Congratulations!**



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**It's 6:00am and the water heater is gushing into the garage, who do you call?
Call ServiceMaster by Disaster Professionals – We are here 7/24/365.
Restoring Peace of Mind. 602.431.2222**

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Ways to Celebrate Mother's Day!

Mother's Day is always celebrated the second Sunday of May. These gift ideas will make your mother feel extra special—and give you a chance to show her how much she means to you.

- Framed artwork from the kids
- Lunch at her favorite restaurant
- A video of kids and grandkids, describing what they like best about her
- Buy her some lottery tickets
- A windowsill garden—pots, soil, and seeds to plant for a year round treat
- Indulge Mom with a day of pampering—a massage, manicure, the works
- Wash her car, organize her files, or clean out her closets
- Make a donation to your mother's favorite charity in her honor
- Season tickets to her favorite event
- Give her an evening at home alone.

5 Simple Things You Can Do For Earth Day **April 22, 2011**

Replace a regular incandescent light bulb with a compact fluorescent light bulb (cfl)

CFLs use 60% less energy than a regular bulb. This simple switch will save about 300 pounds of carbon dioxide a year.

Take a shower instead of a bath

A shower takes up to four times less energy than a bath. To maximize the energy saving, avoid power showers and use low-flow showerheads, which are cheap and provide the same comfort.

Plant a tree

A single tree will absorb one ton of carbon dioxide over its lifetime. Shade provided by trees can also reduce your air conditioning bill by 10 to 15%.

Reuse your shopping bag

When shopping, it saves energy and waste to use a reusable bag instead of accepting a disposable one in each shop. Waste not only discharges CO2 and methane into the atmosphere, it can also pollute the air, groundwater and soil.

Keep your car tuned up

Regular maintenance helps improve fuel efficiency and reduces emissions. When just 1% of car owners properly maintain their cars, nearly a billion pounds of carbon dioxide are kept out of the atmosphere.



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Phoenix, Arizona 85034



CALL US TODAY!

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**What's black and brown and stuck all over? Mold. Call us, we handle it all!
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ServiceMaster by Disaster Professionals Team

April Company Meeting

**Meet the ServiceMaster by Disaster
Professionals Team.**

**We're here to serve you 365 days a year, 7
days a week, 24 hours a day.**

Restoring Peace of Mind.



Little Known Facts About April

Did you know that April was originally the second month, not the fourth month, of the year?

In the early Roman calendar, the month was referred to as *Aprilis*, likely derived from the Roman word for "to open" perhaps referring to the opening of spring flowers.

Did you know that April Fools Day may have begun in France?

While some historians disagree, the most popular theory about the origins of this day for pranks and practical jokes is that it began in the 1500s in France, when the start of the New Year was moved from March to January. Word of the move traveled slowly to the rural dwellers, who continued to celebrate the New Year in April, earning them the title of "April fools".

Did you know that the Revolutionary War began in April?

On April 19, 1775, British soldiers clashed with American revolutionaries in Massachusetts in the Battle of Lexington and Concord.

Did you know that the Vietnam War ended in April?

The North captured Saigon and the South Vietnamese surrendered on April 30, 1975, putting an end to what was then America's longest and most contentious military operation.

Congratulations Rob Janda for winning the March drawing for Movie Tickets!



Restoring Peace of Mind.