

OCTOBER 2010

CIOCCA NEWSLETTER



Can't wait to pick our own pumpkins from the pumpkin patch!

IMPORTANT DAYS THIS MONTH:

October 11 Columbus Day Observed
October 24 United Nations Day
October 31 Halloween

EMPLOYEE BIRTHDAYS:

October 2 Pamela Yeater
October 4 Amanda Tsai
October 5 Charlotte Lungi
October 8 Bonnie McGowen
October 12 Angela Hughes
October 13 Paul Copeland
October 16 Lucinda Miller
October 16 Yessica Tovar
October 16 Jeffrey Young
October 20 Carla Villagomez
October 21 Annie Johnson
October 23 Janice Smith
October 27 Linda Gordon

HAPPY BIRTHDAY TO ALL!

JANITORIAL ▪ WATER & FIRE DAMAGE RESTORATION ▪ CARPET CLEANING ▪ TILE CARE ▪ WINDOW SERVICE

www.cioccas.com

BACK TO BASICS

Getting back to basics we want to remind everyone that although we offer a wide variety of services, for both commercial and residential needs, we would still like to be your number one janitorial cleaning and water and fire damage restoration company.

We have focused on how to improve communications with our janitorial customers. Therefore, we currently have a 24/7 online ticketing communications system called Easy Clean Management. The Web-based system allows customers to make requests at any time. The request is immediately sent to the appropriate Ciocca staff member. The Web site also includes real-time status of requests and the ability to modify requests and e-mail a notification when requests are updated.

For our restoration customers, we offer a 24/7 emergency service. We are a full service company, performing restoration as well as reconstruction when disaster strikes your home or office.

Our goal is to continue to improve our customer service, to grow as a company, and to continue being the leading company in Fort Wayne and Northeastern Indiana.

Mission Statement

Maintain the highest standards of integrity focusing directly on our customer's needs, be passionate about our business and maintain an immediate sense of urgency to our customers.

EMPLOYEE OF THE MONTH:

- **Dawn Hardin**

Dawn was nominated by the staff at one of our Medical Facilities. She was recognized for exceptional demonstration of a Customer Service standard. Dawn has assisted Ciocca's in building a teamwork atmosphere. She has always been willing to lend a hand when possible and helps fill in gaps when needed. Her interest level is to maintain the highest standard in customer satisfaction and cleanliness of the facility.



CIOCCA CLEANING & RESTORATION

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*Quality Work, Responsive Service,
and a Commitment to People.*

