

# Imbroglio

From Dictionary.com:

im•bro•glio

1. A misunderstanding, disagreement, etc., of a complicated or bitter nature between persons or nations.
2. An intricate and perplexing state of affairs; a complicated or difficult situation.
3. A confused heap.

This is an astute description of the disaster restoration business. Relational imbroglio is natural in the wake of unexpected disasters. Emotions run high. Conflicts are common. Finances are stressed. While our goal is to make sure every claim runs smoothly from beginning to end, this is difficult to expect given the intricate and perplexing state of some losses. Water and fire damage, vandalism and biohazard scenes, mold and asbestos concerns – all create a ripe environment for misunderstandings, disagreements, and confusion. Pipes burst while families are on vacation. Fires destroy cherished belongings. Problems are unavoidable as disasters disrupt life.

Should problems occur in 2012, it is our privilege to respond to your concerns. No situation is too small or too big. No crisis is beyond resolution. One of our core commitments to your office is to make things right whenever imbroglis occur.



by Tim Magnuson of ServiceMaster

## Joke of the Day "The Computer is Down"

Two priests died at the same time and met Saint Peter at the Pearly Gates. St. Peter said, "I'd like to get you guys in now, but our computer is down. You'll have to go back to Earth for about a week, but you can't go back as priests. So what else would you like to be?"

The first priest says, "I've always wanted to be an eagle, soaring above the Rocky Mountains."

"So be it," says St. Peter, and off flies the first priest.

The second priest mulls this over for a moment and asks, "Will any of this week 'count', St. Peter?"

"No, I told you the computer's down. There's no way we can keep track of what you're doing."

"In that case," says the second priest, "I've always wanted to be a stud."

"So be it," says St. Peter, and the second priest disappears.

A week goes by, the computer is fixed, and the Lord tells St. Peter to recall the two priests. "Will you have any trouble locating them?" He asks.

"The first one should be easy," says St. Peter. "He's somewhere over the Rockies, flying with the eagles. But the second one could prove to be more difficult."

"Why?" asketh the Lord.

"He's on a snow tire, somewhere in North Dakota."

## 2012 Golf Events

Register online at [www.svmpps.com](http://www.svmpps.com)



Pebble Creek Golf Club  
Becker, MN June 15th

Dachota Ridge Golf Club  
Morton, MN August 3rd

2nd Annual SM Cup Playoff  
Madden's, Brainerd September 21st  
(event winners are invited to attend)

## SERVICEMASTER PROFESSIONAL SERVICES

800-245-4622

24 Hours a Day  
7 Days a Week



We are accountable to:

Honor God  
in all we do

Excel with  
customers

Help people  
develop

Grow  
Profitably

# 2012 Continuing Education Classes

Class Presented by: SERVICEMASTER PROFESSIONAL SERVICES



Questions?  
Call Fred McGuire  
CE Coordinator  
(800) 245-4622  
[fredm@svmpps.com](mailto:fredm@svmpps.com)



### Cost of Each Course

\$20.00 each person or \$40.00 for three (Price includes lunch)

### Course Times:

9:00 - 12 Noon, then lunch

### 3 Ways to Register:

1. Mail the form below with payment to:  
SM Continuing Education PO Box 608 St. Cloud, MN 56302
2. Fax Registration to (866) 444-2145 & mail payment
3. On-line at [svmpps.com](http://svmpps.com) - see "For Agents" menu

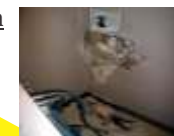
Confirmation & Class Location Will be made by phone or email

## 5 Topics Available in 2012



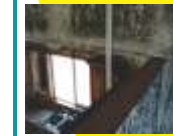
### Smoke/Odor Mitigation

Understanding the chemistry of fires and their cleanup.



### Water Mitigation

Dealing with the most common claim in homes & businesses.



### Mold Remediation

Once you understand mold, you will know how to deal with it.



### Claims

When bad things happen to good homes.



### Ethics

A practical, no nonsense approach with several case studies to wrestle with.

All classes are for agents and adjustors as non-company sponsored credits

Each course lasts 3.4 hours and has been approved by the MN Commissioner of Commerce for 3 hours of non-company sponsored continuing education.

Date	Location	Topic	Credits
February 7	Pine City	Ethics	3.0
February 15	Duluth	Water	3.0
February 23	Cambridge	Water	3.0
February 28	Wayzata	Water	3.0
February 29	Monticello	Ethics	3.0
March 6	Grand Rpds	Mold	3.0
March 8	Bemidji	Mold	3.0
March 13	St Cloud	Ethics	3.0
March 27	Marshall	Smoke	3.0
March 28	Alexandria	Ethics	3.0
March 29	Wayzata	Mold	3.0
April 3	Willmar	Smoke	3.0
April 4	Slayton	Mold	3.0
April 17	Paynesville	Mold	3.0
April 18	Sauk Centre	Ethics	3.0
May 8	Duluth	Mold	3.0
June 5	Hutchinson	Water	3.0
June 6	Gaylord	Smoke	3.0
June 7	St Cloud	Water	3.0
July 10	St James	Ethics	3.0
July 11	Morton	Water	3.0
July 24	Montevideo	Smoke	3.0
July 25	Wayzata	Smoke	3.0
August 7	Cambridge	Mold	3.0
August 8	Elk River	Mold	3.0
August 9	Milaca	Ethics	3.0
August 21	Duluth	Water	3.0
August 22	Grand Rpds	Smoke	3.0
August 23	Bemidji	Ethics	3.0
September 12	St Cloud	Smoke	3.0
September 13	Wayzata	Ethics	3.0
October 16	Willmar	Ethics	3.0
October 17	Waconia	Mold	3.0
October 18	Wayzata	Claims	3.0
November 13	Duluth	Smoke	3.0
November 14	St Cloud	Ethics	3.0
December 11	Marshall	Water	3.0
December 13	Hutchinson	Mold	3.0

Course Name \_\_\_\_\_  
 Date \_\_\_\_\_ Location \_\_\_\_\_  
 Name \_\_\_\_\_ Agency \_\_\_\_\_  
 Agency Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_  
 Phone (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email \_\_\_\_\_

Check enclosed payable to: ServiceMaster  Check to be mailed  
 Credit Card \_\_\_\_\_ (card number)  
 Name on Card \_\_\_\_\_ Exp Date \_\_\_\_ / \_\_\_\_  
 Signature of Cardholder \_\_\_\_\_

Cost of the Course  
\$20.00 each person or \$40.00 for three



Construction  
Division



Dan Frette, Manager

I have worked in the construction industry for the past fifteen years. I started out as a carpentry laborer learning the nuances of the remodeling industry. I worked as a Project Manager for Rottlund Homes out of the Twin Cities for nine years. In my time as a Project Manager I worked on a wide variety of jobs, from small single family homes to multiple condo buildings including an 88 unit condo with commercial attached.

At ServiceMaster, I have coordinated remodels on numerous kitchens, basements, exteriors, and entire houses. My greatest enjoyment is seeing a job go through its phases to completion. There is no better feeling than to see the smile on customers faces when they see the final product.

## #10 changed my life



by Fred McGuire  
of ServiceMaster

I can't recall most of what was on the list anymore, but I will not forget #10! When I turned 40, my mid-life crisis sent me back to college to finish my degree in business. My choices that year were either to "buy a Harley" or "go back to school". I chose school but the Harley would have been cheaper.

The first class for incoming "freshman adults" was on personal development. We were charged with making a list of "10 of the most important things I want to accomplish in the next 12 months". With excitement, I made my list to ensure an "A" in my first class.

My choices that year were either to "buy a Harley" or "go back to school". My ten included personal, academic and professional goals. As the year progressed, I was amazed how one by one; more and more "of the most important" things were scratched off my list. This promoted me to keep a vigilant eye on the remaining ones. It was exciting but I had one big ugly goal that looked impossible.

Number ten on my list was to take my wife to see the ocean. She had seen it before, but it was time to visit a coast again. The sights, smells, and sounds of the sea are one of her special joys. Someday, it will be the coast of Hawaii but that still hasn't made my top 10 list yet (much to her chagrin).

This final goal seemed out of reach. With 4 girls at home, all in the middle/high school years, we were very busy and finances were tight but then it happened. That fall our church offered an opportunity to serve on a short-term mission team in support of a missionary in Houston, Texas. Now we were getting closer! We volunteered for the trip which was scheduled the week between Christmas and New Year's.

When we arrived in Houston, what a surprise to see our itinerary included some R&R time in Galveston on the beach! Yes, it was cool that time of year so the sands were not crowded but nevertheless, we spend a wonder afternoon walking and sitting along the coast. #10 was accomplished on the last day of the year!

Still today, I have this print of a young boy and girl in our bedroom as a reminder of the power of a goal. I am finishing my list right now for 2012. Maybe you should start yours, too. Amazing things can happen when you do.



## We Are SRM

ServiceMaster Recovery Management (SRM) is the commercial large loss division of ServiceMaster Clean. We are one of 12 strategically positioned control and command centers across the United States trained and experienced in large commercial losses.

Our nationwide team has performed restoration services in over 27 countries and has managed projects as large as \$56 million in scope, including sensitive restoration work at military installations, research and development facilities, healthcare environments, clean rooms and more.



SRM Resource Trailer

SRM provides you with a one-touch solution, from the initial emergency response to complete restoration, minimizing business interruption and helping mitigate claim severity. In August 2010, SRM responded to Iowa State University after flooding damaged 52 buildings.

For more information contact Dean Zenner at (612) 741-5183. SRM pooled outside resources to work around the clock ensuring none of the fall semester classes were cancelled.

*"With more than 20 years of disaster planning, Continuum demands the best for the recovery of our clients around the world. Therefore, we only recommend SRM."*

Jeff Crenshaw, President  
Continuum, Inc.  
Business Continuation Planning



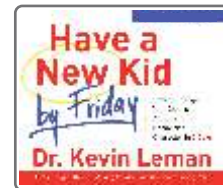
Morning Orientation



Morning Orientation

## Recommended Books

### Have a new kid by Friday



by Dr. Kevin Leman

My best friend, a Mother of 6 year old twins & a 3 year old couldn't stop talking about how this book, HAVE A NEW KID BY FRIDAY, made her a new Mom and changed her kids behavior. I thought sure, but you don't have teenagers like me. She insisted that I could use some of the strategies and techniques too, so I picked up the book.

Dr. Leman has such a firm, lighthearted way of describing his interventions even with teens. I especially liked his simple strategy of "Say it once, Turn your back, & walk away! Now I have more good times with my kids and our family has become so calm and peaceful. What a great attitude change I have seen in my 2 teens. If you want to have more positive relationships with your kids, I highly recommend this book!

[http://www.youtube.com/watch?v=NX\\_7lw-BZoU](http://www.youtube.com/watch?v=NX_7lw-BZoU)

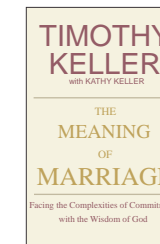
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### Inside this Issue:

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## The Meaning of Marriage



by Dr. Timothy Keller

"I'm tired of listening to sentimental talks on marriage. At weddings, in church, and in Sunday school, much of what I've heard on the subject has as much depth as a Hallmark card. While marriage is many things, it is anything but sentimental. Marriage is glorious, but hard. It's a burning joy and strength, and yet it is also blood, sweat, and tears, humbling defeats and exhausting victories. No marriage I know more than a few weeks old could be described as a fairy tale come true."

"Sometimes you fall into bed after a long, hard day of trying to understand each other, and you can only sigh, 'This is all a profound mystery!' At times, your marriage seems to be an unsolvable puzzle, a maze in which you feel lost. I believe all this, and yet there's no relationship between human beings that is greater or more important than marriage...And that is why, like knowing God himself, coming to know and love your spouse is difficult and painful-yet rewarding and wondrous."

[www.timothykeller.com/books/the\\_meaning\\_of\\_marriage/](http://www.timothykeller.com/books/the_meaning_of_marriage/)