



"Your Shield of Protection"

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## Customer Service Week

by Marlene Kenney

October 3 – 7, 2011

*Although this week has been set aside to acknowledge Customer Service, Customer Service should be the focus of any good organizations daily operation. At Commercial Services, we pride ourselves in doing just that. Everyone at Commercial plays an important role in Customer Service and protecting the public in the life safety services arena.*

### What are Customer Service Skills?

Customer service skills is the collective term for those skills needed to successfully complete any customer interaction, whether it be in person, via the phone or online.

**Basic customer service skills** include a good understanding of the spoken and written language, industry knowledge, an ability to listen to and understand a customer's request, problem-solving skills and professionalism.

**Advanced customer service skills** include flexibility, leadership, industry experience, task orientation, pro-activeness, an understanding of how body language and tone affect interaction, a strong work ethic and the genuine desire to progress the company mission.

We feel our employees and affiliate partners provide quality customer service while handling daily operations; especially during emergency situations. Commercial Services' employees and affiliate partners utilize their industry knowledge, experience and skills by keeping our customers' locations in compliance with the local and federal "Authorities Having Jurisdiction". They are precise, calm, cool and get the job done! Commercial Services' works 24/7, 365 days a year to service our customers in the highest standard of excellence that they have become accustomed.

The only way we can continue to provide superior customer service to all our Commercial Fire and KEC customers is if our *employees and affiliate network* provides quality care to our customers in all work we perform. If any of you have ideas on how we can collectively provide better customer service, please give us that feedback.

Using our "Shield of Protection" logo, we asked the children at our Family Fun Day, to create a shield that they thought best represented what we do to serve our customers. Here are the top three winners.



Your Shield of Protection

1st Place - Alyssa Someillan  
"We always keep our customers safe!"



Your Shield of Protection

2nd Place - Brenna Fox



Your Shield of Protection

3rd Place - Teja Fox

# Fire Sprinkler Safety at Home

As members of the American Fire Sprinkler Association, both nationally and with the Florida Chapter, we at Commercial Fire Inc. are naturally very active in fire prevention and awareness.

To view a side by side burn on the Florida Fire Marshall and Inspector Association web site, go to [www.afsafloirida.org](http://www.afsafloirida.org) under Latest News find *Pinellas Park Side by Side Burn Video*. Side by side meaning two identical rooms, one with sprinkler protection and one without; both are equipped with smoke detectors as required. I'm sure many of our affiliate partners have participated in something similar to this video. Smoke detectors will give an advance warning to leave ( if they are working), but the sprinklers will control or completely extinguish the fire before it becomes catastrophic with complete loss of the home or business. Please note the time in this video between the smoke detector (9 seconds) and the sprinkler head (17 seconds). That is how quickly (17 seconds) the temp rose to set the 155F residential sprinkler off. Also note it took less than 2 minutes to reach flash over (1300F +/-) and that may not be enough time to exit the home or business.

The attached report from the US Fire Administration and the additional information provided in the video should be very informative to all. Remember: *"Fire Sprinklers Save Lives"*

by Dave Bettge

## Focus on Fire Safety: Residential Fire Sprinklers Save Lives

In 2009, only 20% of reported fires occurred in one- and two-family homes but these fires caused 70% (2,107) of all civilian fire deaths. Homes also account for the largest share of civilian fire injuries and direct property damage.

Despite the fact that these figures represent improvement over the last 30 years, they continue to be appalling. Such losses are unacceptable.

The Building and Fire Research Laboratory at the National Institute of Standards and Technology has studied the impact of both smoke alarms and fire sprinklers in residential occupancies and estimates that:

1. When fire sprinklers alone are installed, the chances of dying in a fire are reduced by 69%, when compared to a home without sprinklers.
2. When smoke alarms alone are installed, a reduction in the death rate of 63% can be expected, when compared to a home without smoke alarms.
3. When both smoke alarms and fire sprinklers are present, the risk of dying in a fire is reduced by 82%, when compared to a home without either.

While smoke alarms can alert residents to a home fire, they cannot extinguish a fire.

**Fire sprinkler systems can!**



**Meet Dave Bettge**, National Account Fire Sprinkler Manager at Commercial Fire. Dave joined Commercial Fire in October 2008. Dave has 35 years of fire sprinkler experience in design/sales/service/inspection/installation. He has held a NICET III Automatic Sprinkler Layout Certification since 1981. He is currently on the Board of Directors for the Florida Chapter of the American Fire Sprinkler Association. Dave hails from Purdue University with an AAS Civil Engineering Technology Degree and holds a BS in Construction Technology. Commercial Fire is proud to have Dave on our team. He brings a wealth of knowledge and experience to our company.



# Building Sprinkler Safety and Inspections

by Dave Bettge

Your fire sprinkler system is a very important part of building safety that includes your fire alarm, fire extinguishers, emergency and exit lights. There are weekly, monthly, quarterly, semi-annual and annual requirements, not to mention the 5-year inspection and 10 year, 20 year and 50 year test requirements on sprinkler heads.

Since going through the entire inspection list requirements could take pages, lets just look at the most obvious items that usually are written up at your annual inspection.

## **NFPA 25**

requires that the sprinklers and the piping (excluding concealed spaces) be visually checked annually. Piping is looked at for signs of corrosion and /or leakage. The sprinklers are looked at for signs of leakage, damage, foreign material, painted (by other than the manufacturer) corrosion, loaded (grease or dust), installed in the proper position (upright or pendent) and looking at glass bulb type to see if the liquid has leaked out. All of these items are reasons to replace the sprinkler. The sprinkler needs to be replaced with the correct temperature and thermal response

(standard or quick response head), K factor, and type (pendent, upright, sidewall etc.) as originally installed.

A Spare Head Cabinet is required at every riser. With less than 300 sprinklers a minimum of 6 is required, 300 to 1000 heads 12 are required and over 1000 heads 24 are required. Two of each type of head in the system should be in the spare head cabinet along with a sprinkler head wrench for each type.

Gauges are inspected and replaced or recalibrated at 5-year intervals.

Signs for all control valves, inspector test, alarm test, main drain and auxiliary drain are required. FDC signs should be legible and of the type required by NFPA 13 and the local *Authority Having Jurisdiction*.

Tamper and flow switches are tested. Seals or locks are inspected but note that they need to be removed to allow the valve to be open and closed during the inspection/test and then reinstalled. Valves are visually inspected for leakage.

There are quarterly inspection/testing requirements per NFPA 25. Testing will

provide an indication that the system will function and alarm signals are received at the FACP and central station.

## ***Weekly Inspections***

Store Managers or Loss Prevention Managers should do walk through visual inspections on a weekly to monthly basis. Inspection and testing of your sprinkler system is on going from weekly inspections to the annual testing. By keeping your system well maintained you are assured that the system will function and it should pass your local *AHJ's* inspection, saving the grief of those Notice of Violations and fines.

Please feel free to contact us if you have any questions regarding your inspections and tests. 1-800-359-7083 ext. 269

*The above article is the opinion of the author and does not necessarily represent the position of an NFPA technical committee or the NFPA and may not be considered to be or relied upon as such.*



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# Commercial Services Celebrates 23 Years of Service with Employee Appreciation Week

Commercial Services is 23 years strong but with the 105 current Commercial employees we weigh in at over 500 years of industry experience, knowledge and expertise. Commercial prides itself in establishing relationships with our customers and affiliate partners and that goes double with our employees. Commercial Fire and Commercial Kitchen Exhaust Cleaning have dedicated staff that have been employed with Commercial for years. In fact, 52 of our employees have been at Commercial longer than 5 years. We think that remarkable number speaks for itself. To show our appreciation, we celebrated for an entire week with food, prizes, trivia games, rewards and recognition. They say a picture is worth a thousand words, so here are a few captured moments of fun filled enjoyment.

## UNDER THE BIG TENT



# Commercial Kitchen Exhaust Cleaning

The Commercial Kitchen Exhaust Cleaning Division (KEC) specializes in kitchen exhaust cleaning and fire prevention services nationwide. By providing high-quality kitchen exhaust cleaning services, establishing great rapport with customers, and rapid 24/7 emergency response, Commercial Services' KEC has become the largest Kitchen Exhaust Cleaning Company servicing the entire United States, and parts of Canada and the Caribbean. KEC cleans the hoods, ducts, and exhaust fans in accordance to the NFPA Code 96 and local and city requirements. Our service also includes inspecting the exhaust systems before and after service, installing and maintaining grease containment systems, hinge kits, and access panels.

The Kitchen Exhaust Cleaning Division is run by General Manager Randy Russo. Whether working in the office, on the road, or in an airplane, Randy leads the drive to successfully run KEC and its 3 departments. KEC contains a National Account and Photo Department, an Affiliate Department, and an In-House Department. The National Accounts and Photo Department is overseen by Christy

Galagarza, the Customer Relations Manager. Christy, Caitlin Mackey, and Jessica Hobirk are the liaisons for our national accounts. Michael Klingler manages the Photo Program in which he reviews and evaluates all kitchen exhaust cleaning photos. National Service Team Manager, Jim Simmons travels to recruit new affiliates and sustain the great rapport with established affiliate partners. The Affiliate Department is supervised by Jaquelyn Woodson, the Affiliate Coordinator Supervisor. Jaquelyn, Jennifer Smith, Natalia DeMars, and Eric Washington work hand-in-hand with nearly 100 bonded and insured affiliate partners, all the while ensuring satisfaction guaranteed to all customers.

The In-House Department and Field Technicians are managed by Steve Parham, the Senior Area Supervisor. The In-House regions consist of Alabama, Florida, Georgia, and Tennessee. There are 10 self-performing field crews, totaling 20 technicians, servicing these 4 states. (The KEC Crews were featured in Spring 2010). Area Supervisor Walter Peinhardt, resides in Alabama where he directs the Alabama and Georgia crews. In-House Lead Coordinator Pam Sessions and Coordinator Mary Alkhoury map out and assemble the crews' weekly schedules while

ensuring the current week's schedule is completed at satisfaction guaranteed performance.

After the Affiliate and the In-House divisions enter all of the paperwork received from the affiliates and the crews, they send it over to the Accounting Department. There you will find Albert Roark who ensures paperwork is documented accordingly and then processes all invoices. Two other very important individuals that are a part of the KEC Department include Dave Rossi, Fleet Manager, and Gary Sanger, Mechanic. Located in the warehouse, they maintain all of the In-House crews' equipment and vehicles.

Together, these 17 individuals, with the help of the affiliate partners and the KEC field crews, cover our nationwide accounts. This Kitchen Exhaust Cleaning Department continues to grow and innovate, striving for nothing less than success.

by Randy Russo



In-house staff front row: Jennifer Smith and Jessica Hobirk. Second row: Christy Galagarza, Pam Sessions, Mary Alkhoury, Caitlin Roffer, Natalia DeMars and Jaquelyn Woodson. Back row: Randy Russo, Michael Klingler, Albert Roark, Dave Rossi, Steve Parham and Eric Washington.



Walter Peinhardt



Jim Simmons



## October is SCA Awareness Month

Sudden cardiac arrest (SCA) is a sudden loss of heart function, usually caused by an abnormality in the heart's electrical system. It is a leading cause of death in the U.S.

- SCA kills more Americans than lung cancer, breast cancer and HIV/AIDS combined.
- Each year, an estimated 295,000 Americans die from SCA, as reported by the American Heart Association's Heart Disease and Stroke Update for 2010.
- For three decades, more than 92 out of 100 Americans who have suffered SCA out of the hospital have died — an 8% percent survival rate that has not improved on the national level since 1979, according to a 2009 study from the University of Michigan.

Sudden cardiac arrest knows no age difference or gender; it can strike anyone at anytime from school aged children, young adults, middle aged and the older population.

### Sudden Cardiac Arrest Association (SCAA)

The Sudden Cardiac Arrest Association (SCAA) identifies and unites survivors and those at risk of sudden cardiac arrest as well as others who are interested in being advocates on SCAA issues in their communities and beyond. SCAA promotes solutions to prevent sudden cardiac death including increased awareness, immediate bystander action, public access to defibrillation (PAD), cardiovascular disease prevention, and access to preventative therapies. Their website contains multiple resources on the topics of understanding and surviving SCA, AED program implementation, and living with ICDs. <http://www.suddencardiacarrest.org/>

***Together, we can save more lives from sudden cardiac arrest.***

***To learn more about implementing an AED Program in your company, contact Commercial EMS at [mkenney@commercialems.com](mailto:mkenney@commercialems.com) or call 1-800-359-7083 ext. 199***

Having accessibility to an AED will help in the fight against loss of life to SCA.



# Family Fun Day at Commercial

The Family is the heart of it all and we feel it's important that family members know where mom, dad and grandparents go each day when they leave the house. What do they do all day and what does work really mean? The kids were put to work creating their own "shields of protection" art that was transformed onto t-shirts. They received a short Business 101 and Marketing Class before we divided them into 2 Teams; The Red Team and The Blue Team. Then we sent them out to sell tickets to the staff for the ice cream floats that they were going to make. The Team that sold the most tickets would be the winner. Guess what, they came so close that it was considered a tie and each child went home a little richer! The Fire Truck came, there was food, water slides, bouncers, a DJ, limbo, hula hoop contests, face painting, and a dunk tank. Everyone and I mean everyone enjoyed themselves. This was another way to say thank you to our employees for a job well done and recognizing the importance of family.



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