



FACILITY QUARTERLY

FALL 2011

FOOD SERVICE EQUIPMENT • REMODELS • CARPENTRY • HANDYMAN • ELECTRICAL • PLUMBING
 SAFETY • HURRICANE MANAGEMENT • DISASTER RECOVERY • DARK STORE MANAGEMENT • PAINTING
 SNOW REMOVAL • HURRICANE REPAIRS • DISASTER RECOVERY • DARK STORE MANAGEMENT • HVAC • CLEANING
 FLOORING • RESTAURANT EQUIPMENT • PAINTING • PAINTING • PAINTING • PAINTING • PAINTING
 MANAGEMENT • DESIGN • MANAGEMENT • DESIGN • MANAGEMENT • DESIGN • MANAGEMENT • DESIGN
 HANDYMAN • HANDYMAN • HANDYMAN • HANDYMAN • HANDYMAN • HANDYMAN • HANDYMAN
 MASONRY • DOORS/LOCKS • HURRICANE MANAGEMENT • CEILING REPAIRS • DARK STORE MANAGEMENT
 EXTERIOR LIGHTING • REMODELS • CARPENTRY • HANDYMAN • ELECTRICAL • PLUMBING
 FIRE & SAFETY • FLOORING • PAINTING • PAINTING • PAINTING • PAINTING • PAINTING
 ELECTRICAL • PLUMBING • FLOORING • PAINTING • PAINTING • PAINTING • PAINTING • PAINTING

got repairs?

FERRANDINO & SON INC.
Contractors

REAL SOLUTIONS. REAL VALUE.

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A Word from Peter Ferrandino

Welcome to Facility Quarterly... our newly redesigned corporate newsletter. We hope that you find this to be a useful tool for tips, information and trends relative to our industry.

Your input, feedback and suggestions are always welcomed, as are contributed articles. Please contact Alyson Bruu, Marketing Manager, at abruu@ferrandinoandson.com

Facility Quarterly will be emailed to you on a quarterly basis. If you would like to opt-out of this mailing, please see link below.

Enjoy! And thank you for your valued relationship with Ferrandino & Son.



RFMA National
3/4/12-3/6/12 • The Mirage
Las Vegas • Booth #407



Professional Retail Store Maintenance Association

PRSM 2012 National Conference
4/18/12-4/20/12 • Anaheim Convention Center
Anaheim, CA • Booth #635

▶ SNOW SEASON... Trick or Treat!?

For many companies, the snow season arrived early with a devastating Nor'easter that caused widespread power outages and unfortunately, left many of their sites scrambling for service with RFP's either still ongoing or not awarded.

With locations not awarded, not only does the location risk losing sales but issues like slip and falls and the liability from snow claims fall completely onto the company's own insurance. For many companies, the lessons learned from this event is an in-house shakeup that ultimately will look to move the issuing of snow RFP's from early fall to mid-summer, ensuring a timely award.



▶ Tips for Snow Inspections

When you award your snow locations, whether it is with one National Provider or multiple local partners, how do you ensure they are servicing your entire property? One solution is to require your service provider perform a detailed site inspection of every property.

During these visits, property boundary lines, storage areas and critical access points can be determined and noted. In addition, these visits provide the local crews and store managers the opportunity to review expectations and provide a better guarantee that they are all on the same page. While certainly requiring extra work, this type of preparation reduces the learning curve that the first snow storm of the season often brings.

"The hardest part with our portfolio is the seasonal variances to so many of our services. When we moved to Ferrandino & Son, they put together a 12 month fixed budget for our entire portfolio, even forecasting out of scope spend. For once, there were no surprises when it came time to review year-end numbers."
- Retailer, Florida Headquarters

Ferrandino & Son is a National Leader in Facility Service and Maintenance; Landscaping, Snow Removal and Exterior Maintenance; National General Contracting, HVAC and Environmental Services.



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