



THE PDX CLEAN



Volume 1 Issue 1
Spring 2009

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Need to contact ServiceMaster of Portland?

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Fax (503) 230-8810
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Portland, OR 97202
www.smptld.com

Interested in receiving **The PDX Clean** in an email or via fax? Email and request either format for emails, please note if you want an attachment or in-body text.

Send request to
Kelley Martin:
kam@smptld.com

3 STEPS TO SAVE 10-20% ON YOUR PROPERTY/CASUALTY LOSS RATIO! (AND KEEP YOUR CLIENTS LOYAL TOO!)

STEP 1- EDUCATE YOUR CLIENT : we will send our **EMERGENCY DAMAGE CONTROL TIPS** brochure to your insured along with a personalized letter from the agent and **the postage is on us!** We will also supply water main shutoff tags and emergency response refrigerator magnets.

STEP 2-EDUCATE YOUR STAFF: after your staff has filed a claim with your company, advise them to call ServiceMaster right away! They will be happy to know that a professional is on the way within a few hours instead of waiting for an adjuster to call. Waiting for the adjuster can waste precious time and money that could be saved by calling ServiceMaster immediately!

STEP 3-ALIGN YOURSELF WITH SERVICEMASTER: When a client has a claim and you call ServiceMaster we will be in contact with that client within 1 hour and arrive to start mitigation within 3 hours. Our speedy arrival ensures that structures and personal items will be salvaged rather than replaced., that walls will be cleaned instead of repainted etc. We offer free assessments to customers who are not sure they have coverage for a claim.

Cost of cleaning vs. cost of replacement



- **Painting \$0.65/sq. ft**
- **Cleaning \$0.20 /sq. ft**
- **Drying bedroom walls: \$400.**
- **Replacing bedroom walls: \$600**
- **Replacing bedroom carpet: \$1100**
- **Drying out/cleaning carpet: \$580**

THIS DISH WILL PUT A \$PRING IN YOUR STEP!



Creamy Mock Risotto

- 1 medium onion
- 1/4 teaspoon salt
- 2 cup(s) instant brown rice
- 4 clove(s) garlic, minced
- 2 1/2 cup(s) vegetable or reduced-sodium chicken broth
- 1 pound(s) asparagus, trimmed and cut into 1/4-inch pieces

- 1 red bell pepper, diced
 - 1 cup(s) frozen peas, thawed
 - 4 ounce(s) reduced-fat cream cheese (Neufchatel)
 - 1/2 cup(s) grated Asiago or Parmesan cheese, plus more for passing, if desired
 - 1/4 cup(s) minced chives, or scallion greens
 - 1 tbsp extra virgin olive oil
1. Heat oil in a large nonstick skillet over medium-low heat. Add onion and salt and cook, stirring often, until soft and just beginning to brown, 4 to 6 minutes. Add rice and garlic and cook until the garlic is fragrant, 30 seconds to 1 minute. Add broth and bring to a boil; cover, reduce heat to a simmer and

reduce heat to simmer and cook for 5 minutes.
2. Remove cover and spread asparagus and bell pepper on top of simmering rice-do not stir into the rice mixture. Replace cover and continue simmering, adjusting the heat if necessary, until the liquid is almost absorbed and the asparagus is bright green but still crisp, about 5 minutes.
3. Add peas and cream cheese; stir until the mixture is creamy and the cheese is incorporated. Return to a simmer and continue cooking until the liquid has evaporated and the asparagus is tender, about 5 minutes more. Stir in 1/2 cup Asiago (or Parmesan). Serve topped with chives (or scallions) and additional grated cheese. EatingWell.com

FREE CE FOR AGENTS



Do you need Continuing Education credits?
ServiceMaster of

Portland will be offering **free** classes throughout the coming year. Come to our facility to learn about mitigation and get the necessary credit to maintain your license. General manager, Jim Grant is registered through the Oregon and Washington State Office of the Insurance Commission and takes great pride in the presenting these courses.

Upcoming CE Classes (3 credits each)

April 10th:9am-12pm– Fire Mitigation

May 22th:9am-12pm– Ethics

June 12th:9am-12pm–Water Mitigation

June 25th:9am-12pm–Smoke Mitigation

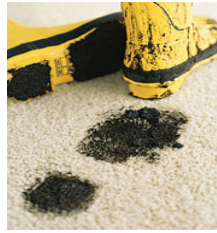
July 10th: 9am-12pm- Mold Remediation

*To sign up email Kelley Martin:

kam@smptld.com. See you there!!

WE CLEAN CARPETS!!

Are your carpets looking dingy after that winter weather? We can help! ServiceMaster has the equipment and expertise to fully remove soil and other pollutants. We will pre-treat your carpet for spots and stains and apply a protector to discourage future soiling. Using rented equipment often leaves the carpet too wet with detergent residue which attracts new dirt! ServiceMaster has developed superior programs and regime to care for a variety of floor surfaces including vinyl and wood. The result? Enhanced floor protection and appearance. Call to schedule an appointment today!



Ask us about agent/staff member discounts.

SPRING: HOW TO CONTROL A WATER LOSS



Water Mitigation stops the water from spreading and from causing damage to the structure or contents of a home or office.

BENEFITS OF MITIGATION:

For the insured:

- Prevents the damage from spreading further
- Lower loss costs with insurance
- Less interruption to daily living.

For the insurance company:

- Quicker response with improved customer service presentation

- Increased customer retention
 - Increased customer referrals
 - Improved loss ratio
- RESULTS OF WAITING TO MITIGATE:**
- Carpet delamination
 - Secondary damage to furnishings & contents
 - Mold contamination
 - Extreme damage to hardwood floors
 - Foul odors resulting from standing absorbed water.

Excess Water in your home or office is never a welcome occurrence. Often when we are faced with this unexpected intrusion of water, the proper course of clean-up can be confusing. Immediate response is the key to preventing the water from causing unnecessary damage to your home or office. In most cases, WATER MITIGATION is the answer. What is WATER MITIGATION? To “mitigate” means “to alleviate or to make less severe”.



Calendar of Events

March-October

Portland Farmer’s Market– PSU
SW Harrison & Montgomery
Admission: FREE

April 10 & 11

15th Annual Spring Beer & Wine Fest
Oregon Convention Center
Admission: \$5
503-238-3770

April 27th

Taste of the Nation-Portland 2009 (No Kid Hungry)
Luxe Autohaus
www.portlandtaste.org
1-877-26TASTE

May 1 - 5

Cinco De Mayo 25th Anniversary
Tom McCall Waterfront Park
www.cincodemayo.org

May 28 - June 7

Portland Rose Festival
Tom McCall Waterfront Park
www.rosefestival.org

Congratulations to our recent Puzzle Winners!

- Tami (State Farm Harry Hoffman)
- Linzy (Bob Stirling State Farm)
- Charmaine (Matt Olsen State Farm)
- Jennee (Jennee Vega Farmers Ins)
- Lynn (Hays Companies of Oregon)

Interested in receiving our crossword puzzles? Email Kelley, kam@smptld.com to sign-up!

Prizes include gift certificates to: Starbucks, Portland City Grill, McCormick & Schmicks!