



MinnClean
 <address>
 <City, State, Zip>
 <Phone>
 www.MyWebsite.com

Your New Issue of
 NewzBreak
 Has Arrived!

Look Inside for Some
 Amazing Money
 Saving Tips and More!

Enjoy the company of a pet

Researchers at the Mayo Clinic found that married couples who owned a pet had lower blood pressure than couples without one.

Individuals who owned a dog were more likely to still be alive one year after having a heart attack than heart attack patients who didn't own one.

Dog owners who walk their dogs are more likely to be physically active and less likely to be obese.

Staff Members Making the News

Shelly and her team have been cleaning homes for the past five years and they've always done a great job for us. The team was recently awarded <My Company's> highest achievement award for Service Excellence. Congratulations team! Keep up the good work!

All team members of <My Company> have completed the Annual Safety Training Certification. We're very impressed with the scores and are confident about our staff's performance.

"Procrastination is like a credit card. It's a lot of fun until you get the bill." -- Christopher Parker

FREE Air Quality Cleaning Audit

Call us by ___/___/___ to schedule your FREE Air Quality Cleaning Audit and...

Receive a FREE Refrigerator Cleaning!

<Company Name>
 <Telephone>
 <Website>

Take the Trivia Challenge and Win a \$25 Gift Card to Applebee's!

The first <##> people who call our office with the correct answer will be entered into the drawing!

How many hot dogs do Americans eat every year?
 1 - 9 billion 2 - 27 billion 3 - 16 billion

HINT: The answer is hidden somewhere in this newsletter.



July 2011

Volume 2, Issue 7

NewzBreak™

The Workplace Newsletter That's Both Informative and Fun!

7 Reasons why managers don't delegate

It was famed business authority Peter Drucker who once challenged CEOs to think about what they should be doing and what they should not be doing. Whether you are a CEO, manager, or someone with one or two people working for you in a department, it's an important matter to think about.

Strategic planner Ole Carlson says failure to delegate involves one or more of these causes:

- * You may think you are the only one suited to do the task.
- * You enjoy doing it or feel it is more expedient to do it personally, though it could be done by someone else.
- * Doing it yourself is an avoidance strategy. It keeps you from starting other projects.
- * It's a matter of being a control freak who must be involved in everything. You must learn to trust someone else.
- * You think you are too busy to teach someone how to do it, but future time savings are the reward if you do.
- * The task has become habitual. Find a better way to start your day. Tackle the first item on your to-do list.
- * You want to delegate the task but don't think you have a competent person to handle it.

Carlson, author of several business management books, including his most recent title, *Aspire: 3 Powerful Strategies for Creating More of What You Want Now*, says keeping a time log for a couple of weeks can be enlightening. It will allow you see what percentage of your time is spent on doing what is actually your job, rather than doing what someone else could do.

Think more about projects that only you can handle, less about projects you could delegate.

Tips for women climbing the corporate ladder

From Linda Hudson, president and CEO of BAE Systems:

Stand up for yourself: When an interviewer said he didn't think a woman could do the job, she told him if he wasn't man enough to look at her credentials, she was wasting her time. Interviewed in *Fortune*, she said she walked out of the interview, but she got the job.

Project your voice. Hudson took lessons from a voice coach. She learned to project her voice and use a lower pitch that works effectively when speaking to large groups.

Don't fight the system. When she was pregnant and there was no maternity leave policy for her level, instead of insisting on one, she helped write the policy and practices.

Free Cleaning Tips and Specials at www.MyWebsite.com



I hope you enjoy this month's newsletter!

Steve Hanson
 MinnClean

Fun facts about America's favorite summertime treat

Call it a dog, sausage or frankfurter, it's been around since before the 9th century BC. Homer's *Odyssey* refers to a man by a roaring fire waiting impatiently for his sausage to cook.

In 1867, a German butcher opened a stand in Coney Island in New York and sold 3,684 "dachhund" sausages in milk rolls.

A cartoon was drawn featuring the sausages, but the cartoonist didn't know how to spell dachshund, so he called them hot dogs. The name stuck.

Americans eat more than 16 billion hot dogs each year. They eat 150 million on the 4th of July alone.



Do You Know...

... someone that could use our services? Perhaps a colleague, friend, family member, or networking buddy?

When a new client signs up for regular cleaning services at your recommendation; you will receive \$100!

If you would think of 3 or 4 people that could use our services, then don't hesitate to call them and give them our name and phone number. Be sure to have them mention your name when they call so we can send your \$100 Bonus!

Thanks in advance for your help and we look forward to sending cash your way!

Thanks a Bunch!

"Sue and her team have been cleaning buildings for the past two years and they've always done a great job for us. The quality of service is at a much higher level than our previous cleaning provider."

*Tom Johnson
Sandy, UT*

*A special thanks to all these fine folks who referred us...
Kathy Jackson, Dan Lundgren, and Marcy Cantrell.*

How to keep your cool

Customer Service

A study by Arizona State University shows that by the time customers reached a service agent, about 70 percent were angry or in a rage.

The first job of the customer service person is to keep from getting angry in response. One customer service training company recommends:

First, listen with empathy and warmth to the problem. If the explanation goes on and on, one trainer suggests, looking at the ceiling to relax, deep breathing, doodling to keep relaxed, or making figure eights with the eyes, which has a calming effect.

Apologize at the first opportunity, saying things like, "We're sorry this happened," even though you didn't create the problem.

When it's your turn to talk, confidently assure callers that you can handle their problems. Many customer service workers take satisfaction in the problem-solving aspects of the job.



"I'm making out my will. Is there anything you want me to leave to you, other than debt?"

Do you really want that piece of candy?

The average American office worker is packing on almost seven pounds a year, according to recent studies.

One from Cornell University shows the easily-accessible bite-size treats found on office desks are a big contributor. Eating two pieces of candy every day adds about 480 calories over a work week.

To burn that off, a 160-pound person would have to walk for 157 minutes (2 mph), ballroom dance for 132 minutes, play golf carrying clubs for 88 minutes or backpack for 56 minutes.

Cornell professor Brian Wansink, author of Mindless Eating, says it's ridiculous what the candy jar does.

The temptations don't stop at the candy jar. Add to that the high-fat foods at pot-luck lunches, birthday cakes, and the donuts offered at meetings.

Still, the ubiquitous temptation is the candy jar. When you walk by one, you have to ask yourself again whether you want a piece.

At the office of CBS News, they did an experiment to see how popular the candy bowl was. There was a piece taken within the first minute, and several followed shortly after. People grabbed the candy without thinking about it. But when the candy bowl was moved several feet away to the top of a file cabinet, people were much less likely to take a piece.

Weight Watchers recommends that you keep fruit, mints, chewing gum and healthy snacks in a drawer so you don't feel you need a treat.

The candy jar may never disappear entirely. Those who approve of them say candy is comforting and it promotes camaraderie in the department.

If you agree, at least pass it by more often. One piece of candy a day is better than two.



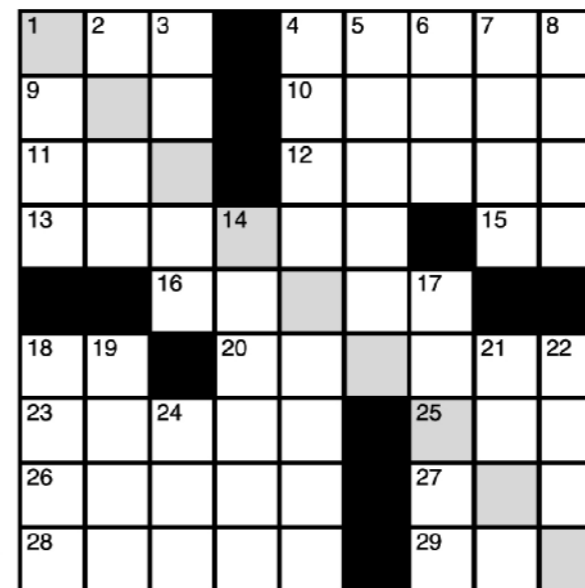
Summertime Leisure Crossword

Across

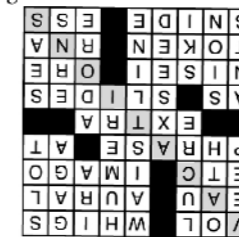
- Tennessee athlete, for short
- Opposition to Tories
- ___ Claire, Wis.
- Of the ear
- And more: Abbr.
- Adult insect
- "Wheel of Fortune" category
- Expressing direction
- Bonus
- "__ You Like It"
- Playground equipment
- Japanese-American
- Neighbor of Wash.
- Nominal
- Genetic info carrier
- Like some remarks
- Double curve

Down

- Political second banana
- Curse
- Riches
- Place for a belt
- Arm bones
- Bank offering, for short
- Famous Lady singer
- Coin opening
- Crown vetch
- Be crazy about
- Carpenter and fire ___
- State of Israel
- Coastal raptors
- Caribbean and others
- Schuss, e.g.



Note: The headline is a clue to word in the shaded diagonal.



Ribs on the grill are a summer tradition

Rib wars have existed in the United States and throughout the world since the recorded annals of civilized man, or at least partially civilized man.

Rib meat and ribsauce competitions are prolific. From the Carolinas in the East to deep in the heart of Texas, recipes for ribs and liquid basting sauces abound.

Many East Coast sauce recipes are vinegar-based, like the North Carolina sauces. Texas concoctions are sweeter and contain more tomato sauce. Ribs usually have a chili powder base with herbs. They often have smoke flavorings.

Here is a simple sauce that can be made ahead and stored in the refrigerator. This recipe makes about one quart. It's in the North Carolina sauce category and can be used either as an

over-night marinade or for basting after the meat is placed on the grill.

Simple rib sauce

- 3 cups brown sugar
- 3 cups white vinegar
- 10 dashes salt
- 10 grinds pepper
- 2 dashes Worcestershire sauce
- 20 dashes Louisiana hot sauce



1 4-oz. bottle of honey
Mix all ingredients thoroughly in a medium-size bowl. Ladle or brush sauce over the ribs while grilling. Allow the sauce to caramelize.

The ribs may be baked for about an hour, constantly basting with the sauce. Then turn the oven to the broil position for finishing. Carefully watch the meat until the sauce caramelizes and hardens on the top but don't let it burn or become too blackened.

Trivia Teaser – Put Up Your Dukes

1. What was the name of the female cousin on The Dukes of Hazzard?
a-Petunia, b-Rose, c-Daisy, d-Honey.

2. Duke the talking dog is featured in TV commercials for what food product?
a-Activia yogurt, b-Snickers candy bar, c-Miracle Whip salad dressing, d-Bush's baked beans.

3. Center fielder Duke Snider played for what baseball team for 15 seasons?
a-Orioles, b-Dodgers, c-Cubs, d-Giants.

4. What is the correct address when speaking to a duke? a-Your grace, b-Your eminence, c-Your honor, d-Your holiness.

5. What was the name of Patty Lane's identical cousin on The Patty Duke Show?
a-Wanda, b-Randi, c-Cathy, d-Betty.

6. Who recorded the 1962 hit song "Duke of Earl"? a-Thurston Harris, b-Buddy Holly, c-Gene Chandler, d-Frankie Valli.

7. Which of Shakespeare's plays concerns a Duke adopting a disguise in order to observe the actions of his subjects, including his deputy Angelo? a-Measure for Measure, b-The Tempest, c-Twelfth Night, d-Corolianus.

8. Norm Duke was 18 years old when he became the youngest pro athlete to win a title in what sport? a-Bowling, b-Speed skating, c-Motorcycle racing, d-Weightlifting.

9. In which comedy film will you find the conniving brothers Randolph and Mortimer Duke? a-Arthur, b-Brewster's Millions, c-Doctor Detroit, d-Trading Places.

10. What was the real first name of jazz musician Duke Ellington? a-William, b-James, c-Thomas, d-Edward.

- Answers to 'Put Up Your Dukes'
- 1-c, Daisy
 - 2-d, Bush's
 - 3-b, Dodgers
 - 4-a, Your grace
 - 5-c, Cathy
 - 6-c, Gene Chandler
 - 7-a, Measure for Measure
 - 8-a, Bowling
 - 9-d, Trading Places
 - 10-d, Edward