THE PROFESSIONAL GROUP

PRO-AM STATEMENTS
IT’S WHO WE ARE!

THE PROFESSIONAL GROUP
TOTAL FACILITIES SERVICES & SUPPLIES
a BELFOR company
Our Why?

To help others be more successful at what they do.

That means, We are PROFESSIONALS …

helping OTHER professionals

do their jobs better and more efficiently.
Our Mission

Work smart, and have fun.

Be harder on our performance than our clients.

Respect and nurture the dignity within each Professional.

Combine and focus our energy into “exceptional client service.”

Be transparent. Learn from mistakes.
Find a better way. Do whatever it takes.

Our Vision

Our vision is to be known globally as a group of Professionals with a passion for cutting through red tape and obstacles to maintain and protect property function, value and the health, safety and well-being of our customers’ employees, tenants, and visitors, as well as our own professionals.
MY FRIENDS:
From this day forward, you are not a TPG employee – you are a TPG Professional.
There’s a big difference. Employees show up for work, do what they’re told, pick up a paycheck and go home.
A Professional eagerly arrives at work, determined to make a difference, no matter what it takes. A Professional doesn’t have to be told what to do – a professional knows what needs doing, whether someone tells him/her or not!
The Professional Group is a team of Professionals who believe in their heart that the reason they work here is to help make our clients more productive and more successful. And that, in turn, fuels our pride and provides us with the reward and recognition we deserve.
We are professionals assisting other professionals.
As a Company, we have come so far. Where we are today is light years from where we were just a few years ago. Where we will be tomorrow will blow our customers and our competitors away.
We WILL be the best company in our business!
We WILL be famous for providing the highest possible quality service to our clients.
We WILL find, hire, train and retain the very best people – people who not only understand our values, but actually live them. Everything we do – how we hire people, how we review their performance, how we promote them – will be firmly based on their adherence to the TPG values:

**We have integrity** in all that we do; and we demonstrate this respect for others by establishing mutually beneficial relationships with all whom we come in contact.

**We “do whatever it takes”** in every situation; solving problems creatively with our positive “can do” attitude, and always looking for a better way.

**We are passionate** about our lives, families and work, inspiring others with our sense of urgency, our determination and our focused energy.

**We have fun** with our families & friends, our professionals, our customers & vendors while valuing our relationships with other people.
And we **WILL** provide our Professionals with the training and information they may need to advance within The Professional Group. Because when our people succeed, we succeed. When our people are genuinely excited about being the best, our clients enjoy the best service. Be sure to check out the description of our new Professional Portal and Professional Perks resource on the next page. I think you’re going to like what you read.

**Why are we doing this, you ask?**

Because TPG is our people. Our people are TPG.

It’s as simple as that.

**We have given a lot of thought into answering the questions:**
What is a TPG Professional? What do they do? How do they do it? What do they think and feel? What makes them special?

I have put together a collection of statements that I and we will call “Pro-Ams.” The name is a shortened version of the statement: I am a professional. Each Pro-Am statement reflects something that we believe … something that we do … that makes us who we are.

To help bring these Pro-Am statements to life, we have created a character I call “Moppy.” Moppy is me. Moppy is you. Moppy is all of us.

Moppy is the spirit and the conscience of The Professional Group.

There are 18 Pro-Am statements here, one for each of the 18 years TPG has been in business. Let me know what you think. Send me suggestions for future Pro-Ams. We want to hear from you, the best ideas and statements come from you. If chosen we will publish yours as the next Pro-Am and you will be recognized and rewarded for your work.

Enjoy and have fun, that’s why you’re a TPG Professional!

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**Dany Harkonen**

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**PROGRAM STATEMENTS**
About Our New Professional Portal & Professional Perks

We have created a Professional Portal linked to our website. This portal offers our Professionals:

- Important news and information.
- A place for TPG professionals to recognize one another for exemplary performance.
- Job openings – posted for Professionals first.
- Job Recommendations – a mechanism by which professionals can recommend others for open positions.
- “Holy Cow! Idea Corner” (Yes, that’s what we really call it. LOL)
  – An online suggestion box and idea exchange.
We are currently leveraging our customer base to offer free and discounted services to our Professionals. While our roster already includes impressive discounts, we are working to incorporate more things such as:

- Discounted gym memberships
- Memberships to big box stores at a lowered rate
- Assistance in pursuing a new vehicle
- And more to come!
I AM A PRO

I BELIEVE THAT SIMPLE IS ALWAYS BETTER.
It would have been so much simpler if I had just asked for help or more clarification.

It happens to all of us. We get so busy we fail to recognize that there is almost always more than one way of doing just about everything.

There is always an easy way.

There is usually a hard way.

Making things complicated can increase the risk of miscommunication, re-work, and inefficiency.

A TPG Pro knows that the best way to work is the simple way and in doing so gets the job done right and quickly!
I AM A PRO

I BRING SOLUTIONS, NOT EXCUSES.
“Stuff” happens. It just does. We all know that.

The bucket gets knocked over. The weed whip shoots a rock through a glass window. A delivery is missing 2 cases of toilet paper.

No matter how careful we are … no matter how hard we try … things like this will happen.

What defines a TPG Professional is what happens next.

A Pro steps up to the situation, accepts responsibility and immediately offers solutions.

I’ll get our crew to replace that window right away!

I have already radioed over to the warehouse and they are sending those cases as we speak.

I apologize for the mess but I will not leave until all the water is cleaned up and it is spotless.

You get the picture. That’s why you’re a Pro!
I AM A PRO
I BELIEVE THAT EVERY FAILURE IS AN OPPORTUNITY.
Remember that phrase:  
**When the going gets tough, the tough get going?**

Adversity brings out the best in true Professionals.

If you follow football you’ve seen how a smart quarterback will rarely allow a pass to get picked off by the same defensive back. Or how a baseball pitcher will almost never throw another up-and-inside pitch to a player who, last time up, belted a homerun off that same pitch. They make mistakes. They learn from them. They don’t repeat them.

That’s how football players make the Pro Bowl and how baseball players are named to the All Star Team. They turn mistakes into opportunities – again and again and again.

Mistakes happen. Everyone makes them. And every mistake is an opportunity to learn to do something different and better.

*Think of it this way: a mistake isn’t a failure. It’s only a failure if we don’t learn from it.*
Remember that old saying: "If it ain’t broke don’t fix it?"
At The Professional Group, we operate to our own standards.
We believe that the saying needs to be rewritten to read:
“If it ain’t broke, you haven’t been looking closely enough.
Fix it anyway!"

“Status quo” is a fancy way of saying the way things are.
For smart companies like ours, the way things are often isn’t the way they should be.

No question – it’s often easier to stick with the status quo.
But that doesn’t make it right. That’s why TPG Professionals like you are always looking for better ways to do just about everything – to make us more productive and efficient … to help us land new business … and to allow us to exceed the expectations of more customers!

For us, good enough … isn’t.
And that’s what makes you – and us – one-of-a-kind!
I AM A PRO

I TELL THE TRUTH — ESPECIALLY WHEN IT HURTS. HONESTY TRUMPS DISHONESTY EVERY TIME!
There are a lot of good reasons for this particular Pro-Am statement.

Lying is morally wrong, we all know that.

But lying is also really hard. It takes time and effort to sustain a lie. It’s complicated. You forget whom you told what to … when … and why.

You can’t keep track of who knows what.

Sometimes it gets so bad that you even forget what’s true and what’s not.

The fact is, lying is sometimes a whole lot easier than telling the truth.

But you know what? **Telling the truth is not only the right thing to do – it’s also smart business.**

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**Here’s a TRUE story that helps drive home the point.**

Not too long ago, we discovered that one of our supervisors was stealing from a building that TPG had been contracted to clean. We could have handled the situation internally, dismissed the supervisor, and the customer would probably have never known the difference.

That would have been the easy way to handle a very awkward situation.

But the right way to handle it was to go to the customer in person, tell him that one of our supervisors had been stealing from his company, and let him know that we had taken appropriate action to rectify the situation.

That’s what we did. We stepped up to the situation, looked the customer in the eye and told him the truth.

The customer was so impressed with our honesty that 18 years later he is still a customer today. Why? Because he knows firsthand that at TPG we don’t just talk honesty – we live it.
I AM A PRO

I FOLLOW UP.
I FOLLOW THROUGH.
EVERY TIME.
At TPG, we want our customers to trust that we will do WHAT we say we will do WHEN we say we will do it. That doesn’t sound very complicated, does it?
But without the proper follow-up and follow-through it’s amazing how quickly a simple task can turn into a minor crisis.

Here’s an example of something that actually happened.

A customer called us and told the TPG Professional who took the call that there was a coffee stain on the executive conference room carpet that had to be cleaned up. The TPG Pro told the customer that he’d make sure that the spill was taken care of that night.

When the cleaner showed up at the executive conference room a few hours later, she discovered that the spill was a large one that would require multiple treatments over the course of several days in order to remove it completely. She performed the first treatment.

The following morning, the customer walked into the conference room and found that the stain was still there. Naturally, the customer assumed that her request had been ignored. So she called TPG to complain. Ultimately, the situation got resolved when we were able to explain to the customer that multiple treatments would be required to completely remove the stain. But it shouldn’t have gotten to this point, should it? A customer complaint could easily have been avoided.

What could have been done differently? A couple of things.
The TPG Pro who fielded the original request could have asked about the size of the stain, and upon finding out that it was a large one, advised the customer that removing it would likely require multiple treatments.

Or, the cleaner who discovered the spill could have left a note: “Just wanted you to know that we’ve started work to remove the coffee stain. It’s going to take several treatments to get it all out. The stain will be gone completely by Thursday at the latest.”

So you see how timely follow-up and follow-through can help keep our customers satisfied and secure in the knowledge that when they ask TPG to do something it’s as good as done!
I AM A PRO

I am obsessive about communicating effectively with my clients and with my fellow professionals.
When you were a kid, you probably played that game where you’d sit in a circle with a bunch of friends and someone would whisper something into the ear of the person sitting next to them, and that person would pass it on, until the statement got all the way around the circle?

Remember how the statement that made it all the way around the circle rarely, if ever, had anything to do with what was whispered originally?

But what was fun back then isn’t so funny in the world of Professionals. When instructions to fellow Professionals aren’t communicated clearly, mistakes happen and clients get upset. And, when a client instructs you to do something, and you misunderstand, it can be worse.

So, how do you prevent these kinds of misunderstandings? Simple. REPEAT what you say … and REPEAT what you’re told.

Example:

Just to be clear, Frank, what I want you to do is …

Okay, I think I’ve got it. But let me just make sure. You asked me to …

It’s amazing how easy it is to communicate clearly!
I AM A PRO

I AM COMMITTED TO DOING WHATEVER IT TAKES TO GET THE JOB DONE RIGHT.
WHAT DOES THAT MEAN –

WHATEVER IT TAKES?

It can mean many things.

Doing whatever it takes can mean putting in extra time to get the job done right.

It can mean asking for help.

And sometimes, it can mean deciding on your own to do something a certain way – because your team leader isn’t there to ask. Maybe it’s going to require more material to do the job right. Or maybe a different tool. Or another pass with the mower or plow.

That’s okay! You’re a Professional. We trust you to make the right decisions at the right times to satisfy our clients.

No one will ever lose their job at The Professional Group for doing what it takes to get the job done right – even if the final outcome isn’t exactly what was expected. In fact, since you did the work, more often than not, the final outcome is probably better than anyone anticipated!
I AM A PRO

I DO THE RIGHT THING — EVEN WHEN NO ONE IS WATCHING.
A Professional like you doesn’t work to please someone else. You work to please yourself.

A Professional takes so much pride in his or her work that they really don’t need to be supervised. You don’t need someone looking over your shoulder to make sure you do the right thing.

Because the person you live to impress is the person looking back at you from the mirror every morning.

You are a Professional. As such, you are your own biggest critic.

It’s the pride in knowing that the job you just did was done to the highest possible standards.

Yours.

No one was watching?
Wrong. You were.
I AM A PRO

I TREAT CLIENTS AND MY FELLOW PROFESSIONALS WITH DIGNITY AND RESPECT.
Complete this phrase:

**Do unto others ...**

It seems so simple, doesn’t it? Treat others in the same way you want to be treated. But if it’s all that simple, then why do we keep running into people who just don’t get it?

Well, the good news is: The Professional Group intends to hire people like you ... people who get it ... people who really do treat others as they want to be treated: with dignity and respect.

Dignity has nothing to do with what someone DOES and everything to do with who they ARE as a fellow human being. Respect isn’t tied to a job title. It has nothing to do with the size of someone’s office or whether the clothes they wear to work are made by Brooks Brothers or Carhartt.

**As a TPG Professional, you treat everyone – your clients and your fellow professionals – exactly as you want them to treat you.**

But what sets you apart is that even on those rare occasions when someone doesn’t treat you with the dignity and respect you so richly deserve, that doesn’t change the way you treat them. And that’s very, very cool!
I AM A PRO
THE HARDER I WORK,
THE LUCKIER I GET.
How many times have you heard things like this:

She’s so lucky to get that promotion!

He lucked into that job!

As a TPG Professional, you know that success has little or nothing to do with luck – and everything to do with hard work.

At TPG, the equation we operate by is:

**HARD WORK = SUCCESS.**

That means that the best way to get a raise or a promotion at The Professional Group is to go above and beyond … and put in some extra effort and extra hours. The “secret” to success at TPG is to exceed expectations, not just meet them.

Will anyone notice? You bet they will! Your customers will notice. Your team leader will notice. And most important, YOU will notice.

If there is any luck involved at all, it’s the fact that we’re lucky to have you on the TPG Team!
I AM A PRO

I DON’T FORGET TO WATER THE GREEN PATCH.
Imagine this: You’re looking at two patches of grass. One is lush and green. The other is brown. The green patch represents those loyal customers who share our core values – the ones who rarely, “unnecessarily” complain or make “unreasonable” demands. The brown patch represents our more unreasonable, impossible-to-satisfy customers, and those who generally don’t like to pay their bill on time.

**Your job is to always water the green grass. What does that mean?**

We all know what happens when you water green grass – it grows. So, by watering the green grass, you are taking care of our loyal customers – the ones who appreciate our work, our core values, our people, and the way we do business. *It’s these customers who represent our best source of growth.*

**Remember the old saying:** The squeaky wheel gets the grease? In our business, it’s tempting to focus our best efforts on the “brown patches,” the squeaky wheels that make the most noise. But that’s really not a good idea – because when you neglect the green patch, the green patch dies. Don’t forget – left un-watered, green grass turns brown ... and that’s the last thing we want to happen to our loyal customers.
I AM A PRO

My co-workers are my family, and we have each other's backs.
What does that mean – to “have someone’s back?”

Or, to put it another way, when someone tells you that they “have your back” what do you expect from them?

At The Professional Group we aren’t just a company, we’re a family. We treat one another as family members. We hire the kind of people we want in our family ... not just in our company.

When we say we have each other’s back it means that we will not let a fellow TPG Professional fail!

We will not put a fellow Professional in danger.

We will offer to help a co-worker BEFORE they ask for it.

We’re family. We hang together.
We stick up for one another.
We succeed together – or we don’t succeed at all!
I AM Phaser AWARE OF THINGS AROUND ME THAT OTHERS MAY NOT NOTICE.
As a TPG Professional, you see things that others don’t. That’s because you’re hard to satisfy. For you, “good enough” … isn’t!

Where someone else sees a perfectly clean bathroom, you spot some tiny graffiti on a stall door.

Where someone else sees an atrium filled with beautifully trimmed plants, your eye immediately goes to the plant that’s dropping its leaves.

Where someone else sees a perfectly-groomed lawn, you spot the one place where the trimmer cut too close and scalped the grass around a bench.

And where someone else sees a parking lot that’s been totally plowed, you find the one crosswalk that hasn’t been adequately salted.

Good for you! **It’s your attention to detail .... your exacting standards ... that makes us what we are:**

**The best in the business!**
I AM A PRO

I BELIEVE IN HAVING FUN AT WHAT I DO!
Wait a minute! You’re telling me that emptying wastebaskets, cutting grass, plowing snow, delivering supplies, managing an account, and answering phones ... can be fun??

The answer, as you well know, is: hell yes! Interacting with your fellow Professionals can be fun – swapping stories, telling jokes, getting to know one another, becoming true friends. That’s fun.

So, too, is organizing Ping Pong and Fooseball tournaments ... taking in a ballgame together ... setting up a bowling league ... or simply meeting together for a cold one after work.

Laughter and fun are healthy. Imagine going through life resenting every day on the job. How bad would that be!? In the end, the decision to be happy, to have fun, is yours and yours alone.
I AM A PRO
I COMMIT TO B-SAFE IN EVERYTHING I DO.
SAFETY STARTS WITH ME

I am committed to SAFETY – to protecting and maintaining the health, safety and well-being of all TPG professionals, our customers, and their tenants and visitors.

At TPG we are committed to safety at the highest levels. We all make a daily commitment to each other and our families that we will come home in the same physical condition that we left for work in.
I AM A PRO

I AM COMMITTED TO TECHNOLOGY AND INNOVATION TO HELP US BE MORE SUCCESSFUL AT WHAT WE DO.
innovation

We have all heard the same thing “computers don’t clean buildings, cut grass, or deliver products”...a PRO knows that’s just not the whole truth! While it is true that technology itself cannot physically perform the services we provide (humans are required) technology and innovation 100% assists us in every way allowing us to do our jobs better, more efficiently, and with greater accountability.

We pledged at the onset to be the first adopters of the latest technologies and innovations to ensure our industry leading standards.....that means all of us at TPG will have every tool available in order to do our jobs at the highest levels, and....our clients will have the peace of mind knowing they have partnered with a company that values clarity, brings a high level of value, and employs the tools which bring accountability and transparency!
I AM A PRO

I RESPOND WITH A SENSE OF URGENCY. EVERY CLIENT. EVERY CO-WORKER. EVERY TIME.
Our sense of urgency demands that we respond quickly to every client, every co-worker, every time... No excuses! We respond to all phone calls and emails the same day, and we are committed to communicating all news fast, both good and bad, not just to our clients and partners, but to our fellow professionals too. Don’t put off for later what you can do now!

Let’s say, for example, that a Property Manager just heard from her boss that a suite must be cleaned by 8 a.m. tomorrow for a new tenant tour. She calls her TPG Pro and gets an out of office message telling her that he is on vacation and his calls are being covered by another Pro. She calls the cover person who tells her not to worry, that the job will be handled. At 6 a.m. the next morning, the Property Manager checks her email and sees a message sent at 10 p.m. the previous night letting her know the suite has been cleaned and is ready for the tour. She gets praised by her boss for getting the job accomplished on such short notice.

Or, suppose that a TPG sales rep has a client waiting on an urgent supply delivery. The sales rep has called customer service for a status on the delivery, but has not heard back for two days...How long will the client wait before they hire the competition?

I wanted to thank the cleaning crew for responding with urgency to our request to have a detailed cleaning of our suite. We had a large group in for the day and the room was in rough shape from a large party we had the night before. Your crew cleaned everything up, put the furniture back in place, and had the office ready when I arrived the next morning! Again, thank you for handling this so quickly – it truly made all the difference!

K. Kendrick,
Facilities Coordinator
I, TOO, AM A PRO AND I AM SO PROUD TO BE ASSOCIATED WITH EACH AND EVERY ONE OF YOU. WHERE WE HAVE BEEN IS GREAT. WHERE WE ARE IS AMAZING. AND WHERE WE ARE GOING, WILL BE INCREDIBLE. THANK YOU FROM THE BOTTOM OF MY HEART FOR ALL THAT YOU HAVE DONE – AND WILL DO – TO MAKE US SUCH A SPECIAL FAMILY OF DEDICATED, TALENTED, AND CARING PROFESSIONALS.

I would like to say a special thank you to all the Professionals who were so important in making this happen, and a VERY special thank you to our new friends, Moppy, Blade, and Rollie for starring in our Pro Am book.
SOME LEGAL B.S. ...

Not that we think you will try any of this, because YOU are a TPG professional, but “they” make us do it, so here goes…This “Pro-Am Statements” book and all of its contents are the property of The Professional Group Inc. This means you can’t copy, reproduce or disseminate any of it unless we give you the A-Okay. Be sure to keep it safe, secure and free of coffee stains, gum, hot sauce, and other lunch remnants. Remember, the stuff inside represents US as TPG Professionals.

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