

You'll value our views.



# Better Environments

December 2008

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## EMPLOYEE RECOGNITION

### DECEMBER HOLIDAY SCHEDULE:

- The Office will be closed Christmas Day, December 25 and 26.
- Maintenance crews will continue to work through the day on New Year's Eve. Christmas Day will be made up by December 30, 2008. Any special arrangements can be made in advance during this holiday period.
- The Office will be closed on New Year's Day, January 1 and January 2, 2009.
- We want to wish all of you a very happy and safe Holiday Season, and we thank you for your continuous patronage.

As we approach the holidays, we are in the spirit of giving. This month we would like to give recognition to one of our most dedicated employees, Azor Gonzalez.

Azor has been with Bennett Landscape for over 18 years and has been our Maintenance Supervisor for over 13 years. He manages over 50 crew members and is also a licensed pesticide applicator. He is responsible for scheduling landscape maintenance crews and oversees the quality of services performed.

Azor is one of our outside estimators. I am always joking that we need to clone Azor, but it is really not a joke. Azor has unlimited patience. He is sent in every direction of the map

and endures countless daily appointments without complaint.

He is responsible for 12 HOA accounts and provides monthly reports for each of them, in addition to his other monthly walk-throughs. He is responsible for hiring, training, mentoring, motivating and disciplining personnel. He has developed long term relationships with clients because of his friendliness.

Azor has developed and participates in routine training sessions with crew members, as well as regular safety meetings to promote a safe environment for the crews. Azor promotes the highest of standards for customer service, and he creates a positive team environ-



ment within the company.

Azor is a pleasure to work with and maintains a constant, pleasant personality, even though he is under pressure to excel in production.

Thank you, Azor, for being you!

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## POINSETTIA AND FIREWOOD ORDERS

- \* With the holidays fast approaching, you will want to purchase your poinsettias now. Call Nancy on ext. 105.
- \* 6" poinsettia pots with red foil cover
- \* 6 or less: \$11.50 each
- \* 7 or more: \$10.50 each (Includes Free Delivery)

Mixed Firewood Still Available (while supplies last)

- \* \$150 for half-cord
- \* \$220 for full-cord

Just give us a call, and we can make arrangements to have it delivered (free delivery in the South Bay Area).

Keep Warm!



## December 2008 Landscape Maintenance Services Quarterly Report Card

Bennett Landscape values your continued patronage! In participating in this quarterly survey, you help let us know how we're doing. **We continuously strive to not only meet your expectations, but to exceed them! If you could please take a moment to fill out our questionnaire, we will follow up with you and make sure any issues or requests you have will be taken care of in a timely manner.** Your answers will aid us in our continuing effort to provide you with the best service possible. Upon return of this sheet, you will also be entered into our random drawing to receive 3 flats of seasonal color. **To be included in our drawing, all report cards need to be received by January 20. We will announce the winner in our February newsletter.** Thank you!

Please rate the following: E = Excellent F = Fair P = Poor

Foreman: Attitude \_\_\_\_\_ Performance \_\_\_\_\_

Crew: Attitude \_\_\_\_\_ Performance \_\_\_\_\_

Job Performance Overall: \_\_\_\_\_

Responsiveness: \_\_\_\_\_

How are requests handled? \_\_\_\_\_

Communication: Crew \_\_\_\_\_

Supervisor \_\_\_\_\_

Office \_\_\_\_\_

Please answer the following:

What do we need to improve upon?  
\_\_\_\_\_

Any special requests for your crew?  
\_\_\_\_\_

Is there any other work you would like us to estimate at this time? (Tree trimming, irrigation, design, planting, masonry, lighting, fence, etc.) Please elaborate if possible.  
\_\_\_\_\_

ADDITIONAL COMMENTS:  
\_\_\_\_\_

Print Customer Name: \_\_\_\_\_

8 a.m.—5 p.m. Contact Telephone: \_\_\_\_\_

Cell Phone/Alternate #: \_\_\_\_\_

Property Address: \_\_\_\_\_

**If you would like to have your monthly maintenance bills and newsletters emailed to you, please contact 310-534-3543, ext. 101. Electronic payments are also available. If you are interested, please contact us, either by phone or our email address, [bennettlandscape@cox.net](mailto:bennettlandscape@cox.net).**

## December Gardening Tips

- \* If you have not done so, schedule dormant spray application for your deciduous trees and plants as soon as possible. It's always better to apply it late rather than wait for the next scheduled time for long-lasting coverage. The second scheduled spray, at the "height" or "depth" of the dormant season, can be made anytime from now through mid-January, whenever you can expect several days of dry weather above 40 degrees in temperature.
- \* Prune fruit trees and vines later this month, but only when all of the leaves have fallen. This indicates that the plants are fully dormant, and pruning will not damage living tissue. Don't clip spring-blooming shrubs, or you'll remove this coming year's color—wait until bloom is over. Also wait to prune outdoor fuchsias until they leaf out and you can see what frost damage has occurred.
- \* Plant more spring-blooming bulbs early this month, and save some to plant from mid-February through mid-March for extended bloom through late spring.
- \* Feed shrubs and trees that will bloom in January and February. If azalea and gardenia foliage is light or yellowish-green, water plants with a solution of chelated iron.
- \* Divide dahlia clumps so that each new section retains a piece of the stem, as new shoots will sprout only from that spot. Store them in open containers with good ventilation in a dark, cool, but frost-proof place that doesn't get warmer than about 45 degrees.
- \* If you plan to decorate a live Christmas tree indoors and then move or plant it outdoors afterwards, choose a smaller size tree, as it will adapt better than a more mature one. Water it well and store it in an unheated garage or outbuilding for two or three days as a "half-way spot" until you move it outdoors.
- \* Provide feeding stations for winter's hungry birds, and keep them well-supplied with seeds and water. They'll reward you in the spring and summer by eating the garden's undesirable insects. ([http://celosangeles.ucdavis.edu/December Garden tips](http://celosangeles.ucdavis.edu/December%20Garden%20tips))

### South Coast Botanic Garden Foundation Event

December 14: Palos Verdes Symphonic Band/Holiday Concert: The Palos Verdes Symphonic Band will be performing a selection of Holiday music in the Frances Young Hall. The beautiful sounds of the Band will certainly put you in the Holiday spirit!

### Palos Verdes Peninsula Land Conservancy Events

**December 6: Hike at George F Canyon, 1:00 p.m. to 3:00 p.m.** Join expert guide Ted Winter for a lovely hike. \$3 per person will bring you into a wonderful world of discovery. **Please call 310-547-0862 for more information.**

**December 6: Volunteer Workday, Three Sisters Reserve, 9:00 a.m. to 12:00 p.m.** Help with trail maintenance.

**December 12: Night Hike, George F Canyon, Time to be Arranged.** This hike will bring you to the top of the canyon for a fantastic view of the city lights below. Limited to 20 people.

**December 13: Volunteer Workday, White Point Nature Preserve, 9:00 a.m. to 12:00 p.m.** Help with a planting project.

**December 13: Hike at Oceanfront Estates Bluff Trails, 9:00 a.m. To 11:00 a.m.** Head for the Interpretive Center and on to the bluff top trails to see thriving native habitat and great views of the coastline. Easy. RPV.

**December 20: Volunteer Workday, Nursery, 9:00 a.m. to 12:00 p.m.** Transplant native seedlings.