

Website gets facelift, has more info & is easy to navigate

Want to read the past 10 years' issues of *ReConstructions*? See local before & after photos of major fire, water and wind disasters? Read how ServiceMaster Clean can make pretty the grimmest of fire/smoke/water-devastated homes and businesses?

Learn about our Home Center, our new interior designer and breathtaking photos of renovated kitchens and baths? Profiles on our managers, plus home and business safety tips?

There's more, much more on the updated Allen Keith Website.

All the ways to reach us in an emergency are conveniently available on our homepage—and a simple click on an area of interest will transport you there immediately.

Visitors agree that the site is informative, user-friendly and offers something for every business owner and every family.



Please visit us often at www.allenkeith.com.



New marketing rep Tim Hufstetler is now serving Summit, Medina, Portage clients



On a visit to Allen Keith headquarters, you won't be seeing double if you bump into Marketing Manager Jim

Hufstetler and new Marketing Rep Tim Hufstetler. They are twin brothers.

Click on the Fall 2007 issue of *ReConstructions* to read all about Jim, an insurance claims expert, on our Website.

Tim, a Canton native who graduated from Jackson High School and attended Kent State University, has a background in sales, construction and insurance that will serve him well in building relationships with tri-county insurance agents and fire departments.

He formerly was general manager for a regional auto dealer and, before that, sold cars and medical-imaging equipment. In his spare time, he single-handedly gutted and remodeled his own home, drawing on the skills and experience he gained from working construction jobs as a student.

Family is very important to Tim. He and his wife just marked their 32nd wedding anniversary. They have three children and six grandchildren.

"Allen Keith offers so much," Tim said. "It is well known and respected for quality and integrity. Its ServiceMaster barcoding system to track clients' furnishings, its talented complement of construction pros, and its interior-design service and showroom are unique in this area."

John Daverio hangs 'em up after a lifetime in damage restoration



One of the area's most respected damage-restoration pros, a valued Allen Keith team

member for 6-1/2 years, is retiring. He is John Daverio, a 37-year restoration veteran who operated his own company for 25 years, working as an interior-cleaning subcontractor for Allen Keith, and later helping CEO Dan Hanlon jump-start our Servicemaster Clean franchise after joining Dan for a two-week ServiceMaster training seminar in 2002.

John is admired and respected by Allen Keith clients, fellow staffers and insurance agents/adjusters for his devotion to quality and how he compiled a long list of satisfied clients, based on his attention to detail and his willingness to be there in the worst of weather, whether it was 11 p.m. or 3 a.m.

"I will never forget the great people I worked with," John said. "I always knew I was only as good as the fine people working with me."

Mr. and Mrs. Daverio look forward to spending the month of February each year in Florida, and they plan to travel to other places as well.

Allen Keith CONSTRUCTION CO. WE MAKE THINGS RIGHT AGAIN.

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Steve Conant's 29 years of construction experience eases impact of clients' losses



When an Allen Keith estimator/sales rep is assigned to expedite a solution to "making right again" a business or

homeowners' loss from fire or severe weather, the two strong-and-true arrows in his problem-solving quiver are 1) support from the vast Allen Keith team and 2) a personal high level of construction experience.

That's precisely why we are pleased that Steve Conant has joined Allen Keith. He is local (knows the territory), was president of his own Green home-building firm for 16 years and worked at a local lumber company for 13 years.

Steve also is a past president and board member of the Home Builders Association serving Summit and Portage counties, is an alumnus of Ellet High School and studied business-management technology at University of Akron. He and wife Cathy have five children, ages 23 to 12.

"Working at Allen Keith is similar to what I have done for nearly three decades—estimating and new construction—but it's a major bonus to have the added support from the talented, experienced Allen Keith teams that promptly put everything back together for our customers," Steve said.

"At Allen Keith, we have our own crews and a great support staff including a Servicemaster operation and an interior designer to work with clients in an elegant showroom," he said. "Best of all, Allen Keith is a company noted for its integrity and quality work."

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ServiceMaster Clean® by Allen Keith introduces barcoding technology to streamline packouts

ServiceMaster Clean® by Allen Keith has introduced an exclusive new barcoding system for keeping track of customers' personal items that are removed from the home or business following a disaster and then taken back to the shop for cleaning and restoration.

"We are one of the first franchises in the country to introduce this new technology, and it is going to revolutionize the industry," said James Currington, operations manager.

Mobile Service Manager

ServiceMaster by Allen Keith now uses a hand-held computer with a barcode reader called a Mobile Service Manager. When an insured homeowner or business owner experiences property damage due to water, fire or other calamity, the packout team scans every item and records its location, soil level, boxed or non-boxed status, pre-existing condition and treatment needed.

The barcodes are then programmed into a computer scanner, which helps keep track of all the personal items as they go through the cleaning and storage process.

ServiceMaster's new barcoding system reduces inventory loss, improves accuracy and integrates with Xactimate estimating software, which is widely accepted by the insurance industry.

"We can print a Packout Content Inventory List on location for the



ServiceMaster by Allen Keith is one of the first franchises in the country to utilize the Mobile Service Manager, which employs barcodes that are programmed into a computer scanner to streamline the packout process.

customer to sign before removing any contents from the property. This enables the customer to sign on a daily basis what is leaving his or her house; the process instills customer confidence," he added. "It is available anytime and anywhere there is an Internet connection."

Complete Picture Inventory

ServiceMaster by Allen Keith has added an exclusive Complete Picture Inventory to the barcoding program to enhance the system's overall effectiveness.

Currington is in the process of training other members of his packout team to use the new system. The training process takes only about 30 minutes.

For the future, the company plans to update its content-cleaning and climate controlled storage areas at its 35,000 square foot headquarters facility to integrate with the new packout inventory system, thereby improving its customer service even further.

Unsurpassed Service

"This service is unsurpassed in the industry," Currington said. "Policyholders as well as insurance agents and adjusters love it, because it streamlines and simplifies the time-consuming inventory of items involved in losses, thus expediting the claims settlement process."

Thinking of remodeling?



We'll do it right, on time and cost effectively

For 32 years, we've continually added services, capabilities and construction technologies to help thousands of home and business owners recover from fire, water and storm damage. Quite naturally, these services have evolved into our remodeling business as more and more clients asked us to add a room, deck or garage, renovate a kitchen or bath, finish a basement or upgrade an office.

In recent years, we've experienced an increase in calls from many of our clients regarding a remodeling assignment to make their home more livable, more functional and more valuable. We're also responding to their desires to upgrade their homes or businesses while we're in the process of restoring them after a catastrophic loss.

Because our estimators and tradesmen operate in-house, we offer a one-stop facility for our clients, taking the hassle and worry out of home improvement or commercial remodeling projects. We provide professional interior-design counsel and countless



By Bill McGuire, President

choices of wall and floor coverings, cabinetry, fixtures, furnishings, doors and windows, many of which can be viewed as complete room settings in our showroom.

Please call us to arrange a planning session or an estimate. Better yet, visit us at our headquarters and showroom located minutes from CAK Airport at the I-77 exit.



Top to bottom: Updated family room, bathroom and kitchen are recent examples of Allen Keith remodeling projects.

Lisa Schoeneman adds that

final touch
in restoring a stricken home or business

She brings 35 years of solid interior design experience to Allen Keith reconstruction teams

Following damage and loss from a fire, wind or water, a key element for home and business owners comes at the very end of the restoration process—the interior design assistance rendered by a professional.

That's why we are pleased that Lisa Schoeneman has joined Allen Keith Construction. Lisa will offer her support for our professional team of estimators and construction staff. Our clients will appreciate her help in selecting cabinetry, floor surfaces, window treatments, wall surfaces, accessories and furnishings as needed. She also will assist our customers with interior decorating choices for their remodeling projects.

Lisa, a graduate of Ashland (OH) University, is well known and respected throughout northeastern Ohio for her decorating successes. Over the past 35 years, she has worked with interior



design clients of R&J Furniture, O'Neils and Dan West Interior Design before starting her own design shop in North Canton 20 years ago and working with homebuilder John Pavlis.

More recently, Lisa, whose design passions are new colors and fabrics, decorated both of the 91 Wood Fired Oven restaurants in Jackson Township and North Canton.

Clients will also sense Lisa's compassion. "I fully appreciate the devastation, frustration and sorrow that our clients suffer after experiencing a fire, flood or storm damage. My goal is to help them feel positive about the reconstruction outcome. Together we will recognize their loss as well as their desire to return to normalcy. During the process, we will also

consider new design ideas that are exciting and uplifting," Lisa said. "In a recent major loss for a customer whose home was gutted by a fire, the homeowner was very positive and enthusiastic about changing some things. It was gratifying to help the family pull their lives back together and have some fun during the process," she added.

Lisa invites clients to meet with her, view the "before and after" reconstructions photo album and tour the Allen Keith showroom. To make an appointment, call Lisa at one of the numbers listed on the back page.

New ServiceMaster operations manager announced

James Currington has been in the cleaning/restoration business his entire adult life. As the new operations manager for ServiceMaster by Allen Keith, he brings his experience and skills to spur the firm to even more growth and customer service.

Prior to joining Allen Keith, Currington was a sales executive for a large Las Vegas damage mitigation and reconstruction firm. He also worked for cleaning/restoration contractors in the western U.S., owned a carpet-cleaning business, installed floor coverings and received training at the Institute of Inspection, Cleaning and Restoration.



What James enjoys most about cleaning/restoration work is seeing "the positive change in customers' lives by helping them through fire or flood disaster."

A native of Barberton, Currington graduated from

Cuyahoga Valley Christian Academy in Stow, then joined the U.S. Navy aboard the frigate USS Bowen escorting the aircraft carrier USS Nimitz during the 1980 unsuccessful hostage rescue attempt at the U.S. embassy in Tehran.

An unusual journey led him back to northeastern Ohio—a lengthy but successful search for his biological parents. He found them in Stow about three years ago and feels the 35-year quest to find his mother was worth the wait.



Having positive influence on peoples' lives keeps James Currington going

He and Debbie, his wife of 10 years, have a blended family of five adult children, two of whom are currently serving our country in Iraq; Deizi recently completed a USAF tour, and Zachary serves in the U.S. Army.

As a racing enthusiast, Currington is pleased ServiceMaster will be a NASCAR sponsor. At the 2009 Daytona 500, NASCAR Caution Periods will become "The ServiceMaster Caution Periods," and ServiceMaster will be the official Cleanup Crew of the Daytona Speedway.

James encourages area insurance agents and adjusters to give him a chance to demonstrate what ServiceMaster can do for them. "We offer more today than ever before, including continuing education (CE) classes for agents and adjusters."

CE class held for area insurance agents & adjusters



Craig Boyd, Manager, ServiceMaster Clean by Allen Keith, welcomes attendees to the Oct. 3 continuing education (CE) class for insurance agents and adjusters at Allen Keith's headquarters on Greensburg Road. The meeting topic was "Smoke and odor: Damage mitigation" and was taught by certified trainers from other ServiceMaster franchises in Wayne County and Akron. Future CE classes at Allen Keith will cover mold and water damage mitigation.