

# BANK NOTES

Volume 1, Issue 1



## Bankers Named in INC5000 Fastest Growing Private Companies In America 2008 & 2009

### Coming Soon:

- Random Drug Testing to Begin in October
- Employee-of-the-Month Award to Begin in December
- New Handbook to be completed in October
- Managers' Meeting Tentatively Scheduled April 2010

**History of Bankers Business Management Services, Inc.:** Bankers Business Management Services Inc. was founded in 1982 starting as a courier/messenger service with the motto, "We Deliver Everything, but Babies." Today, Bankers BMS Inc's mission statement is simple: *to provide the highest quality service of unmatched value to our clients by assembling and maintaining a highly skilled and highly trained staff dedicated to the success of our company and the success of our clients.* In 2002, Bankers BMS partnered with DDD company (now known as Pitney Bowes Government Solutions) and was awarded its first

contract with two employees. Today, BankersBMS employs 145 employees and growing.

### The Reason for Bankers' Growth:

Bankers Business Management Services Inc. attributes its growth and success to an excellent past performance record, an honest straightforward approach, and the loyalty of long tenured employees. Bankers BMS Inc. has received excellent performance ratings from their current and previous clients. Bankers' clients receive and appreciate straight talk, reliability, and customer service.

Bankers BMS stands behind its commitments. Bankers BMS' decisions are commonsense and made with honesty. BankersBMS management challenges the employees to aspire to their personal best and to provide outstanding customer service. The company provides a tremendous opportunity for professional growth, personal achievement and success.

When management opportunities become available, current employees are reviewed for a skill match before recruiting outside candidates.

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As President of this company, I am proud to announce our first newsletter. As I reflect back on the first couple of years and recognize the faces of some of the employees that I started with over 27 years ago, when I was unable to pay myself, I realize that it is the employees who continue to provide customers excellent customer service with a smile that have helped Bankers

## Message from The President

BMS Inc. weather the current storm that many other companies have not been able to survive. It brings me great pride, honor and relief to be able say that Bankers has not suffered the layoffs and downsizing that most companies have had to endure in these last several months.

We have accomplished a great deal, but we have a long road ahead of us. I would encourage you all to challenge yourselves and to "be the best that you can

be." I have personally put a stamp of approval on our employee recognition policy, because I believe that employees that take the extra step in providing service to the customer, training, education and or self-improvement should be commended as well as rewarded. I encourage all of us to take a minute and ask "What am I doing now or what can I do to grow. Not only professionally, but personally?"

## Meet Our Newest Managers

### Patricia Nannini: NUWC

Thank you for the opportunity to introduce myself! I'm Patricia Nannini – please call me Pat. I've been with Bankers since October 2008 at the Naval Undersea Warfare Center (NUWC) in Newport, RI.

Before I came to Bankers, I previously worked for a tuition financing company called Tuition Management Systems (TMS), in Newport RI, running their internal mail room. This is where I was first introduced to the world of mail. At TMS I was the Delivery Services Di-

rector, managing up to ten employees, running a full service print and mail operation. This included statement printing, cutting, folding, inserting, list management, pre-sorting, and preparing the bulk mail for delivery to the Post Office.

After TMS, I went to D3Logic, Inc in East Providence, RI., where I was the Customer Service Manager for the company. D3Logic is an outsource vendor for mailings for other companies, items such as printing and mailing bank statements, tax bills, cable TV, as

well as direct mail such as catalogues, postcards, and basic junk mail. At D3logic we mailed about one million pieces of mail per week!

Now this brings me to Bankers BMS as the Project Manager at NUWC. Glynn and I have come up with definite and reachable goals for the

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## New Facility Security Officer Cedric Drawhorn

As a Security Professional, I bring you a wealth of knowledge and real world security experience from my nearly 25 years in the industry. My experience is very diverse and consists of a mix of local, federal and private industry. I have ten years of experience as a Supervisory Detective Sergeant and Polygraph Examiner. Over nine years of experience

in the federal government as a Special Agent, Senior Security Specialist and a Management Program Analyst with the National Security Agency, Department of State and US Customs and Border Protection, respectively. As Defense Contractor, I was a Senior Security Manager and Senior Security Specialist with BAE Systems



and DynCorp. Throughout my career I have been afforded the opportunity to become a well-rounded security professional in the various security disciplines. I'm grateful for the opportunity at Bankers and look forward to working with you!

*“Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.”*

**Barack Obama**

## Fastest Growing Private Companies In America (continued from page 1)

### What Bankers Business Management Services, Inc. Offers

Mail and logistics services for businesses in the Washington, D.C. area, including mail room staffing, records management, courier messenger services, parking management and unarmed security. Bankers is expanding into the private sector.

### Why Bankers Business

### Management has Shown Continuous Growth

Bankers Business Management Services, Inc is certified as an 8a and Minority-Owned Small Disadvantaged Business. This certification, along with the outstanding years of knowledge and years of service employees bring to the company, have helped Bankers win impressive contracts with government agencies in the metropolitan DC Area, Pennsylvania, Rhode

Island and Mississippi.

### Our Contracts

Eagle Bank, Discovery, National Institutes of Health, Department of the Navy with operations in RI, PA and DC, Department of the Army, State Department, Stennis Space Center, Custom and Borders Protection, and several other private sector accounts.

### What's Noteworthy:

Company President and CEO, Mussie Betre, was selected as

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# Recognition to Bankers Employees

Bankers' most valuable assets are the employees. Employees have the power to make a significant difference.

Although Bankers is proud to boast that many of the employees make a difference every day, we would like to share some of the recognition that our employees have received recently.

**Celot Carr**, who has been named the employee of the month for several quarters at NIH, was named the employee of the year for 2008. Celot was chosen as the one em-

ployee from every contractor and government personnel that has shown outstanding service.

He was honored by the Mail Operations Manager Mr. Niksich for "extraordinary hard work in supporting the mail operations."

**Inez Jones** was recognized by Mr. Anzick, Director of Office of Program Research. He applauded her efforts to go beyond the call of duty and described her as having "outstanding work".

**Alemeyehu Tamerat** from the Navy Department was described by his manager as "always reliable, very knowledgeable about his job, hard-working and one of the best employees."

His manager adds, "Tamerat is an employee who plays a vital role in the operation here. "

**Ivan Padgett** was the acting Assistant Project Manager for the past two months at NIH in the absence of the assistant project manager.

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## Let's Celebrate!!!

### SIX YEARS WITH BANKERS:

- TIGIST BIZUNEH
- LAKITA HALL
- TIGIST ROBELE
- MICHAEL E. GIZAW
- DARLENE GAITHER
- ERIC S. JAMISON Jr
- KARL E. MCMICHAEL

### PROMOTIONS:

**Glynn Dickerson** was promoted from VP of Operations to Vice President of Bankers.

**Mike Gizaw** was promoted from Office Manager to Manager of Courier Services.

**Edgar Benitez, John Moll and Denise Horton** were all promoted from Mail Clerks to Administrative Assistants.

**Ivan Padgett** was promoted from Mail Clerk to Floor Supervisor



*"The greatest things are accomplished by individual people, not by committees or companies."*

**Faye Weldon**

## Bankers BMS Welcomes You!!!

### Welcome to the team!

#### HeadQuarters

Cedric Drawhorn 3/6/09  
Candace Robinson 7/8/09

#### Dispatch

Cassandra Davis 7/27/09

#### NUWC

Joyce Iacifano 3/30/09  
Patrick Carney 6/22/09  
Charles Golden 7/23/09  
Jessica Tourgee

#### Postal Operation Division

William Armstrong 3/3/09

#### WHS

Robert Conway 3/3/09

#### NRC

Maria Castella 2/27/09  
Edith Romano 7/28/09  
Daniel Singleton 8/3/09

#### DONAF- Navy Yard

John D. Anthony 4/27/09

#### SSA

Walwyn Watson 3/2/09

#### State Department

Raul Trajillo Lozado 3/23/09  
Gary McDonald 3/30/09  
Robert Polo 5/21/09

#### Stennis Space Ceter

Corey Lee 2/2/09

## Meet Our Newest Managers (Continued from page 2)

mailroom. Efficiency and structure to the mailroom are of utmost importance to the operation. Cross-training has been a large focus, empowering the employees to use their experience and knowledge to train fellow co-workers and share their knowledge with others. Included in the cross-training is documenting that knowledge in the Procedures Manual. My goal is to have all employees within the mail room cross-trained in all areas by the end of 2009.

Another area that has been

targeted for efficiency and improvements is the Outgoing Mail area. This area has been one that has strict rules and regulations which are dictated by NUWC and the Department of the Navy. My focus is to ensure that these rules and regulations are followed 100%, 100% of the time. Obviously, this is a big challenge, but one that is within reach – we can see the Improvements daily!

Finally, I hope to empower my mailroom team to challenge themselves to learn new things, embrace change, and look to

the future. The more we can all learn and grow as individuals the more valuable we will be to ourselves and for any organization – especially Bankers BMS!



### **Brandon Blacket:** **State Department**

My name is Brandon E Blacket, I attended American InterContinental University (AIU) in Miami FL where I earned a Bachelors Degree in Information Technology (Forensics) and an Associate Degree in Business Administration. During my academic tenure I served as a Financial Consultant at

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*The more we can all learn and grow as individuals, the more valuable we will be to ourselves and for any organization – especially Bankers BMS!*

## Recognition to Bankers' Employees (continued from page 3)

He juggled the duties of a driver, floor supervisor and acting assistant manager and did it WELL! He is described by his manager as a “multi-tasker.” He performed all the functions of these three positions “with a smile each day.” His manager indicated that he could not say enough about his appreciation of Ivan, but if he had to sum it all up, he described Ivan as “OUTSTANDING!”

**Joanne Peckham** is recognized by her manager and the government staff this quarter. She was trained on a new position and has really done a great job with the Incoming Mail department and cleaned up the backlog that was created when she lost two of her co-workers in one week! The government staff was very please to see that they could count on us to step up to that type of challenge.

Carla Berry, the EAP Supervi-

sor recently forwarded a letter of commendation to **Parham McNeil** who has provided service to SSA for the last nine years. She reports that Mr. McNeil and his staff have been an invaluable source of assistance. She expressed her appreciation of Mr. McNeil and his staff for handling the departments needs with immediacy, even with short lead times. She describes Mr. McNeil as professional and writes, " thanks for all your help and we hope you recognize the valuable role you play in helping us reach out to SSA employees, nationwide, to deal with their work and family issues."

**Troy Johnson** of our Philadelphia, PA site is “a perfect gentlemen” and “such a pleasant worker, who takes pride his job” says Marie Kokoszka, government staff . She adds, “Thank You for sharing him with me.”

Special mention goes out to **Kenny Sanders**. “Kenny manages to go the extra mile to help us out when our department mail is incorrectly addressed. When we receive mail for people not in our office, Kenny takes action so we don’t have to track down the person ourselves.”—Bill Citino, CIV NSWCCD

**Pat Nannini**



Visit to **BANKERS BMS Inc** Philadelphia Team!

## Motivational Message from Glynn Dickerson, VP of Bankers

There are many challenges that are faced with any type of growth. Whether it be in education, economics or in business, they each come with their own distinct challenges. As we endeavor to overcome the challenges associated with growth, we experience personal growth as a byproduct.

Bankers Business Management Services, Inc. has experienced significant growth in the past year and with that growth we faced and have overcome many challenges.

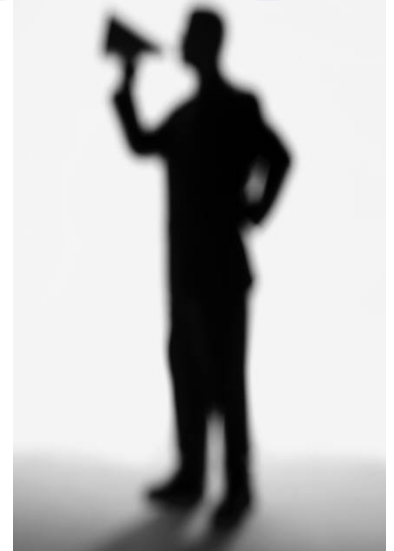
As the company has grown, so have many of our managers, employees and staff. We were challenged to become leaders and not bosses. We were challenged to work smarter and not necessarily harder. Lastly, we were challenged to **position** ourselves for continued growth.

There will be continued growth at BBMS and with that continued challenges. I believe we all must prepare for and accept these challenges so as to help facilitate our personal growth. I encourage us all to prepare for the continued growth of BBMS by positioning ourselves for future opportunities within the company locally and nationally. This can be accomplished in a number of ways. One way is to identify a mentor who can help one to make the mental transition from employee to supervisor or manager as this has been proven to be a hurdle for many. Attaining the education necessary to qualify for mid-level and senior management positions would prove very fruitful as many have extensive experience, yet lack the educa-

tion. Lastly, displaying dedication, dependability and a good attitude gives one a head start as it relates to growth opportunities.

I issue the challenge of individual development to better prepare ourselves for the future opportunities that will be presented at BBMS in the coming months and years. I issue the challenge of thinking for a change by changing our thinking about our jobs versus thinking of our careers. Finally, I issue the challenge for all to develop the leader within, for there are enough followers in the world. Bankers Business Management Services, Inc. and the world need more leaders.

**Who will take the challenge?**



*"I can accept failure, but, I can't accept not trying."*

**Michael Jordan**

## Fastest Growing Private Companies In America (continued from page 2)

one of the recipients of the 2007 Top 100 Minority Business Enterprise Award, granted by The University of

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Maryland University College

to the business community" since 1982. In 2008 and 2009, Bankers was cited as one of the "fastest growing private companies in America", by INC5000. In 2009, Mussie Betre was chosen as a nominee for the "SBA Person of the Year Award".

## Interested in Earning a Commission?

Earn some extra money while promoting the services of your company! Did you know that Bankers Business Management Services, Inc. also offers messenger and courier services to the private sector, as well as to the government? Bankers' Couriers have provided service for PEPCO,

Washington Gas, AARP, Eagle Bank, law firms and lobbying institutions. Our motto is "We Deliver Everything, but Babies". Most requests for courier service from Bankers are the usual letters and packages. However, Bankers has also provided courier service

to include items such as, Food for catering services, medicine deliveries for pharmacies, and flower deliveries among other items. Contact Michael Gizaw, Manager of Courier Services, for more information



DeMoya, Tewes & Associates, and through my experience I developed analytical and management skills. I coordinated complex long term meetings and projects to meet the deadlines for my customers. The company allowed me to develop strict attention to detail while also strengthening my oral presentation and persuasive communication skills.

I am currently working for Bankers BMS as an Supervisor in support of our Department of State.

*Begin somewhere. You cannot build a reputation on what you intend to do. - Elizabeth Smith*



## BANKERS

Founded in 1982, **Bankers Business Management Services, Inc., BBMS**, is a professional services and management firm with over 40 years of professional and executive experience specializing in:

- Local and National Mailroom Support and Mail Management
- Courier/Messenger Services
- Unarmed Security Services
- Shuttle Buss and Parking Facility Management Services

As an experienced professional firm in the business support services sector, **BBMS** is committed to assuring that each client is treated with individual attention and dedication. At **BBMS** we “keep on top of the details”, such as monitoring changing industry regulations and fluctuations or spikes in customer volumes or needs. Often, we can anticipate your changing needs, and find ways to meet them quickly before a problem even arises, another characteristic that sets **BBMS** apart from the competition.

## RECOGNITIONS



Bankers Business Management Services, Inc, received an **Above And Beyond Award** for recognition in Employer Support of the Guard and Reserve. Presented on behalf of **Technical Sgt. Demetrus Sutton**, Bankers BMS Business Development Specialist, and the men and woman of the National Guard and Reserve Forces, for Outstanding Service and Continuing Support to the National Defense.

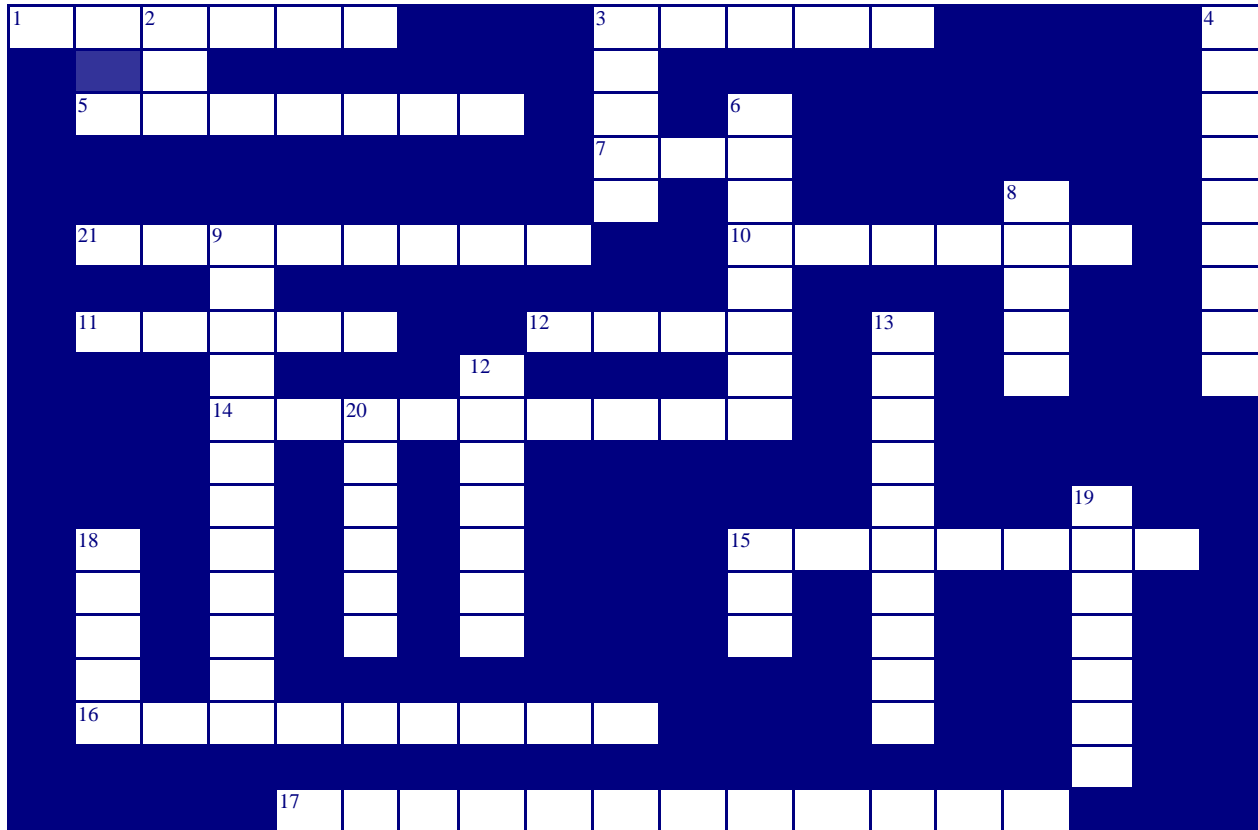


## 2009 Entrepreneur of the Year

**Mr. Mussie Betre, owner of Bankers Business Management Services Inc., receives a 2009 Entrepreneur of the Year award on Tuesday, July 21st, 2009 on behalf of The American Business Defense Council. He was honored for “excellence in business practices, community leadership, and selfless dedication to free market capitalism.”**

# BANKERS BUSINESS MANAGEMENT CROSS WORD PUZZLE

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## ACROSS

1. First Name of Bankers Business Management Services President/CEO
3. Max number of minutes permitted before lateness is considered as an occurrence.
5. Last name of newest manager.
7. Number of days of no show, no call before a termination.
10. Type of Drug Testing.
11. Number of days absent that requires a doctor's note.
12. A field on timesheets.
14. Bankers' biggest asset.
15. First source of information.
16. Possession of this will help employee's increase their hourly rate of pay.
17. Type of employment information requested of companies and only provided in writing by HR.
20. Type of Mail
21. \_\_\_\_\_ raises are based on performance.

## DOWN

2. Site with the largest number of employees (Abbreviation)?
3. Max number of days available under FMLA.
4. Status for new hires or when transferred to a new duty.
6. Name of positions that provide service through Bankers other than mailroom services. (contract positions)
8. Number of hours for full time status
9. Monetary amount in dollars awarded to employees that refer an employee, if the new after 90 days.
13. 4th discipline steps (in most cases).
15. What month will balances over 80 be lost?
18. Type of Insurance that protects employment Income.
19. \_\_\_\_\_ Express
20. \_\_\_\_\_ Operations
22. The company pays for \_\_\_\_\_ ten of these days per year on most contracts

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NOTES:



Corporate Headquarters  
8121 Georgia Ave  
Suite 609  
Silver Spring MD 20910

## **THE TEAM**

Mussie Betre

### **President/CEO**

Glynn Dickerson

### **Vice President**

Admas Gebregiorgis

### **Accountant**

Marjorie Weekes

### **HR Manager**

Candace Robinson

### **HR Assistant**

Demetrus Sutton

### **Business Development Specialist**

Faye Betre

### **Accounts Payable Specialist**

Sharon Allen-Lane

### **Accounts Receivable Specialist**

Check us out on the web: [WWW.BankersBMS.COM](http://WWW.BankersBMS.COM)