

JM - Angelica Catano

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SPEAKERS

Angelica Catano, Mark Moss

Mark Moss 00:18

Test 123 so you're in. You're in Houston. Is that right?

Angelica Catano 00:28

Correct. Yes, we are in Houston.

Mark Moss 00:30

How's the weather down there today? Is it I'm sure it's probably scorching.

Angelica Catano 00:35

It's getting hard but it's been really variable this year. It's been like a cold and then the next day it's very hot, humid. So it's crazy this time.

Mark Moss 00:49

Yeah, I'm in Ohio. So actually, yesterday I went out mowed my lawn. I was about 80 degrees, but a week ago has about an inch and a half of snow on the ground. So keeps it interesting, but you don't want the snow stuff. Trust me.

Angelica Catano 01:05

Yes, earlier this year, we went to Colorado and it was, like, I learned how to be that when is now..

Mark Moss 01:17

Yeah. Are you a skier?

Angelica Catano 01:19

No, no.

Mark Moss 01:20

Okay. Just want to get away from everything.

Angelica Catano 01:23

Yeah, yeah, we just wanted to try and see and get to meet this. Now I'm playing with this now, because of my daughters. But having all of those layers on, it's like, oh, no,

Mark Moss 01:35

right. I'm good with watching on TV and a Christmas movie. That's about it. But anyways, so I want to introduce myself, I know, we were just kind of chatting via email. So my name is Mark, I worked on the product team with janitorial manager. And I worked pretty closely with Amy, I know who you've been working with. And I also work on some other products, we have our Blitz, align our phone system. And then we have a dialer software. So I do a lot of these interviews. And then I assist our sales and account management team and probably like you I get moved in a lot of different directions and do a lot of different things. So but that's me, tell me a little bit about yourself Angelica, your company and what you do.

Angelica Catano 02:22

Okay, so I am the CEO and co founder of Star Building Services. Me and my husband started this company from scratch, like very doing, like the cleaning by ourselves back on 2008 when we started this company, and thanks God, because all of the blessings and the hard work that we have done all these years, we have burnout to be able to have a company with really good staff members, employees. We are right now around 130 employees working with us. We have our own building. So growing up from Syria to have this this day. It's such a blessing.

Mark Moss 03:08

Wow, that's awesome. Yeah. And I saw, you know, not to mention all the employees you have, but you have I think over 100 locations, is that right?

Angelica Catano 03:16

Yes, we service around. Right now at the moment. toasting March, we had 111 locations that we do.

Mark Moss 03:23

Wow. And what types of businesses are those? Are they office buildings, hospitals just kind of all over the place?

Angelica Catano 03:30

all over the place. I everything there is commercial? We do so it is office churches, schools, restaurants, we have a lot of restaurants that we service, fitness facilities, any commercial building, we can service.

Mark Moss 03:47

Okay, very good. So as far as you know, the janitorial manager world, I see you've been using it for a couple years now look like 2016? What what brought your company to the product? And you know, maybe there's some challenges that you're having, that you wanted to solve?

Angelica Catano 04:05

Yes. So we had the the the need to get like a more organized to have a system that we can use to have everything centralized? Our customers, our employees where we can have all the information at one place organized and that everybody can use it. So we we used to have just QuickBooks for our word accounting, but didn't use anything sent in to keep the information from our customers. So I started going around and looking on the web and seeing what sort of words could be better for us. I did a lot of research, and I was comparing apples to apples to see what could be better for us. What else wasn't looking for is more features towards my business, instead of having like seeing which one could be the best, because there are tons of software's out there that offer the different things but they didn't send certainly match what I was looking for. So I did find out that janitorial manager was the one for us. I like it. I started having conversations with John Williams, as he was very helpful, very nice person and everything that we would ask he will do it. And I like that, that we were both growing, that he would take in the suggestions that we were having at the moment. And he would implement that. So I love that. And that's what I always tell here to my team. And for my staff. Janitorial manager is like our Bible. So everything should be there. Everyone should be using it. And that's going to be our lifesaver for our operations for everything we do.

Mark Moss 06:14

are good. Yeah, John's a great guy. He knows he's way above my head sometimes. But he's very good at helping people. I'm glad to hear that. So I know you mentioned you're using QuickBooks before. Talk to me about some of the features that you're utilizing with Janitorial Manager. I think Amy had mentioned you're using some of the inspections and perhaps the timekeeping.

Angelica Catano 06:35

Yes, yes. So we do inspections on timekeeping, and we use it a lot. We were having another software to do the timekeeping, because at the beginning, Janitorial Manager didn't have that feature. So when we learned that Janitorial Managers started doing it, we implemented that we we did a switch from the other software to these one. So it was better because having centralize the things that we do is easier than having to remember like, Oh, no, you have to go to this. And for that, go to the other website. So we started there, and we're loving it. It's like, those two things are the masks that we use all the time every day.

Mark Moss 07:25

Okay, so how does your team utilize timekeeping? Do they use a mobile device to clock in and out? Or how does that work for your team?

Angelica Catano 07:34

They use both. So the ones that have like newer phones or have an have like space on their phones to download the apps, they will do it. Some of the people since we're dealing with this industry, the cleaners, sometimes they don't have too much of the knowledge of new technologies or things like that. So they struggle with their phones. So what we do is like, we set up everything for for the fun of the company, so they can call and use just the regular front, from the location that they're doing. So they can do the clock in and clock out. So we like having the ball both options, because we do have cleaners

are that learn easy to do the things of the apps. But some others are just like the olden days, they will like

Mark Moss 08:30

to do the fun better. Oh, that's good. That's accommodating everybody. Me Myself, probably the younger generation were more into the the tech stuff, but somebody older, like my parents, for example, not so much, which is okay. But there's a solution for everybody. So that's great. Now talk to me about a little bit about inspections. Amy said you're using that feature a little bit. What How are you using it? And maybe what were you doing before General Manager in that regard?

Angelica Catano 08:57

Ah, yeah, so we didn't, we weren't doing inspections before. And that's one one of the things that we were looking to implement at the time. So we had a system that it was just like a basic system where we would check our customers and see if everything was okay. And we just made the comment here at the office. And that's it. So we weren't keeping records. We weren't keeping like a truly inspection report that we should do. So that was one of the factors that we were looking at us on a software at that time. So right now they use it and I love having the possibility to creating templates. So we can customize every spare inspection to every customer need. Because that's one of the key components that we have is that we customize our scope of works for each customer. having that ability on the Under templates to create the inspections list, it's very good. So right now, the supervisor, the quality control lady goals, and just browse in the inspection from that customer and goes from there.

Mark Moss 10:16

Very good, that's good, you got a nice process in mind. And a lot of our customers love that too, for even their sales calls, you know, they go out and they'll say, Hey, I have this, you know, professional application that actually can record the inspections, and we can report these, you know, back to you. And that's a nice competitive advantage that we've seen from some of our companies over the competition. So that's great to hear that. As far as you know, you know, let's talk money. You know, is there any ways you would say general managers maybe saved your money or helped you generate more revenue?

Angelica Catano 10:51

Yes, so savings, the standpoint so we started having savings with the timekeeping. Like I told you, before, we were having another company doing those services, and they were more expensive. And it was a little bit more complicated to manage. So besides that, it was more expensive to time to control that was generating another expense, he's here at the office. So having this move over, we save in our monthly recurring expense for that, we also save time on working with that feature here, the office. So that's one of the biggest things that we accomplish with these everyday timekeeping. But the other thing that we're trying to do right now, it's, we're looking to have a better system on controlling, not controlling, having like everything, all the information needed for the cleaners, so we can have their performance in information in there. So with that, it will help us to, to make the turnover on cleaners better. Like and this industry alone, there is a lot of turnover and cleaners. So we're trying to incorporate this system to help on supervisors and even the cleaners by them themselves. To have a how, say, like an additional, like an otter added service, I would say for them that they will be will offer

the security for them that this company is good for them. So it's not gonna be a turnover or bigger turnover for that site. So that's another thing that we're looking for.

Mark Moss 12:55

Absolutely. I'm glad you recognize that problem. I know it's a big problem in the industry as far as how do we reduce our turnover? How do we recognize our employees and, you know, make them feel valued for our company, so they want to come to work every day, they want to continue working with us. So that's great that you have a plan in place and you're you know, you're utilizing JM, I know a couple of customers that what they'll do with the time like the clocking in and out the timekeeping is they'll even record like a greeting. So when they clock in on their phone, they can even offer them like hey, you know, you've clocked in, you know, this many days in a row consistently, you know, I've added a raise to your next paycheck, something like that. So I thought that was interesting. I can't remember which company was using it, but it was something different. So anyways, as far as other features, are there any other features in the system that you're utilizing? Or maybe I know there's a lot of can do that you haven't dove into? That's benefit your company? Yes, I

Angelica Catano 13:49

know that Yeah, JM has been growing a lot and it has more features now than when I was looking for a software. So I love the fact of having the emails sent over with the information of the new things that I JM has implemented and all of the training videos that are being created to inform of what you do right now. So one of the things that I'm looking to see it's for bidding on customers the feature that JM has now so I was going through but I didn't get you know you have to dedicate time in there and learn about it. But the as it has many features. Certainly I tell all the time to my my team, my staff like look always here you can find new features, new things that you don't even even know. The other thing that I want to start using like a lot is the word quarter system, because it will help us streamline the issues reports from our customers. So it will get Better and organize?

Mark Moss 15:02

Very good, very good. Now the last question, actually, well, two more questions. This is the last like, big one on JM. But what would you say to someone that is, you know, we get a lot of this in the industry, you know, a lot of people say, Well, you know, I don't have the time or I really don't think that I need the software to streamline my operations or, you know, calculator, I have my own methods out there. It works just fine. What would you say to somebody that says, I just don't need it?

Angelica Catano 15:29

Yes. So I would say to them that you get a think over again, because I know, being a small business owner, the major concern is your time. So if you have a tool that will help you manage your time, and will help your teams get organized, everything is going to be done better, it's going to be done faster. And it's it's one way to go. You don't have to worry about keeping records, in many different software's or cloud based things. So it's all in one place will save money and time and time is the biggest, harder resource that a

Mark Moss 16:15

business owner can have. Time is money. That's what they say. It's the old saying, well. So my very last question for you is, you know, you have 120 locations. That's That's very nice. That's very good. What's your secret to success? What was your secret sauce, I know you don't want to share, you know, everything out there. But maybe just a little tidbit here and there for all of our listeners,

Angelica Catano 16:40

is just consistency. Work hard, and give the best of yourself. It's it's not as you say, there's no no secret recipe out there that you can just copy and made yourself nice. Just like, give it give more than 100% to your business. It eat breakfast, lunch, dinner, all the time thinking about your business. It's like you can never live it out there is just like, think about it get organized. And also feel free to to, to let other people help you because he's like, we try to do it all by ourselves. Because we feel like it's nobody will do it like us. But no, they can do it and they can do it even better. So

Mark Moss 17:34

very good. That's one of the things my wife tells me. She says I should ask for help more. So I can definitely relate to that. Maybe I'll start listening. We'll see.

Angelica Catano 17:44

Yeah, it will be better. Yes.

Mark Moss 17:47

Very good. Angelica. Thank you so much for taking the time to join and share more about your company and your successes with JM. I hope you continue growing and wish you a lot of success moving forward and hope you continue to enjoy the warm weather down there and stay away from any snow. I highly recommend it.

Angelica Catano 18:05

Yes, sir. Thank you so much for the time.

Mark Moss 18:08

All right. Thank you. Take care.

Angelica Catano 18:09

Thank you. Bye