



The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF METRO RHODE ISLAND CUSTOMERS AND FRIENDS.

Meet Our TEAM MATTOS Members

Sales and Marketing Department



Tricia Barboza
Marketing Manager



Michelle DiCecco
Marketing Representative



Linn Butler
Marketing Representative



Jeff Spicola
Account Executive

Tricia Barboza brings her diverse background in sales and marketing and environmental sciences to her position as marketing manager. In her position, she manages the marketing and sales force of the three TEAM MATTOS SERVPRO franchises, having also worked for the company as a sales representative. In addition, she has owned an environmental testing company, and has worked as the marketing manager for a home inspection company and as a sales executive in the printing industry. A graduate of Providence College with a degree in marketing and management, she is active in the business community, serving as the Secretary of the RI Chapter of the Association of Facility Engineers and she is also a member of 2 RI Chambers, RIASMD, IREM & BOMA. Tricia lives in Pawtucket with her adopted beagle, Henry, and is a Big Sister volunteer.

Michelle DiCecco has worked as a sales and marketing representative for SERVPRO of Metro Rhode Island for the past two years. She has applied her time management and organizational skills to her position, which she has developed during her 15 year career as an executive secretary and office manager in the insurance industry. She is a graduate of

Katherine Gibbs and has experience in business management. She currently resides in North Kingstown, where she enjoys cooking and reading.

Linn Butler has over 25 years of experience in marketing, real estate, and interior design and staging, which she has applied to her position as sales and marketing representative for the past year. She is a member of the National Association of Realtors, the Mass. Association of Realtors, the Women's Council of Realtors, and the NAIWRI fashion show committee. She is a graduate of Dean College with a degree in business management, and resides in Massachusetts with her husband, Michael. She has two sons and a grandson.

Jeff Spicola is the newest member of the sales team at SERVPRO of Metro Rhode Island, having joined TEAM MATTOS last month. He has over five years of sales experience, having worked as a sales manager for a home oxygen therapy company and as loan officer for a local bank. He is a graduated of Johnson & Wales University with a degree in business management, and he currently resides in Pawtucket.



TEAM MATTOS Focuses on Saving Precious Items.

Isn't that what really matters?

Knowing the types of smoke and their behavior patterns is vital to proper restoration.

Pre-testing services provided by your TEAM MATTOS SERVPRO technician determines which cleaning method we should conduct and what can be restored or replaced.

Sometimes the worst part of smoke or fire damage is the odor that remains. We provide specialized services that rid homes or businesses of odor. Our technicians do not merely cover up odors with a fragrance, but get to the source, neutralizing it for good.

Ductwork and return air are usually the first items checked and cleaned at most smoke or fire losses. In most cases, a HVAC system was operating when the fire occurred and it could circulate the smoke odor throughout a structure. Heating, ventilation, and air conditioning (HVAC) units need to be inspected to determine the extent of soot. We purge systems of soot, and apply a sealant that is fogged into the ductwork system to eliminate fallout. The filters in all HVAC units are then either cleaned or removed to eliminate any odor and residual soot. ■

CASE STUDY *in disaster response*

Imagine, it's New Year's Day... a pipe bursts in a building in downtown Providence, flooding over 50,000 square feet. You go to work the next day, like any other day, only to discover water cascading down 6 floors. This is not from the fog of New Years, but a very real day. The only good thing is that the right call was made. The owner of the building called SERVPRO of Metro Rhode Island and within an hour, Project Manager Will Norsworthy was on the job. An hour later, three service crews were on scene, and over the next several days they would work around the clock to return the building to working condition. The crews were aided by SERVPRO's most

sophisticated water removal and drying equipment, including a 5,000 CFM desiccant dehumidifier, 2 industrial generators, 8 portable desiccant dehumidifiers, 50 LGR dehumidifiers, and 125 fans. Crews removed damaged ceiling tiles and wiped down equipment and desks so the building's employees could return to work, which did not go unnoticed by one employee who exclaimed, "I'm amazed by how much you got done by Monday. I wasn't sure we'd ever be able to come back." It would take another week to fully dry the building, but in the end, business was restored, "Like it never even happened." ■



When a pipe burst on the 6th floor of a downtown government building, they knew to call SERVPRO of Metro Rhode Island, who was on-site within the hour.

In Our Customer's Words

"I was impressed by their timely response and the efficient and professional manner in which my problem was attended to." -Roberta R. (Warren, RI.)

Insurance Agents Win with SERVPRO



Cheryl Mirabella President of Wheelock Insurance, in Warwick, RI, wins a gift basket that was put together by SERVPRO of Metro RI's marketing department.

If you are interested in participating in our monthly raffle, contact your SERVPRO of Metro RI marketing representative.

Coming to the aid of our friends in need

TEAM MATTOS employees donated cat beds, dog and cat collars, toys, shampoo, and cleaning products to the Providence Animal Shelter.



Do you have a home for Rosco?

Rosco is a two year old, shepherd mix, who was left tied up to the front door of the Providence Animal Shelter in early December. He is an un-neutered male, who is very friendly, intelligent, and energetic. If you're interested in welcoming Rosco into your home, contact the Providence Animal Shelter at 401.243.6040.



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