

GREAT NEWS

Volume 1, Issue 1

MIKE FORNER'S HOME SERVICES:

Our mission is to treat your home with the same passion and attention to detail that I use on my own home.



About Mike:

I began "building" at the age of 4 behind our house off Hewitt road in Ypsilanti. Using materials saved by my dad from working at his job, and "used" nails that needed to be straightened, I planned and built a really neat "fort" in our back yard.... boards had to be cut to length with a dull, rusty hand saw and the nails driven with a real hammer. I loved the smell of freshly cut wood and driving nails then and still do today. I am now 52...

So you see, I've been in the building business my entire life....literally!

As a boy, I have vivid memories of frequently going to the large crop and animal farm down the road from our 2nd home, which was in the country, to help with the daily chores just because I enjoyed helping others complete their work. I have always enjoyed the satisfaction of putting in a hard days work.

I started my first company, Building Services Unlimited in 1987. I recently launched Mike Forner's Home Services this year to function specifically as a repair & maintenance company.

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11 Things You Don't Learn In School

Author Unknown

Upcoming Events that might interest you:

*Come check out the Artisan Market located in the Historic Kerrytown District in Downtown Ann Arbor. It is an open-air market where you can find hand-made items of exceptional quality. Every Sunday from 11am to 4pm.

*Lloyd Carr signs on as honorary Chair of the 2011 Festive Affair. The former Michigan Football coach has agreed to be the Honorary Chair of the 2011 Salvation Army Festive Affair to benefit the Staples Family Center. It will be held October 21st at Weber's Inn.

*2011 SVHS Hosta & Companion Plant Sale In Downtown Saginaw Farmers Market on June 17th from 10am to 3pm.

Bill Gates recently gave a speech at a high school about 11 things you will not learn in school. He talks about how feel-good teachings created a generation of kids with no concept of reality and how this concept sets them up for failure in the real world.

Rule 1: Life is not fair - get used to it!

Rule 2: The world doesn't care about your self-esteem. The world will expect you to accomplish something before you feel good about yourself.

Rule 3: You will NOT make \$60,000 a year right out of high school. You won't be vice-president with a car phone until you earn both.

Rule 4: If you think your teacher is tough, wait until you get a boss.

Rule 5: Flipping burgers is not beneath your dignity. Your grandparents had a different word for burger flipping; they call it opportunity.

Rule 6: If you mess up, it's not your parents' fault, so don't whine about your mistakes, learn from them.

Rule 7: Before you were born, your parents weren't as boring as they are now. They got that way from paying your bills, cleaning your clothes, and listening to you talk about how cool you thought you were. So before you save the rainforest from the parasites of your parent's generation, try delousing the closet in your own room.

Rule 8: Your school may have done away with winners and losers, but life has NOT. In some schools, they have abolished failing grades and they'll give you as MANY TIMES as you want to get the right answers. This doesn't bear the slightest resemblance to ANYTHING in real life.

Rule 9: Life is not divided into semesters. You don't get summers off and very few employers are interested in helping you FIND YOURSELF. Do that on your own time.

Rule 10: Television is NOT real life. In real life people actually have to leave the coffee shop and go to jobs.

Rule 11: Be nice to nerds. Chances are you'll end up working for one....



"Be nice to
nerds. Chances
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Gates

Customer Service Review

To all of our past and present customers, thank you for trusting us to work on your home. We are striving to improve our service. In order to accomplish this we NEED feedback from you. Please fill out the following short survey and return it to Mike Forner at 5639 Hampshire Lane, Ypsilanti, MI 48197. We appreciate you taking the time to do this for us.

Also, we realize that many of you have chosen to use our services multiple times over the years. Please consider the most recent service we provided you **OR** indicate which project in the space provided.

Name: _____

Specific Project

Description: _____

1. Was the time we spent on your job(s) used efficiently & effectively? Yes No

2. Did we leave your home & property clean to your complete satisfaction? Yes No

Comment: _____

3. Did the staff communicate with you in a polite & respectful manner? Yes No

4. Was the staff punctual? Yes No

5. Was the staff considerate of your needs & concerns? Yes No

6. Was the staff dressed in an acceptable manner? Yes No

7. Did we exceed your expectations? Yes No

Explain: _____

8. Would you refer a friend to us? Yes No

Additional comments are welcome & appreciated! _____

Once again, thank you for your time. We really enjoyed working with you!

Your Friend,

Mike :)



How To Win Friends & Influence People
By Dale Carnegie

Fundamental Teachings in Handling People:

Criticism is futile because it puts a person on the defensive and usually makes them strive to justify themselves. Criticism is dangerous, because it wounds a person's precious pride, hurts their sense of importance, and arouses resentment. When dealing with people, let us remember we are not dealing with creatures of logic. We are dealing with creatures of emotion, creatures bristling with prejudices and motivated by pride and vanity.

Principle 1: Don't criticize, condemn or complain.

Stay Tuned...

"I will speak ill of no man...and speak all the good I know of everybody."

~ Benjamin Franklin

Joke of The Month

Bob goes to see his supervisor at the millwork shop.

"Boss," he says, "we're doing some heavy house-cleaning at home tomorrow, and my wife needs me to help with the attic and the garage, moving and hauling stuff."

"We're short-handed, Bob," the boss replies. "I can't give you the day off."

"Thanks boss," says Bob, "I knew I could count on you!"



Wise Home Owner Tip:



Installing distinctive "green" terrazzo surfaces on countertops and floors is a great way to bring vivid color into environmentally friendly bathroom and kitchen projects. The latest trend in terrazzo is the use of crushed recycled glass and/or recycled porcelain mixed with tinted epoxy resin (for binding) to create colorful and decorative durable countertops, tabletops, floors, and shower walls.

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Did You Know...

That A restricted or plugged dryer vent system will increase your energy cost and quite likely become a potential fire hazard?

Quote of The Month

"THE IMPORTANT THING IS THIS: TO BE ABLE AT ANY MOMENT TO SACRIFICE WHAT WE ARE; FOR WHAT WE COULD BECOME."

~ CHARLES DUBOIS