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NewzBreak™

The Workplace Newsletter That's Both Informative and Fun!

Trends that will influence business: Technology rules

For our younger generations, the Internet is vital to almost everything they do. Therefore, technology will only increase its grasp on trends that influence business growth in the future.

As our youth grow older and comprise more of the consumer market, companies will shift their marketing to digital platforms. Competition for new customers is always fierce, and adapting to the changing consumer market will continue to be crucial to the future of any company. It's imperative that they know their customers' demands and where they spend their money.

Meanwhile, the artificial intelligence industry continues to grow and significantly impact the world economy. Even smaller uses of artificial intelligence and its algorithms will improve the user's experience in nearly all areas of the marketplace.

Artificial intelligence is also transforming customer service. Today's chatbots and virtual assistants can handle more customer service tasks than ever before. As they utilize machine learning to better respond to customer requests, interactions will increase significantly.

More retailers will move online from brick-and-mortar stores.

As more specialized retailers appear on the market, there seems to be no limit to what can be sold online.

While companies seek to provide more services and options to customers, demand has risen for all-in-one platforms to handle financial transactions, security, and banking needs.

As the demand for diverse payment methods increases, these types of full-service banking and financial platforms will be necessary for even small businesses or storefronts.

Customers want unlimited, contactless credit options and the ability to pay with cryptocurrency or their phone. They also demand high security and instant, 24-hour access to funds.

Read this before starting to shovel snow

Check these instructions from a specialist in ergonomics before you head out to tackle the beautiful white stuff:

- * Keep your spine in an upright, neutral position.
- * No slouching or twisting.
- * Bend at the hips and knees to get lower to the ground.
- * Use your leg muscles to lift the load.
- * Avoid throwing the snow if you can.
- * Keep the load low to the ground and close to your body.
- * If you must throw it, don't throw it far.
- * Use the big muscles from the hips and legs to push the snow whenever you can.
- * Adequate rest is critical.
- * How long you can work depends on how heavy the snow is, your physical condition, and how cold it is outside.
- * If you feel fatigue, pain, or shortness of breath, rest until you feel normal again. If you have shortness of breath for a prolonged period, see your doctor immediately.
- * Using a snowblower is also physically demanding and requires rest breaks.

Free Cleaning Tips and Specials at www.MyWebsite.com



I hope you enjoy this month's newsletter!

*Louis Costanzo
Mid-Atlantic
Facility Services, LLC*

2020: It has sounded like the future for years

You have arrived at the year 2020 -- a historic year where we have finally trained animals to do the hard work, like the gorilla that flies the family helicopter. The only thing we worry about is that, what with self-cleaning houses and all, the animals will be unemployed.

Oh wait, none of that is true. But smart folks predicted it would be, because the year 2020 just seemed so futuristic.

Take off your jet packs, citizens of 2020, there is some bad news for all ordinary time travelers. Contrary to what some bigwigs predicted, we won't teleport ourselves at will nor will we read people's minds. Most of us, anyway.

And, we aren't colonizing Mars.

Still, this is a time of change. In just the last 60 years, we've gone to the moon, started living cyber-lives on social media, and mainly stopped getting paychecks on paper. Today, we don't need to have mail delivered via rocket, as predicted by the Postmaster General in the 1960s. We have email, so junk travels in the blink of an eye.

Thanks to social media, we know the letters C, X and Q are still in the alphabet, contrary to what John E. Watkins, Jr. predicted in 1900. But, also thanks to social media, we now know few people know the difference between "there," "their," and "they're."

In the next 100 years, technologies like 3D printing, biotechnology, robotics, digital currency, and wearables all look poised to change everything. But who knows? In 2200, someone will probably be chuckling about people who thought we could print out a robot at our desk. Or not.



Do You Know...

... someone that could use our services? Perhaps a colleague, friend, family member, or networking buddy?

When a new client signs up for regular cleaning services at your recommendation; you will receive \$100!

If you would think of 3 or 4 people that could use our services, then don't hesitate to call them and give them our name and phone number. Be sure to have them mention your name when they call so we can send your \$100 Bonus!

Thanks in advance for your help and we look forward to sending cash your way!

Thanks a Bunch!



Survey of your fitness levels: These four numbers give you a snapshot of your health

Harvard doctors agree that health can be an overwhelming topic. But they say that if you have a handle on these four numbers, you can have a pretty good idea of where you stand and what to do about it.

1. Your body mass index (BMI). Many people are overweight and don't think they are. The health risks climb when you reach the overweight level. Here's what they mean:

Underweight is a BMI of less than 18.5, and normal weight is a BMI of 18.5 to 24.9.

Overweight is a BMI of 25 to 29.9, and obesity is a BMI of 30 or over. If your calculation shows more than 24.9, it's time to lose weight. To get a fast BMI rating, see nhlbisupport.com/bmi/bmicalc.htm. Just enter your height and weight.

2. Your blood pressure. Ideally, it should be 120/80 or below. Starting at 115/75, the risk for heart attack, stroke, and other cardiovascular disease doubles with each increment of 20/10.

People with systolic blood pressure (the first number) of 120 to 139 or a diastolic of 80 to 90 are "prehypertensive." Changes in diet and activity patterns can help prevent cardiovascular disease at this level.

3. Your fasting glucose. If you have two fasting plasma glucose measurements of 126 mg/dL or greater, you have diabetes.

4. Your LDL cholesterol level. Your bad cholesterol reading should be below 100, but 70 is better. Diet, exercise, and medications like statins, or all three, can lower your LDL, reducing your heart disease risk by about a third.



Spicy chicken and sweet potato stew warms up everyone

Ahhh, stew. It's a comfort food in the harsh winter, not only in its makeup but in its usefulness: we can stand over a steaming bowl and feel warmth on our face. Plus, it's a great way to use up that stray potato left over from the holidays.

Stews start with a base of liquid, meat cut into cubes, and typically some type of root vegetables. Categories typically include brown stews, in which the meat is browned in fat before the liquid is added, and white stews, in which it is not.

Although stews are generally considered a pedestrian dish, there are some, like beef burgundy, that are fine dining-approved. And every culture seems to have its twist, according to Encyclopedia.com: from Argentinians who add fruit and bake them in a pumpkin or squash shell, to bigos, also known as hunter's stew, considered Poland's national dish.

Here is a recipe for spicy chicken and sweet potato stew from the website Allrecipes. It's easy, hearty, and, like the appeal of most stews, it's a one-pot meal.

Ingredients (makes 6 servings):

1 teaspoon olive oil	2 tablespoons chili powder
1 onion, chopped	1 teaspoon ground cumin
4 cloves garlic, minced	1 teaspoon dried oregano
1-pound sweet potato, peeled and cubed	1 teaspoon cocoa powder
1 orange bell pepper, seeded and cubed	1/4 teaspoon ground cinnamon
1-pound cooked chicken breast, cubed	1/4 teaspoon red pepper flakes
1 (28 ounce) can diced tomatoes	1 1/2 tablespoons all-purpose flour
2 cups water	2 tablespoons water
1 teaspoon salt	1 cup frozen corn
	1 (16 ounce) can kidney beans rinsed and drained
	1/2 cup chopped fresh cilantro

Heat olive oil in a large pot over medium heat. Stir in onion and garlic; cook and stir until the onion has softened and turned translucent, about 5 minutes. Stir in sweet potato, bell pepper, chicken, tomatoes, and 2 cups of water. Season with salt, chili powder, cumin, oregano, cocoa powder, cinnamon, and red pepper flakes. Increase heat to medium-high and bring to a boil.

Dissolve flour in 2 tablespoons water and stir in to boiling stew. Reduce heat to medium-low, cover, and simmer until the potatoes are tender but not mushy, 10 to 20 minutes. Stir the stew occasionally to keep it from sticking.

Once the potatoes are done, stir in corn and kidney beans. Cook a few minutes until hot, then stir in cilantro before serving.



Trivia Teaser – Try Your Luck

1. Which actor detailed his battle with Parkinson's disease in the 2003 memoir "Lucky Man"? a-Willem Dafoe, b-Michael J. Fox, c-Gary Sinise, d-James Garner.

2. Which musician was a member of the Traveling Wilburys under the alias "Lucky"? a-Roy Orbison, b-George Harrison, c-Tom Petty, d-Bob Dylan.

3. Young Lucky Jenkins was a sidekick of which movie cowboy? a-Hopalong Cassidy, b-Lash Larue, c-The Cisco Kid, d-The Durango Kid.

4. Who created the animated character Oswald the Lucky Rabbit in 1927? a-Walt Disney, b-E.C. Segar, c-Stan Lee, d-A.A. Milne.

5. Who provided vocals on the 2013 Grammy-winning Daft Punk hit song "Get Lucky"? a-Josh Groban, b-Josh Homme, c-Pharrell Williams, d-Shawn Mendes.

6. Luanne Platter married Lucky Kleinschmidt on which animated TV series? a-"King of the Hill," b-"Archer," c-"American Dad," d-"The Venture Bros."

7. Which Oscar-winning actor made his Broadway debut in the 2013 Nora Ephron play "Lucky Guy"? a-Matthew McConaughey, b-Russell Crowe, c-Tom Hanks, d-Cuba Gooding Jr.

8. Andrew Luck suddenly retired as the quarterback for which NFL team in 2019? a-New Orleans Saints, b-Baltimore Ravens, c-Philadelphia Eagles, d-Indianapolis Colts.

9. Which game show was introduced as "the game where knowledge is king and Lady Luck is queen"? a-"Gambit," b-"High Rollers," c-"Press Your Luck," d-"The Joker's Wild."

10. Born Salvatore Lucania, Italian-born mobster "Lucky" Luciano assumed which different first name? a-Frank, b-Charles, c-Donald, d-Eric.

1-b, Michael J. Fox
2-d, Bob Dylan
3-a, Hopalong Cassidy
4-a, Walt Disney
5-c, Pharrell Williams
6-a, "King of the Hill"
7-c, Tom Hanks
8-d, Indianapolis Colts
9-d, "The Joker's Wild"
10-b, Charles

Answers to "Try Your Luck"

Crescent pastry

1	2	3	4		5	6	7	8
9					10			
11					12			
13				14				
			15					
16	17	18				19	20	21
22					23			
24					25			
26					27			

Across

1. Spanish sparkling wine
5. Muslim holy man
9. Buffalo's lake
10. Showy flower
11. Last name in fashion
12. Ancient Peruvian
13. Oval-shaped figure
15. Volcanic spew
16. Not idealized
22. Wrinkly fruit
23. Trig function
24. Soccer ____
25. Lab item
26. Furtive summons
27. Left on a map

Down

1. Formally surrender
2. Seed covering
3. Six-stringed instrument
4. Trapeze artist
5. Hearty pub meal
6. Pre-stereo
7. Fungal spore sacs

8. "Beowulf" beverage
14. Last Greek consonant
16. Backside
17. Freudian topics
18. Charity
19. London art gallery
20. Places to overnight
21. Talk

T	S	E	M		T	S	S	P
A	N	E	T		S	O	M	S
H	N	T	A		L	I	G	U
C	I	S	T		R	E	A	R
					H	A	S	
D	I	O	I		P	L	L	E
A	I	N	C		R	I	O	R
E	R	O	S		E	R	I	E
A	M	I	A		V	A	A	C

The headline is a clue to the answer in the diagonal.

The Golden Years in business

"What am I going to do with all this time?"

That's a question retirees often ask themselves these days. The trend of retired Americans or those close to it is to keep working. Some need income; others use it for travel and leisure activities, hobbies, or purely for the personal fulfillment of work and staying involved with others.

In March of this year, the second annual Small Business Survey revealed 65% of more than 5,000 Americans polled said they envision opening a business when they retire.

These results are not surprising, according to Dr. Luke Pittaway, Professor of Entrepreneurship at Ohio University. People are living longer, he says, and more than ever before are choosing to start a business to stay active.

According to The Balance Small Business, any service that consumers and companies will pay for can be turned into a business. Among them are accounting, bookkeeping, handyman, landscaping, pet care, and more.

Freelance writing is more popular than ever with blogging, writing for businesses large and small, e-books, and memoirs, among others. Self-publishing is fast and affordable these days.

Nearly any hobby can be turned into a business too. How about gardening? Baking? Photography? A musical instrument?

Contact your former employers to offer your services. Access your network to find potential clients.

Starting a home-based business enables the retiree to profit from decades of experience in his or her profession. Selling one's skills through a service-based home business is one of the fastest and least expensive ways to start making money at home.

At or near the top of the possibilities are consulting and coaching. Both can be performed at home and enhanced by online tools.



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About Our Company

Mid-Atlantic Facility Services, LLC is a full-service commercial cleaning company with offices in Chestertown and Millersville, MD. We service locations throughout Maryland, Washington DC and Northern Virginia.

Services include: Office cleaning and carpet cleaning.

MAFS has built a solid reputation for quality and dependable service. We are proud that we still have our First customer. Not many cleaning companies can boast of this achievement.

CEO- Lou Costanzo has been in the cleaning industry for over 11 years, and he feels it's important provide cleaning services that place the utmost importance on the health and safety of their clients and employees.

The "irreplaceable" employee

"No one is irreplaceable" is a common phrase in business, especially in large corporations.

While everyone can be replaced, some employees would be painful to replace. Why? They've earned it.

According to Forbes.com, nearly irreplaceable employees exceed what's required of them. They know how to address an issue without long explanations. They respect the time of others and practice effective communication.

They listen, observe, understand relevant content, and act upon it. They anticipate the situation and know what to do about it.

They are trustworthy, accountable, and reliable. When his or her manager is out of the office, the irreplaceable employee is not hesitant to take on significant responsibilities. They're loyal.

They initiate new and better solutions. They make recommendations, ask questions, and are willing to help others. They're upbeat, friendly, outgoing, and optimistic in hard-working, tense hours.

They quickly adapt to change. They don't resist it and know there must be a good reason for it. They are problem solvers, not complainers. When they come with a problem, they bring their proposed solution.

They don't need constant attention and motivation. They know what they do and how and why they do it. They know how to motivate their colleagues.

They embrace the big picture without specifically-detailed guidance. They don't shy away from a new challenge. They're fast learners and thinkers.

They have in-depth knowledge of the company, its products, processes, clients, and culture. When something new arrives, they can efficiently process it, apply the latest knowledge, and put it into effect.

They're organized and efficient. They come to work because they want to, not because they have to. They're the people who invest their time and potential each day to make the company successful. That's why they're "irreplaceable." Or nearly so.

HR wants to know: What's new?

Human Resources reminds us that our records must be kept up to date.

The start of a new year is a good time to consider what changes have occurred in these areas:

- * Address or phone number.
 - * Person to be notified in an emergency and their correct phone number.
 - * Marital status and dependents.
 - * Names of persons to be added to or removed from insurance programs.
 - * Change of life insurance beneficiary.
 - * Educational programs completed.
- Call Human Resources or stop by to make these changes official.

FREE Upholstery Cleaning with Whole Office Carpet Cleaning

**\$400 minimum purchase
Includes office chairs and upholstery covered partitions (up to \$100 value)**

Schedule your appointment by February 15, 2020

Mid-Atlantic Facility Services, LLC
410-793-7172
www.MAFSLLC.com

Go Ravens!

Take the Trivia Challenge and Win a \$25 Gift Card to Applebee's!

The first person who calls our office with the correct answer will be entered into the drawing!

What is a normal BMI?

- a. 18.5 b. 24.9 c. 25 d. 29.9

HINT: The answer is hidden somewhere in this newsletter.

What lies behind us and what lies before us are tiny matters compared with what lies within us.

~Oliver Wendell Holmes