



News Release

FOR IMMEDIATE RELEASE

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ServiceMaster by Stratos Adds Cifuentes As Human Resources Manager

Bilingual colleague to be an asset in culturally diverse industry

Memphis, Tenn., June 23, 2010 – Memphis-based ServiceMaster by Stratos – one of the largest ServiceMaster Clean contract janitorial cleaning franchises in the world – today announced the addition of Viviana Cifuentes as human resources manager.

In this role, Cifuentes will supervise the company's recruiting processes; manage the training and development of employees (called service partners); administer disability and workers' compensation claims; ensure adherence to company's quality standards, policies and procedures; and oversee service partner education, activities and communications.

Cifuentes' bilingual abilities will also serve the essential need for more effective communication to the company's Spanish-speaking service partners, who represent 48 percent of the company's overall employee makeup.

"Viviana's addition to the Stratos team serves as an important step toward our company's future in better serving our employees, who we purposefully refer to as our service partners," said Stacy McCall, president and CEO at Stratos. "The janitorial service industry is a culturally diverse one, and effectively communicating with our service partners is vital to preserving mutually beneficial relationships with them and succeeding together as a company."

Cifuentes comes to Stratos with more than five years of experience in human resources, gained through working for Smiths Medical Distribution Center in Olive Branch, Miss., Jetline Promotional Products in Mount Vernon, N.Y., and The New York Foundling in New York City. She received her bachelor's degree in business administration from Baruch College in New York City. Originally from Colombia, South America, she moved to New York in the early 1990s, where she lived before moving to the Memphis area in 2009. She now lives in Bartlett, Tenn., with her husband, who is a Memphis police officer, and their two children.

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Headquartered in Memphis and serving business and industrial clients in Tennessee, Mississippi and Alabama, ServiceMaster by Stratos is a contract janitorial company that provides innovative cleaning solutions allowing customers to focus on their business and not their facility. Serving clients from medical to industrial facilities, as well as professional office buildings and large-scale arenas, the local franchise has expanded to employ more than 225 people. For more information about ServiceMaster by Stratos, visit www.sbystratos.com or call 901-683-0064.

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