

Clean Beat

FLOORCOVERING TECHNOLOGIES, INC. – 11/22

Psychological Projection, A.K.A. “The Blame Game”



I was recently involved in a claim by a large commercial management company in Tampa that was less than pleased with the condition of the carpet in their office building. Apparently, to save money, they had hired a janitorial company to clean the carpets - and this turned out to be a big disaster.

The local management team was looking for someone to blame, so they reached out to the flooring retailer expressing their disappointment with the carpet they sold them. The retailer then contacted the carpet manufacturer, who then hired me as an inspector. It didn't take long for me to determine what the problem was. I went to the water cooler in the break room and poured a small amount of water in a paper cup. Pouring the water onto the carpet and agitating the area with a small tool quickly produced a large pile of suds. Not only had the janitorial company done a poor job of cleaning the carpets, but they also created a MUCH bigger problem by “loading” the carpet with so much detergent that it had basically become a very effective shoe cleaner!

My company was hired to correct the problem, which took us hours of rinsing to reverse years of improper maintenance. The initial demonstration and the results we achieved clearly proved that the issue was maintenance related. However, the management company was unwilling to accept blame and continued to use the same company that caused the problem in the first place. As Pete Mitchell (Maverick) would say, *“It’s one of life’s greatest mysteries.”* **CB**



A LASTING IMPRESSION:

CLIENT SHORT STORIES . . .

Live a Life of Thanksgiving . . .

My morning wasn't exactly getting off to a great start - I had a headache that started in the middle of the night, and to top it off, as I was racing out of the house, I noticed that my van tire was almost flat. "C'mon, really?" I sighed, grabbing the tire pump out of Becky's car and hoped it was just a slow leak.

I managed to arrive at my networking meeting just moments before it started, complaining to those around me about how my morning had started out. After the meeting, I shared my frustrations with a few more people as I waited for the tire to inflate, then I headed to my first job in Clearwater. This job turned out to be one of the most rewarding experiences of my life!

When I arrived at my cleaning job, it didn't appear that anyone was home. After ringing the bell twice and knocking on the door I finally heard someone coming. The young lady's name was Ashley and she appeared to be in her mid-thirties. She greeted me at the door with a beautiful and infectious smile and welcomed me into her apartment. "Sorry it took me so long to get to the door," she said apologetically, I said, "Oh, don't worry about it, it's no problem." She said, "This is Saffron, my service dog." Saffron was a friendly golden retriever who just wanted to be petted. Ashley told me that she had lost her legs in a tragic car accident two years ago and that Saffron was there to help her with anything she needed. What was most clear about Ashley was her cheerful outlook and how she still found ways to make the most of her life. She taught me more about happiness and resilience than any seminar or book ever could. I can now better understand Lance Armstrong's words, "I take nothing for granted anymore, I only have good days and great days."

After finishing the job, that morning I said goodbye to Ashley and Saffron and headed on my way. As I got back in my van, a sudden flood of emotion hit me as I recalled how I complained to everyone that morning about my life's circumstances . . . a headache and a flat tire.

Ashley called me one day to let me know that she was moving up North to be closer to her family and she thanked me for always doing a great job for her. I often say, "People that come into your life are either a blessing or a lesson," and I believe Ashley is both! I am inspired and grateful for my own life and I now choose to show up each day as the best version of who I am. **CB**



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to **22828** to get started.

Living your best life is your
most important journey in life.