

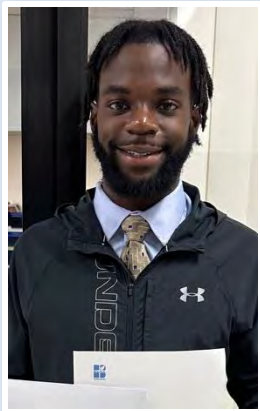
Bolana 2024 Scholarship Winners

Bolana Team Member Dependent Scholarships

Bolana presented five Bolana Team Member Dependent scholarships in 2024. The following students were each awarded \$1,000.00 for the 2024-2025 academic year: Aiden Lopez, Justin Burrows, Miranda Timberlake, Natalia Carolina Martinez Rojas, Yamila Karina Hernandez. Miranda Timberlake received a financial award for having the highest GPA.



Aiden Lopez



Justin Burrows



Miranda Timberlake



Natalia Carolina Martinez Rojas



Yamila Karina Hernandez

Bolana Prince George's County Community College Scholarships

The following Prince George's County Community College students received scholarships of \$750.00 from Bolana for the 2024-2025 school year: **Ann Ngamo** (Biology), **Tyria Leslie** (Health Science), and **Grace Gilmada** (Engineering).

Additionally, we would like to recognize the following applicants who demonstrated strong potential: **Cindy Marquez**, **Ibeyry Turcios**, **Daryl Nicholas**, **Emmanuel Tolson**, **Shamara Carter**, **Karmen Anderson**, **Yarely Ramirez**, **Martina Barr**, **Asad Sharpe**, and **Hamza Yusuf**.

Thank you to the Bolana Scholarship Committee for facilitating this program: Patricia Banks, Tyrone Banks, LeRoy Dock, Valarie Dock, Angela Jackson and Shannon Timberlake.

Congratulations to all!

Corporate Team Spotlight...

Welcome Jennifer Rivera!

Bolana recently welcomed Jennifer Rivera Elias to our Corporate Team. Jennifer is our Administrative Coordinator who is always cheerful and willing to assist. She began as an intern for the Corporate Office and did a great job which led to an offer to join our team full-time when a position became available. We are so excited to have her on board! She is a wonderful addition to our Team.

welcome



Keeping Up with Our Scholarship Recipients

We proudly embrace our scholarship recipients as valued members of the Bolana family. Below, we share updates on the journeys of some of these remarkable individuals.

Ronald Ayers

“Thank you for the opportunity for me to share how the Bolana Scholarship helped me. I’m a senior Communication Studies major at Stevenson University in Owings Mills, Maryland. Receiving this scholarship as a freshman was a big help towards purchasing my school books and supplies to get me started in my college career. Thank you Bolana for being a part of my village.”



Claudia Aguilar

“As a 2019 Bolana scholarship recipient, I wanted to express my gratitude for the support that helped me achieve my academic goals. After graduating Montgomery College at the height of the pandemic in 2020, I successfully transferred to the University of Maryland-College Park, where I pursued my degree in Graphic Design. I proudly graduated with my B.A. in Graphic Design in 2023, and am now working towards my goal of becoming an Art Director, while also doing freelance graphic design. I’ve designed logos, websites, and developed marketing materials for the Stamp Union at the University of Maryland, and clients throughout the DMV area. Currently, I volunteer for AIGA Design, an organization in DC who empowers designers. My journey as a recent graduate has been full of new learning experiences, and none of this would have been possible without the support of the Bolana Scholarship.”

Aiden Lopez

Aiden recently traveled to Las Vegas to compete in The League Martial Arts World Championships, where he achieved remarkable success by winning two World Titles in the Weapons and Forms divisions and securing three Royal Cups. With a continued passion for competition, he remains dedicated to training for state, national, and world circuits.

In the past year, Aiden has also taken on the role of instructor, mentoring and training his own students as they prepare for belt tests and competitions. He has accompanied them to various tournaments, providing coaching in both forms and weapons divisions. Aiden finds great joy in preparing the next generation of martial artists and sharing the knowledge he has gained throughout his karate journey.

In addition to his martial arts commitments, Aiden is also attending college. He skillfully balances his work, teaching, and training by effectively managing his time and prioritizing his schedule. Aiden has no plans to slow down anytime soon, as he remains fully committed to all his pursuits.



Concierge Corner

Building Bridges: The Power of Human Connection in the Post-Pandemic Workplace

The COVID-19 pandemic has reshaped our world in many ways, teaching us valuable lessons about the fundamental human need for connection. Psychological research has shown that maintaining strong social connections is as crucial to our physical and mental well-being as regular exercise and a healthy diet. Meaningful interactions not only energize us but can also contribute to a longer, healthier life. The workplace has undergone significant changes in recent years. When COVID hit, offices became empty and traded daily co-worker interactions with online meetings, work from home, and fear and stress of daily collaboration. This underscored the importance of human connections we once took for granted.

Reconnecting with Purpose... Bridging the Gap

People are starting to look for what was once familiar – looking for “normal”. The same is true in the business world. The very heart of business is connections, it’s relationships. We must learn again the value that each person brings to our experiences; how a simple chat or a genuine curiosity about someone’s day can help bridge the gap between our forced separation and our reconnection.

Let’s once again become big on getting to know people for who they are, beyond their titles or what they can do for us. Be curious again because everyone has a story, you can learn so much from others by listening to the stories they share. As a concierge team, we understand that connections can lead to mutual success. Together we can build stronger, more cohesive relationships that contribute to vibrant and thriving communities and workplaces.

What Do Our Concierge Team Members Do?
Bolana’s concierge team members serve as a point of contact for residents, providing various services to enhance their living experience. Responsibilities typically include greeting residents and guests, managing building access, handling package deliveries, arranging maintenance requests, coordinating reservations for amenities, and offering local recommendations. Essentially, the concierge helps residents navigate their community and ensures a high level of service and support.



Some of Bolana’s Concierge Team

BSCAI Executive Management Conference



Bolana sent two of our corporate team members to participate in the Building Service Contractors Association International (BSCAI) Executive Management Conference

This forum provided collaboration and business-focused education sessions as well as networking and interaction with top vendors and suppliers in the industry.

These conferences bring building service contractor leaders and management teams together to discuss strategies and learn from other industry professionals and suppliers providing growth and development to enrich our team and our service to our clients.

Pictured at left: LeVon Dock, Director of Operations and Shannon Timberlake, Training & Development Administrator

Bolana Corporate Team Retreat

Team Bolana's Corporate Retreat took place in May in the beautiful Ocean City, Maryland. Over the course of this five-day event, the Corporate Team engaged in a full day of training sessions and interactive workshops designed to enhance communication and leadership skills to better serve our internal and external clients.

The retreat was not only focused on professional development but also fostered team building and provided ample opportunities for quality time together. Additionally, there was free family time for relaxation and fun. A highlight of the retreat was the Bolana Team Family Dinner, which offered a wonderful opportunity for team members and their families to connect and strengthen their relationships outside of the work environment. Overall, it was a rewarding mix of growth, collaboration, and camaraderie!



Family



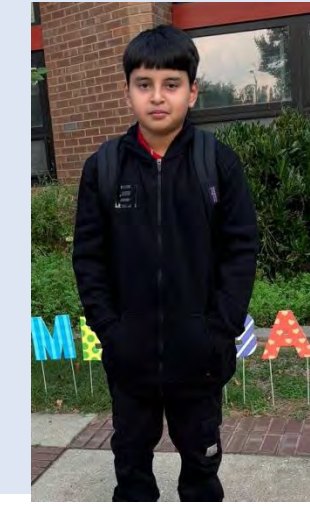
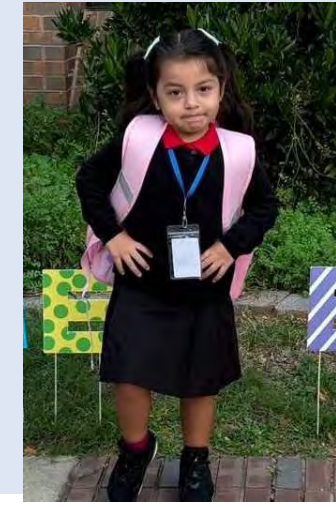
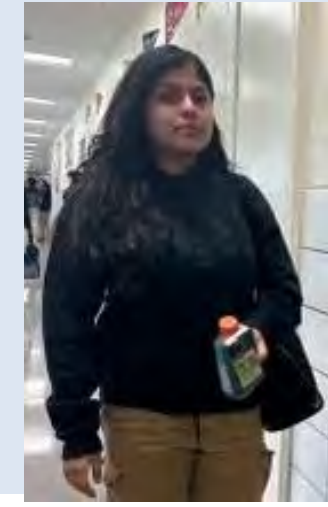
Team Bolana Family News



Bolana Team Member Marc Cunningham celebrating his daughter, Skye's graduation. Congratulations!!



Bolana Team Member Ana Chevez's daughter, Gianna celebrating her first birthday. Happy Birthday Gianna!!



Team Members' Years of Service Recognition

The following team members have hire anniversary dates in the months of May through September. These team members have been a member of the Bolana Team for at least 1 year. Thank you for your continued commitment to making Bolana a great place to work and being an asset to the team!! * = 5 or more years of service ** = 10 or more years of service.

Andrea Rivera-Turcios**	06/01/2009	Wayaka Jordan	05/01/2021
Cynthia Isaacs**	06/01/2009	Esperanza Vasquez	05/03/2021
Vicenta Hernandez**	06/01/2009	Celestino Hernandez	05/05/2021
Tessa Cain**	06/01/2009	Wendy Melendez	05/07/2021
Phillip Nicely**	06/02/2009	Elba Sorto	05/07/2021
Yanci Flores-Gomez**	06/21/2009	Fernando Reyes Monroy	05/07/2021
Pronzella Dennis**	06/17/2011	Rosa Rodriguez	05/21/2021
Angela Enriques**	06/01/2012	Jennifer Flores	05/24/2021
Leonardo Mercado**	08/18/2014	Diana Escobar Murcia	06/01/2021
Alexandra Cuello Vega*	05/01/2015	Evelyn Guillen	06/01/2021
Norma Sorto Soriano*	05/01/2015	Rosalba Vazquez Calixto	06/22/2021
Manuel Rodriguez*	05/27/2015	Erika Lopez	07/16/2021
Richard Stern Jr*	09/02/2015	Shade Akintorin	07/20/2021
Edilia Banos Salinas*	06/06/2016	Darryl Williams	07/31/2021
Coralia Guardado*	07/02/2016	Wyatt Hicks	08/02/2021
Glenda Sanchez*	05/01/2017	Felipe Lopez Perez	08/16/2021
Miguel Huertas*	05/04/2017	Marvin Hernandez	08/16/2021
Mario Hernandez Amador*	08/04/2017	Blanca Ruiz Villalta	08/20/2021
Guadalupe Flores*	08/19/2017	Jonathan Bonilla Garcia	08/21/2021
Maria Benitez*	09/20/2017	William Benitez Martinez	08/22/2021
Dario Garcia*	05/01/2018	David Crankfield	08/30/2021
Jorge Rosales*	09/01/2018	Ingrid Escobar Murcia	09/01/2021
Senia Villatoro*	09/01/2018	Edward Theophile	09/09/2021
Alicia Godoy*	09/01/2018	Geman Orantes	09/16/2021
Oscar Gutierrez*	09/01/2018	Sandra Lopez Munoz	09/25/2021
Dina Lopez*	09/01/2018	Ines Sorto Amaya	05/01/2022
Luis Paredes*	09/01/2018	Jose Alvarez	05/01/2022
Milagro Velasco*	09/01/2018	Mauricio Rosales	05/01/2022
Edith Melgar*	09/01/2018	Yessenia Alvarez	05/16/2022
Sergio Serafini*	09/01/2018	Teresa Salguero Rivera	05/16/2022
Flora Suyo*	09/01/2018	Ana Lara	05/20/2022
Manuel Godinez*	09/01/2018	Juan Soto	05/25/2022
Ana Amaya*	09/01/2018	Jose Lara Gomez	05/28/2022
Kevin Williams*	09/01/2018	Vera Coates Kent	05/31/2022
Arelis Perez*	09/01/2018	Carlos Ventura	06/19/2022
Ana Portillo Cabrerra*	09/01/2018	Veronica Rivera	06/30/2022
Jose Bonilla*	09/17/2018	Guadalupe Colocho	07/06/2022
Karla Cetino*	06/10/2019	Norma Pineda Munoz	07/12/2022
Xiomara Leiva*	07/12/2019	Angelica Gomez	07/16/2022
Eyby Banegas	05/11/2020	Jose Cruz	07/16/2022
Clelia Palacio	05/16/2020	Steven Merriman	07/18/2022
Maria Sanchez	05/28/2020	Jose Gamez Mauricio	08/01/2022
Sara Saravia	06/17/2020	Clyden Garner	08/03/2022
Odilio Garcia Sarceno	08/22/2020	Lamont Reed	08/14/2022

Team Members' Years of Service Recognition

Fatima Flores Sura	08/16/2022	Joselyn Garcia	07/05/2023
Rafael Ayala Navarro	08/16/2022	Brandon Sanchez	07/16/2023
Lucita Alvarenga	08/16/2022	Medaline Torres Rivera	07/24/2023
Rhonda Walker	08/22/2022	Martha Ramirez Esparza	07/24/2023
Daphne Colbert	08/22/2022	Jeisel Menjivar Diaz	07/24/2023
Teresa Zalles de Duran	08/26/2022	Maria Martinez	07/31/2023
Carmen Castillo Cifuentes	08/29/2022	Alex Velasquez Diaz	07/31/2023
Maria Ramos Hernandez	09/01/2022	Anthony Bell	08/01/2023
Meybi Merlos Landaverde	09/07/2022	Gwendolyn Jones	08/01/2023
Norma Arias	09/13/2022	Diego Gutierrez Vega	08/11/2023
Pablo Cisneros	09/16/2022	Julia Zuniga	08/14/2023
Modesto Sanchez Zelaya	05/01/2023	Paula Membreno Rivera	08/14/2023
Mariana Gonzalez Fuentes	05/01/2023	Dennis Hernandez Cisneros	08/16/2023
Rosa Gonzalez Lopez	05/08/2023	Carlos Flores Lopez	08/30/2023
Edenilson Soto	05/11/2023	Michael Nance	09/01/2023
Edwin Valencia	05/23/2023	Rigoberto Coc	09/02/2023
Marvin Fuentes	05/24/2023	Denis Umana Medrano	09/02/2023
Jose Banos Olivera	05/30/2023	Claudia Suyo	09/02/2023
Ana Mejia Alvarado	06/01/2023	Emperatriz Villatoro	09/02/2023
Maria Del Cid Santizo	06/01/2023	iris Rivas	09/02/2023
Verenise Lopez	06/01/2023	Natalia Bolanos	09/02/2023
Elsa Rivera-Huayre	06/01/2023	Yenifer Hernandez	09/03/2023
Elba Sorto	06/01/2023	Jaime Navas	09/11/2023
Jorge Sum	06/02/2023	Lourdes Maldonado Zabaleta	09/16/2023
Eduardo Salguero Garcia	06/15/2023	Lisseth Sorto	09/18/2023
Nelda Oliva	06/17/2023	Dalia Catalan Lopez	09/28/2023
Marvin Orantes Augustin	07/05/2023		

What Our Clients Have to Say...

Excerpts taken from some of the feedback we have received from our Clients

"Great! Thank you Sergio...P.S. Edwin was wonderful and very consistent with upkeep throughout the bathrooms and grounds"

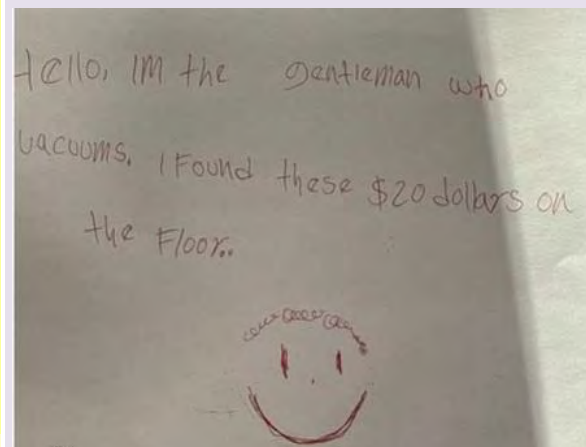
Brittany Argo
Events & Communication Manager, CRYSPDC

"What an amazing team member you have. This note was found in Ms. Robinson's classroom with the crumbled up \$20.00...He should be acknowledged for his kindness and honesty."

Joseph Phelan
St. Andrew's Episcopal School

"We just wanted to take a moment to recognize what an absolute wonderful job that Wendi provides to our building at Durant Center. Wendi is truly a hard outstanding worker and really takes pride in the job she does for us. She greets everyone with a smile and always goes the extra mile to ensure our building is always clean and up to par. ...I received a call from the client informing me that a large glass door had come off track and shattered everywhere in the suite... it couldn't have happened at a worse time or worse location considering it happened during the time where the owners had their summer camp program and the area was full of kids...I contacted Wendi to see if there was anything she could do until I arrived on site and before I could even get back to the building I received another call from the clients that Wendi had jumped into action, cleaned and removed every speck of glass that had fallen. We greatly appreciate all she does for our property and she is a valued member of our team."

Jason Thomas, Lincoln Property Company



Excerpts taken from some of the feedback we have received from our Clients

"On behalf of The Aya, I would like to take a moment to thank you and your team for the great work you continue to provide. Yesterday, we had a scheduled walk-through and in preparation for this visit multiple tasks were assigned to your team. Mr. Daniels, along with Mr. Whitehurst did an amazing job in ensuring that the facility was at its best... not a lot of work was required to achieve great results, as the Bolana team here at Aya takes pride in their work."

Shawn Medina, Operations Manager
The Aya

"Thank you to the entire Bolana team for their hard work and support in getting us to a successful opening. The school is still sparkling and we greatly appreciate the amount of care that goes into the work. Have a great week!"

Jose C. Sousa, Chief Operating Officer
Washington Yu Ying Public Charter School

"...I watched a female cleaner (Joselyn Garcia) 'in quiet song' while cleaning the lobby restroom. She was a delight to watch and listen to. I told her so and she was very happy...it is an important turning point when staff are happy and comfortable with their surroundings and enjoy doing repetitive to a high-level. I think it is a tribute to your supervisory team and creating confidence among your workers. Great job."

John M. Moran, President & CEO
Premier Facility Solutions (Quality Audit)

"I am writing to provide feedback on a recent deep cleaning project conducted at the Embassy's penthouse floor. Following some recent renovations, the area required thorough cleaning. Therese Moreira effectively coordinated the scheduling of this work, ensuring clear communication throughout the process. I would like to highlight the exceptional performance of Carlos Balmoris Contreras, who executed the cleaning to an excellent standard. His dedication and attention to detail truly set his work apart. I believe it is important to acknowledge the efforts of both Therese and Carlos for their commitment to excellence."

Tom Hendeley, Technical Maintenance Supervisor
Embassy of Canada

"...Ingrid and Norman were fantastic on Saturday, despite extreme heat. As always we appreciate their services!"

Jaime Melvin, Special Events Coordinator
CRYSPODC

"We are very happy to have Florida Bonilla working at LPS as part of the janitorial team. As I've reported to you many times over the last several years, we cherish her dedication to LPS. Florida is always on-time, works well with other UMD campus janitorial staff and their management, UMD & GOV facilities, security & research staff. She does excellent work and completes tasks with very little supervision. She is an absolute pleasure to work with, always smiling and always says good morning. The LPS team values her contributions to the success of our daily operations."

Jonas Wood, Facilities Manager
Laboratory for Physical Sciences

"I want to give a special shout out and thank you to Magaly and the entire Brooks cleaning team for doing a fantastic job and for using some extra elbow grease with the cleaning. We had a special tour this afternoon and our guests were very impressed with the cleanliness of the building. On behalf of the entire Brooks leadership at Friendship Place, I want to express my sincere gratitude and appreciation for all of this hard work of our cleaning team. Amazing job!!"

Ace Thompson, Friendship Place
The Brooks Short Term Housing Facility

"...Thank you all for what you did last night after the pipe broke in the B.A.C. One phone call and everything started moving. You either turned around wherever you were going, stayed late, came from home, or dropped what you were doing on campus and immediately swarmed on the problem. Jorge and his team from Bolana jumped into action and they started removing water in the office. People were moving furniture and whatever needed to happen did it. It was completed very quickly and efficiently. I am very happy to be a part of this team that cares and enjoys helping when issues such as this arise. Words are not enough to show my gratitude. Thank you all again for your quick thinking and dedication."

Michael Sopher, Director of Facilities
Landon School

Back to School Donations



Bolana supported a family's back to school needs through the Community Crisis Services, Inc.'s Warm Nights Shelter Program. Bolana provided fully packed backpacks, ear buds, and other essentials as well as 4 school uniforms for each student in the family.



Give the Gift of Life...Donate Blood!

Every day people receive blood for life-threatening illnesses, blood disorders, traumatic injuries & other conditions. Donating blood products is essential to community health & need for blood is constant. Bolana's General Manager, LeRoy Dock donates blood on a regular basis. If you are eligible to give, please schedule your donation today!



Bolana at D.C. United



Bolana hosted the Team Illmatic AAU Basketball team in our D.C. United Suite. This group of players coached by Bolana's Marc Cunningham has a mission "not only to use basketball to enhance teamwork and athletic performance, but also as a metaphor for life which teaches our youth the leadership and life skills needed to succeed far beyond the court."

Backpack Donation to the LindaBen Foundation

Bolana donated backpacks with school supplies to support the LindaBen Foundation. The foundation provides services for the vulnerable and at-risk population in Central Maryland. Their mission is to provide access to nutritious food, supportive services, and education that empower families and individuals to overcome food insecurity, improve their health, and achieve self-sufficiency. They are committed to uplifting communities by offering sustainable solutions that address immediate needs and promote long-term well-being. Bolana's donations went to support children of the Rosa Parks Elementary School in Hyattsville, MD. On many weeks, the LindaBen Foundation provides snacks for the 100 Bolana Homeless Lunches mission.



Team Bolana is proud to be of service, "shining a little light in dark places."



Thank you for taking the time to read our newsletter!



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301-595-2577 (MD)
202-621-2260 (DC)
www.bolanainc.com
info@bolanainc.com