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Mark Smoyer, President and General Manager of a cooperative hospital laundry in Portsmouth, Virginia recounts his first day and first year on the job.

Imagine the first day on a new job as President/GM of a 15-million pound cooperative laundry. Beginning at 7:30 am, you meet with five different vendors, each one 'pitching' their products and services for a piece of a \$6.5-million laundry rebuilding and modernization project. Despite having more than 30-years of laundry operations and management experience, it was a relief to meet the ALS team as my first appointment.

Designing and rebuilding a laundry plant while its operating is no easy task. ALS directed my organization through the entire process from visualization, evaluation and planning, through construction, mechanical installation, and equipment start-up. The scope of the project included new boilers, water and mechanical systems through the automation of linen sorting process and the replacement of two batch washing systems. As mechanical and general contractor for the project, ALS provided direction and leadership to all of the vendors selected, including demolition and construction crews, riggers, electricians, and roofers.

After more than a year of planning and construction, SHS now proudly operates a completely rebuilt, automated plant designed to maximize hourly throughput, utilizing state of the art, labor-saving equipment and the latest advancements in utility management and conservation.

The project was completed with no budget overruns, and without so much as one late linen delivery to any of our hospitals. This was accomplished because American Laundry Systems, Gerard O'Neill and his staff, take great pride in their work and the completed project. We could not have accomplished any of this without the expertise provided by American Laundry Systems.

A handwritten signature in cursive script that reads 'Mark R. Smoyer'.

Mark R. Smoyer, President/General Manager

MS:bml