

# A Message from Bruce Phibbs

In our ongoing efforts to deliver and enhance the educational opportunities, business systems, technology and support for Linc and TEGG contractors, we continue to add talent and strength to our ABM Franchising Group team.

## Education and Training

We are committed to further developing our educational tools and training sessions for our employees and our franchisees' employees. We are pleased to announce Kristin Wissinger is joining ABM Franchising Group as Manager of Education & Training beginning Monday, August 14<sup>th</sup>.

Kristin has extensive and diverse experience in education, management, training and development. Kristin previously served as the Director of Career Services for Penn Commercial Business and Technical School in Washington, Pennsylvania, where she managed education and training, including technical education and training in the HVAC and electrical trades. She also previously served as Placement Coordinator for The Bradford School in Pittsburgh. Kristin has a Bachelor of Science Degree from Indiana University of Pennsylvania and a Master of Education Degree from California University of Pennsylvania. She will utilize her knowledge of education and training and the HVAC and electrical trades to manage the Linc and TEGG training programs and enrich the educational offerings available through Linc University and TEGG University.

Kristin can be reached at (724) 514-8980 or at [Kristin.Wissinger@abm.com](mailto:Kristin.Wissinger@abm.com).

In addition, I would like to congratulate Kelli Daley as she moves into a new role as Senior Director of Learning & Leadership Development with ABM's Talent Leadership Team. Kelli will apply her experience of developing educational tools and resources for ABM Franchising Group to build and execute a learning and leadership development strategy for current and future leaders of ABM.

Kelli has been with our organization for nearly 20 years and is well-deserving of this new opportunity. Please join us in congratulating Kelli in her expanded role with ABM!

## Technology, Applications Development and Support

To support our business systems and technology initiatives, I'm excited to announce that Melissa Baronie will be moving into the role of Senior Director of Strategic Solutions for the ABM Franchising Group team. Many of you know Melissa as she joined Linc in 2004 as an Application Support Specialist. Since then, Melissa has managed deployment of new software for Linc and ABM and provided business systems development and support for our company-owned franchises and electrical operations. She most recently oversaw the development and deployment of an accounting and facilities management platform for our company-owned franchises. Melissa will bring 2 members of her existing team with her to ABM Franchising Group.

Melissa and her team will focus on strengthening our offerings related to technology and software. Melissa can be reached at (724) 873-2965 or at [Melissa.Baronie@abm.com](mailto:Melissa.Baronie@abm.com).

Elizabeth Heisel will move into the role of Director of Application Support and Implementation. Liz joined our company in 2008 as an Application Support Specialist and today, she manages a team that has earned a Silver and Bronze Stevie® Award from the American Business Awards for their unparalleled support of our Linc and TEGG franchisees. Liz and her team will continue to provide award-winning support of our existing and new software applications and lead implementation of the ValueBuilder™ software.

Kristin will report to Melissa, and Liz and Melissa will report to Marty Keyser, SVP of Franchise Operations.

We are excited for the opportunities ahead to expand and enhance the tools and services we provide to you, our Linc and TEGG Franchisees, to help grow your business.

We will continue to keep you informed as we roll out new initiatives and add resources to the ABM Franchising Group team.



Bruce Phibbs  
Senior Vice President, Franchising