

BSCAI

Member Profile



Josephine C. Ames

What was your percentage of growth last year?

Each year since 1987, Ames Services, Ltd. has grown in every way. Our percentage of growth, in 2004 and 2005, was 10% each year.

How did you get started?

I started J.C. Cleaning Service as a residential cleaning service in 1987. Ames Services, Ltd., an S-Chapter Corporation was founded as a one-person organization in 1989; however it was just a matter of time until the opportunity to expand into commercial and industrial maintenance services presented itself.

In 1994, J.C.A. Maintenance Management was formed, as a division of Ames Services, Ltd. to meet the total maintenance needs of both the business owner and the residential property owner. With the formation of J.C.A. Maintenance, Ames Services, Ltd. can meet a client's total building and grounds needs.

In 2003 Ames Services, Ltd. acquired Susquehanna Properties in Mt. Joy, PA. This acquisition expanded the business family into Lancaster County. We also acquired an office and a flooring showroom that has expanded our variety of services into the floor-covering field with Susquehanna Flooring.

What's the best thing you've done?

The best things I have ever done were, start this business, join BSCAI and bring my husband into the business.

The janitorial and property maintenance field is very exciting. There is always something new to learn. The technology is constantly changing and improving the business. BSCAI is a great source of information. I've attended every conference since we joined in 1999 and have attended various seminars. My husband has been a

great source of support for our business and me. His knowledge of the building business has enabled our company to expand into the property maintenance and management field.

What's the dumbest thing you've done?

The dumbest thing that I have ever done was being naive about how to start this business. I was unaware of BSCAI and the support that was out there.

What problem did BSCAI help you solve?

BSCAI helped me in different ways, but through talking to various members we did learn how to establish a sales and marketing staff and a commission structure.

What was the last BSCAI function you attended and what did you get out of it?

The last function our company attended was the Executive Seminar in Hershey, PA. We gained a lot of fresh ideas concerning customer service and maintaining our present customers. (Ames Services, Ltd. also hosted a cocktail party for those BSCAI members in attendance.)

Any other comments?

I have strong belief in continuous learning, "You're never too old to learn new things!"

Josephine C. Ames is Owner and President of Ames Services, Ltd., a prominent maintenance services provider company in Central Pennsylvania.

For more information on joining BSCAI, contact John Fletcher at jfletcher@bscai.org or 800-368-3414. If you would like to be profiled in a future issue, contact Denise Anderson at danderson@bscai.org.