

2025

BANKO

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Vol. 42 August 2025

WELCOME TO AUGUST

As summer winds down and school buses hit the road again, August brings a fresh rhythm to life—one filled with new beginnings, family routines, and football season!

In this month's newsletter, we're serving up easy, healthy lunch ideas for back-to-school, celebrating the return of Tampa Bay Bucs football, and spotlighting some of the incredible people who make Banko great—including our Employee Spotlight and our newest hires.

You'll also find tips from our Customer Service Corner, and updates on all the exciting happenings across Banko Overhead Doors.

Whether you're out in the field, supporting from the office, or helping customers from behind the scenes—thank you for everything you do to make Banko the best in the business.

Let's make it a strong month together!

THE BANKO FAMILY JUST GOT BIGGER!

We're thrilled to share some joyful news - the Banko's are officially grandparents!



Please join us in welcoming the newest (and cutest!) member of the family:

AUGUST CONRAD WIEST

born on July 15th at 12:45pm, weighing 8lbs 1oz and measuring 21 inches long.

Baby August is already so loved, and we couldn't be happier for the Banko family as they begin this exciting new chapter.

Congratulations and Welcome to the world Baby August!

AUGUST BIRTHDAYS

- | | |
|----------------|-----------------|
| Todd Sanford | Paul Glassman |
| Samuel Taylor | Chris Sizemore |
| Cheri Works | Michael Gay |
| Miguel Acevedo | Amber Gudenkauf |
| Tracy Ziegler | Anny Rivera |
| Thomas Bennett | Amye Stanford |
| Dave Jeffrey | Devon Thompson |
| Lisa Plantz | Amanda Tracey |
| Arturo Cepeda | Noah Sanford |



NEW HIRES

- Installer** Jeremy Clute & Shane Mitchell
Accounting Specialist Kathy Gilmet



AUGUST CALENDAR

- 8/4 National Chocolate Chip Cookie Day
- 8/9 Brick Fan Expo - A Lego Fan Event
Florida State Fairgrounds
- 8/15-17 Monster Jam - Amalie Arena
- 8/23 National Cuban Sandwich Day
- 8/26 National Dog Day
- 8/29-8/1 Tampa Home Show

BUGS PRESEASON SCHEDULE 2025

- 8/9 Titans (home)
- 8/16 Steelers
- 8/23 Bills (home)



AUGUST SCHEDULE

- 8/1-8/3 Dodgers (home)
- 8/4-8/6 Angels
- 8/8-8/10 Mariners
- 8/11-8/13 Athletics
- 8/15-8/17 Giants
- 8/19-8/20 Yankees (home)
- 8/21-8/24 Cardinals (home)
- 8/25-8/27 Guardians
- 8/29-8/31 Nationals



HUMAN RESOURCE HAPPENINGS

HOW TO USE YOUR VISION INSURANCE



Did you know our vision coverage is provided through Cigna, but managed by EyeMed? That means when you go to the eye doctor, you'll need to tell them you have EyeMed insurance—even though it's part of our Cigna plan.

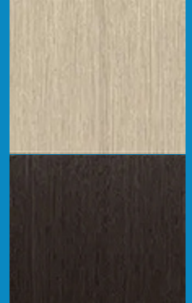
Here's how to make the most of your benefits:

- Tell your provider you have EyeMed
- Search for in-network providers at www.eyemed.com

If you need help finding a provider or understanding your coverage, reach out to HR or visit the EyeMed site for more info.

INDUSTRY NEWS

Clopay Adds Natural and Espresso Stain Finishes to Canyon Ridge Garage Doors



Clopay has introduced two new factory-finished stain colors—Natural and Espresso—to its popular Canyon Ridge faux wood garage door line. These colors will be available exclusively on the Canyon Ridge 5-Layer Carriage House and Chevron models, in both Mahogany and Clear Cypress cladding.

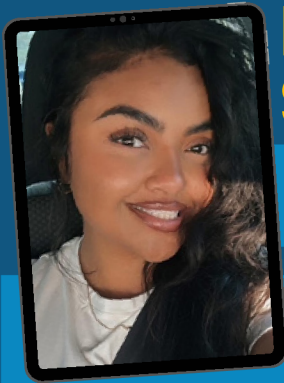


LASSO'ISMS

“Taking on a challenge is a lot like riding a horse, isn't it? If you're comfortable while you're doing it, you're probably doing it wrong.”

“I believe in hope, I believe in Believe.”

“You don't have to be great to start, but you have to start to be great.”



EMPLOYEE SPOTLIGHT

SHANIRA CASTILLO
HIRING COORDINATOR

GET TO KNOW SHANIRA



We're proud to recognize Shanira Castillo as our Employee of the Month! As a Hiring Coordinator, Shanira plays a vital role in bringing new talent into the Banko family. Her positivity, professionalism, and dedication to finding the right people make her an invaluable part of our team.

Outside of work, Shanira is all about staying active. Whether she's getting in her daily 10,000 steps or walking Tampa's Riverwalk with her family, she brings the same energy and drive to her personal life as she does to her role.

Fun fact: Shanira once met Rob Gronkowski during her time at Massachusetts General Hospital — a surprise moment she won't forget!

Please join us in congratulating Shanira on this well-deserved recognition! 🐝

BANKO IS FOR THE KIDS

During a recent photo shoot, we had a special guest on set—Mason D'Angelo, who jumped in to help and brought some serious team spirit with him! Not only was he a natural behind the scenes, but Mason even made his very own sign to let everyone know exactly how he feels:

"BANKO IS THE BEST!"

We couldn't agree more, Mason. Thanks for showing off that Banko pride—looks like we've got our next brand ambassador in the making!



CUSTOMER SERVICE CORNER



THE POWER OF A SMILE

EVEN WHEN THEY CAN'T SEE IT

When it comes to delivering great customer service, one of the most powerful tools we have is something incredibly simple—and free: a smile.

Whether you're greeting someone at their door, answering a phone call, or responding to an email, a genuine smile can set the tone for the entire experience.

Why Smiling Matters in Customer Service

Research shows that:

- 87% of customers say a friendly representative influences their decision to do business with a company again.
- According to the University of Portsmouth, smiling while speaking makes your voice sound warmer, more engaging, and more trustworthy—even over the phone.
- Smiling can actually reduce stress levels, both for you and for the person you're talking to. It's a natural de-escalation tool!

3 Simple Ways to Serve with a Smile

1. Smile Before You Speak (Yes, Even on the Phone!)

Before answering a call or walking into a customer's home, take a breath and smile. You'll notice your tone immediately softens and becomes more upbeat.

2. Use Positive Language with Your Smile

Phrases like "Absolutely, I can help with that" or "Let's get this taken care of for you" carry even more impact when delivered with a friendly, confident smile.

3. Let the Smile Show in Your Body Language

In person, a smile paired with open posture, eye contact, and a calm tone goes a long way in making customers feel safe and valued—especially if they're upset or frustrated.

The Bottom Line

Smiling is a small action that creates big results. It improves communication, builds trust, and helps create the kind of experience that makes customers say, "That's why I choose Banko."



What did the garage door say to the opener?

You lift me up when I am down

Why did the garage door go to therapy?

It had trouble opening up

How do garage doors stay in shape?

They do plenty of lifting

8 DAY HOUSE BUILD WITH D.R. HORTON

TWO RIVERS COMMUNITY



3-FUN, EASY & HEALTHY SCHOOL LUNCHES

Turkey & Cheese Roll-Ups Bento

What's Inside:

- Whole wheat Tortillas turkey & cheese roll-ups (skip the bread!)
- Baby carrots with hummus
- Apple slices with cinnamon
- Mini pretzels or popcorn
- A few dark chocolate chips for a sweet treat

Why it works? Packed with protein, crunch, and color!

DIY Mini Taco Lunch

What's Inside:

- Small whole grain tortillas (cut in half or use street taco size.
- Ground turkey or beans in a sealed container
- Shredded lettuce, cheese, and salsa in separate compartments
- Sliced strawberries
- Cucumber rounds

Why It Works:

Kids love assembling their own lunch - and you control the ingredients.

Breakfast-for-Lunch Box

What's Inside:

- Mini whole grain pancakes or waffles (frozen or homemade)
- Nut butter or yogurt dip
- Banana slices or mixed berries
- Boiled egg or turkey sausage links
- Mini muffin

Why It Works:

Breakfast food is always a kid favorite - and this version is balanced & fun!

CUSTOMER REVIEW

"I want to say a big Thank You to Freddy Alvarez. He resolved issues on my garage door when I was away, but he took the time to explain to my son how to do routine maintenance on the doors. This is extra customer service that is very much appreciated and keeps a customer for life!"

SAFE DRIVER AWARD EYAL BARELI



We are thrilled to announce that our Safe Driver Raffle winner is **EYAL BARELI**. By demonstrating exemplary driving skills and consistent safety on the road as well as maintaining a clean vehicle, Eyal has been awarded a certificate of recognition and a \$25 Amazon gift card.

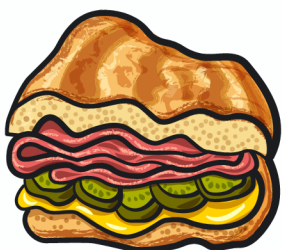
Q2 SAFETY REWARD WINNERS

At Banko, creating a safe, supportive environment for our team is a top priority—and these team members went the extra mile to live out our Safety First commitment.

Thank you for setting the standard and looking out for one another. We're proud to have you on Team Banko!

**AUTURO CEPEDA
GAVIN DOYLE
ORLANDO PELUSO
JAMES DUHON
ZACH MILANO**

**JOSE LOPEZ
PAUL WHITE**



Fun Fact:

The Cuban sandwich—also known as a Cubano—didn't actually originate in Cuba! It was created by Cuban immigrants in Florida, especially in Tampa and Miami, as a hearty lunch for cigar factory workers in the late 1800s and early 1900s.

Bonus Tampa twist: The original Tampa-style Cuban includes salami, thanks to the city's strong Italian influence—something you won't find in the Miami version!