

AFFIDAVIT OF TIMOTHY KNOLL

STATE OF NEW YORK)
) ss.:
COUNTY OF NASSAU)

TIMOTHY KNOLL, being duly sworn, deposes and says:

1. I am a resident of Suffolk County, New York, and am over eighteen years of age and have first hand knowledge of all matters contained herein. I am employed by Cintas Corporation ("Cintas") as the General Manager of the Port Washington facility in Nassau County. I have been the General Manager for approximately three years.

2. I am fully familiar with the job responsibilities of the Service Training Coordinators ("STC") at the Port Washington facility and their status as supervisory employees. The STCs directly supervise the Service Sales Representatives ("SSR") on a day-to-day basis. The SSRs also report to the Service Managers. However, the Service Managers are primarily responsible for customer service and thus, the STCs are primarily responsible for the day-to-day supervision of their SSR team. The SSRs were part of the petitioned for unit in the election, but the STCs and the Service Managers were specifically excluded.

3. Different teams of SSRs report to different STCs. For example, seven SSR's report to STC David Hansen and Service Manager John Richardson. Each STC is responsible for assigning work to the SSR's on a daily basis as well as evaluating, coaching and training them. Each STC has authority to issue verbal and written discipline to an SSR and is responsible for ensuring that the SSRs follow the policies and procedures of Cintas. Essentially, Cintas relies on the STCs to make sure that the core business runs properly.

4. The STCs also have hiring responsibilities at Cintas. Attached as Exhibit A is the Job Description for the Internal Service Training Coordinator, the position held by STC Phil Avanzato ("Avanzato"). The first listed job requirement is "Human Resource Management,"

specifically "Hiring." STCs are expected to "interview Service Sales Representative candidates" and then "participate in the Information Exchange meeting" which determines whether the candidate is hired. STCs are also expected to conduct appropriate reference checks. As the interviewing supervisor, the STC has significant input into the ultimate hiring decision and is expected to make hiring recommendations. STC's are expected to fill out the "Rental SSR Interview Guide" and "General Questions To Ask During A Previous Employer Reference Check" and are trained in how to complete the Interview Guides and Reference Checks. STCs are required to attend a seminar entitled "Meticulous Hiring."

5. The second listed Job Requirement for STCs is to "develop, coordinate and facilitate internal formal quarterly training sessions for Service Sales Representatives." The third listed Job Requirement requires STC to conduct quarterly training sessions for SSRs. As such, the STCs are primarily responsible for the on-going training and development of the SSRs.

6. The fourth listed Job Requirement for STCs is to "Coach and Motivate" the SSRs. As such, the STCs implement Cintas' service related policies and procedures and ensure SSR compliance with those policies and procedures. The STCs are expected to go "on route" with each SSR on a weekly or bi-weekly basis and evaluate the SSRs each time they go on route. As such, STCs complete "Advanced Certified SSR On Route Evaluation" forms, which include a section on "Strategies for Areas of Improvement" and progress ratings for eleven core areas (3 for exceeding expectations, 2 for meeting expectations and 1 for areas needing improvement). The STCs also conduct one-on-one meetings with each SSR in their team on a weekly basis.

7. As part of their day-to-day evaluation of the SSRs, STCs are required to review and resolve the SSR call sheets and account receivable issues and engage in problem solving as needed by SSRs. The STCs are responsible for disciplining SSRs for breach of Cintas policies

and procedures, either found on route or otherwise. STCs are required to attend seminars entitled "Effective Performance Management" and "Progressive Discipline." When the STC determines that written discipline is appropriate for an SSR, he or she is required to complete a "Partner Disciplinary Documentation" form.

8. Regarding scheduling and assignment of work, the STCs meet with their team of SSRs at start of each day to adjust routes based on sick calls or vacation, as well as customer variations. After going on route with the SSRs, the STCs then help the SSRs resolve their paperwork and ensure that they are in compliance with DOT and licensing. STCs are also responsible for overseeing all truck maintenance and safety requirements, as well as implementing all post accident systems and procedures. Regarding assigning and scheduling, STCs are expected to use their own independent judgment to ensure the most effective customer service.

9. STCs are expected to use their independent judgment and discretion in all of their supervisory functions described in paragraphs 3 to 8 and are themselves evaluated on their judgment and discretion. In fact, the STC Job Description lists Initiative and Decision Making as key "Personal Requirements."

Executed on August 20, 2009



Timothy Knoll

Subscribed and sworn to before me this

20 day of ~~August~~ August, 2009
Notary Public, State of New York
No. 01N16203648
Qualified in Queens County
Commission Expires April 13, 2013
Notary Public



EXHIBIT A

JOB DESCRIPTION

JOB TITLE: Internal Service Training Coordinator

RESPONSIBLE TO: General Manager

RESPONSIBILITIES: Act as an extension of the General Manager in training, developing, and evaluating Service Sales Representatives with ongoing service issues. Act as the liaison between the Service department and Production department

I. JOB REQUIREMENTS:

A. Human Resources Management

1. Hiring

- a. Interview Service Sales Representatives candidates**
- b. Participate in the Information Exchange meeting**

B. Develop, coordinate and facilitate internal ongoing training for Service Sales Representatives

C. Develop, coordinate and facilitate internal formal quarterly training sessions for Service Sales Representatives

D. Coach and Motivate – Coach, train, and motivate existing SSRs.

- 1. Properly coordinate and implement all service-related policies and procedures.**
- 2. Coordinate resolution of unresolved call sheets with the SSR and CSR.**
- 3. Resolve all accounts receivable issues with the SSR.**
- 4. Ensure that SSRs and Skippers meet Cintas standards for dress code and cleanliness and are in the official uniform and properly groomed at all time. Report variations to the Service Manager.**
- 5. In absence of Service Manager, facilitate daily decision making and problem solving as needed by SSRs.**

E. Quality – Participate in the Quality Improvement Process, Safety & Improvement meetings and corrective action teams as directed.

F. Check-In - Oversee the check in of each SSR – uniform and Facility Services

1. Upon return from route, debrief with each SSR
2. Troubleshoot problem areas and lead SSR to resolution
3. Ensure absolute compliance with company policy and audit requirements.
4. Ensure perfect audit in all applicable areas
5. Maximize all revenues – LRs, peripherals, credits, etc.
6. Coordinate proper resolution of all LR garments from plant to service.
7. Minimize all material costs.
8. Scan out all applicable garments each day.
9. Maintain Lost Account Collection Log

G. Oversee and facilitate Fleet Safety/Maintenance Requirements

1. Oversee all truck maintenance.
2. Oversee proper use, storage, and security of truck keys.
3. As needed, work with the Fleet Safety Coordinator with any issues, including DOT compliance
4. Implement all post-accident systems and procedures (drug screen, accident reporting, coordination with the Fleet Safety Coordinator, human resource manager, service manager, and general manager).
5. Ensure all trucks meet cleanliness and appearance standards.
6. Ensure vehicle availability during holiday and preventive maintenance schedules.

H. Serve as liaison between Production Department and Service Department

Work with the Plant Manager in all scan in/scan out requirements that pertain to the service department

I. Report Analysis

1. Utilize AS400 on-line reports and query system to identify revenue and profit opportunities.
2. Develop recommendations based on reports

3. Prepare and present analysis at monthly staff meetings
- J. Coordinate implementation of quarterly SSR opinion survey
1. Facilitate the completion of the quarterly SSR opinion surveys
 2. Analyze the results
 3. Develop analysis report
 4. Coordinate and implement resolution

II. PERSONAL REQUIREMENTS

A. Physical

1. Temperatures – Withstand temperature changes in winter and summer.
2. Lift – Lift repetitively.
3. Driver's License – Meet Federal Motor Carrier Driver Qualifications, Part 391, where appropriate.

B. Communication

1. Oral Communication -- Effectively express oneself in individual and group situations.
2. Listening – Receive and use information from oral communication.

C. Interpersonal

1. Initiative – Initiate new ideas to get the job done by going beyond the normal performance expectations of the position.
2. Tolerance for Stress – Handle all situations, i.e., time pressure, deadlines, task difficulty.
3. Attention to Detail – Achieve total task accomplishment through concern for all areas involved, no matter how small.
4. Rapport Building – Meet people easily and be liked; get along well with people and put them at ease; build rapport through use of listening and oral communication skills.

D. Decision Making

Judgement – Develop alternative courses of action and make decisions that are based on logical assumptions and which reflect factual information.

III. **TRAINING REQUIREMENTS:**

- A. Orientation -- #C-130
- B. Hazard Communication Policy -- #R-7002
- C. Quality Improvement Process -- #C-6
- D. Interactive Video – Systems and Procedures
- E. Interactive Video – Customer Relations
- F. Be familiar with Product Knowledge and Organizational Manual
- G. Follow Execu-Tec Training Modules and Guidelines
- H. Telephone Techniques – Nancy J. Friedman “Telephone Doctor” Videos
- I. Show competency in all Check-in Specialist Training Tasks
- J. Meticulous Hiring

Disclaimer Statement: This job description is not intended, nor should it be construed to be an exhaustive list of all responsibilities, duties, skills, or working conditions associated with a particular job. It is intended to be only a general description of the principal requirements common to a position of this type.