



10-1984

ServiceMaster Shareholder Letter and Mr. Pollard's Reply

C. William Pollard

Dwight Moore

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Recommended Citation

Pollard, C. William and Moore, Dwight, "ServiceMaster Shareholder Letter and Mr. Pollard's Reply" (1984). *C. William Pollard Papers*.
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November 2, 1984

MEMORANDUM

TO: IRA Members
FROM: C. W. Pollard
RE: Dwight Moore

Attached is an interesting letter I received from one of our shareholders and my reply. Do you see it the way I do? Any further comments?


C. William Pollard
President

October 19, 1984

Mr. C. W. Pollard
President
2300 Warrenville Road
Downers Grove, IL 60515

Dear Mr. Pollard:

I have been familiar with ServiceMaster Industries for approximately 1½ years, principally through your annual reports, stockholder reports, and news releases. The financial performance of ServiceMaster has been exceptional, and the care and dedication you demonstrate for your employees and customers has also been outstanding.

However, what has been most impressive to me is your consistent statement of your corporate objectives:

- To honor God in all we do
- To help people develop
- To strive for excellence
- To grow profitably

I commend you on your willingness to announce to the business community your desire to serve and bring honor to God through the ServiceMaster organization. And from your stockholder's report in May, 1983, the opening prayer was from Romans identifying how each of us has special gifts. In the scripture passage, reference was made to the specific gifts of helping and caring for others, and also the gift of administration.

I am writing as I am interested in your thoughts on a corporate entity openly announcing their faith in God, through His Son, Jesus Christ. My curiosity has been sparked as most individuals, many corporations, the United States constitution, and almost all religions recognize God, and in their own way try to serve and honor Him.

And yet the Bible tells us that, concerning Jesus Christ, "There is salvation in no one else. Under all heaven there is no other name for men to call upon to save them." (Acts 4:12) And in Matthew 28:19, Jesus gives the great commission to spread the Gospel to all nations, and to baptize them in the name of the Father, and the Son, and the Holy Spirit, and to teach them to obey all the commands.

With the commitment to honor God, I have wondered why the message

C. W. Pollard
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of salvation and right standing before God only through Jesus Christ is not openly proclaimed. And while I recognize that I have taken liberty in asking very direct questions, all of which you have no obligation to answer, I am looking for answers to a businessman's responsibilities in serving the Lord.

As a businessman, I am employed in a large corporation as a manager, and am a new believer in Jesus Christ. I am 35 years old, have an MBA in Finance, and have approximately 10 years in banking and manufacturing financial management. I give you this only so you have some ideas of my background.

I do hope that you will have time to let me know your thoughts.

Sincerely,



Dwight Moore
15112 Glen Oak
Minnetonka, MN 55345



SERVICEMASTER INDUSTRIES INC.

2300 Warrenville Road
Downers Grove, Illinois 60515
(312) 964-1300

October 29, 1984

Mr. Dwight Moore
15112 Glen Oak
Minnetonka, MN 55345

Dear Mr. Moore:

Thank you for your letter of October 19, 1984.

I trust that the following comments will be helpful to you in understanding ServiceMaster.

God works through the people in ServiceMaster. We seek to provide a God honoring environment for that to happen. We are not a religious organization, nor are we an exclusive institution that imposes doctrinal belief.

Individuals who are committed to God through a personal belief in His Son Jesus Christ do have an open environment to both speak and live their faith. I am enclosing a copy of our 1981 Annual Report which includes an essay that I wrote on this general subject.

Thank you again for your inquiry.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. William Pollard".

C. William Pollard
President and Chief Executive Officer

CWP/cw