

Mark Malerba

Vice President, Metropolitan Maintenance | age: 34



A FAMILY MAN through and through, Mark Malerba has been involved with Metropolitan Maintenance his whole life.

He was just one year old when his father started the family-owned cleaning service. In high school, Malerba spent his summers working in the office, learning the ins and outs of the trade. But when he graduated with a business degree from Ivey, he decided to go into consulting.

It was one of the smartest decisions he ever made.

"I think one of the best things I ever did was not going straight into the family business," Malerba says. "It gave me an idea of the kind of work I wanted to do and a chance to see what other companies are doing well."

When Malerba decided to join the family business full time in 2005, he brought with him a diverse set of skills and knowledge. Under his expertise, the

company has grown by 70%. The youngest person to ever receive the prestigious Certified Building Service Executive designation, Malerba has been the recipient of numerous awards including the Ivey Emerging Leaders Award for Corporate Development.

Malerba's strategies in the area of employee relations have earned him accolades from far and wide. In the janitorial industry, the average turnover rate is 250%; at Metropolitan Maintenance it's 9%. Keeping good employees around for the long run is important to Malerba. Through employee recognition and referral programs, he's made working for Metropolitan Maintenance feel like being a part of a family.

"My parents started this company from the ground up," he says. "Many employees that started the business with them are still with us. My parents earned a lot of respect from them. We really try and make staff feel like they're a part of the team."



BIRTHPLACE: London, Ontario

EDUCATION: Western University and HBA Richard Ivey School of Business

FAVOURITE LOCAL RESTAURANT: Rico's Pizzeria

CURRENTLY READING: Tenders and RFQs

GREATEST MENTOR: My parents

FAVOURITE APP: CBS Sports Fantasy Football

CURRENTLY LISTENING TO: Anything on the radio

LAST VACATION DESTINATION: Chicago, Illinois

FIRST JOB: Cleaning

TOUGHEST BUSINESS DECISION: Back in 2005, I had to decide whether or not I wanted to move to Toronto with the consulting group that I was working for or go into the family business, which at the same time was approached by a potential buyer. I chose the family business and it was one of the best decisions that I have ever made

ADVICE YOU WOULD GIVE TO THE 18-YEAR-OLD YOU: Slow down and take the time to enjoy and experience all that life has to offer because it goes by very fast

BEST PIECE OF ADVICE RECEIVED: If you try to jump to the top, it's likely that you'll fall. But if you take it step by step, you'll go further than you've ever imagined

PROFESSION YOU WOULD YOU MOST LIKE TO TRY: Sports marketing

WHAT STOPS PEOPLE FROM SUCCEEDING IN BUSINESS: Not believing in yourself

NEWS SOURCE: Twitter

WHAT'S NEXT: Building expansion

Congratulations Mark from the entire Metropolitan Maintenance team!

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