

*From the Associate Vice Chancellor of Facilities Management*

**O**ne of our three keys to success as an organization is **Customer Service**. As a Facilities Management organization, we sometimes lose sight of the fact that we are in the **customer service business**. Our organization exists to serve the students, faculty and staff of the University. So, everything we do should be focused toward that end. We recently completed our first ever customer survey. Over a period of several months, we worked with the Urban Institute to develop an excellent survey instrument. The survey went out to the campus community by email last December and January. 486 of our customers responded, giving us some good feedback. Here are some of the results – I think you will find them interesting:

**The Good:**

- 89% of our customers rated the University grounds good or excellent
- 83% of our customers believe the Recycling schedule is appropriate
- 82% of our customers rated repairs in their workplace as good or excellent
- 78% of our customers indicate our craftsmen are courteous and professional

**The Fair:**

- 76% of our customers are satisfied with the work request process
- 76% of our customers are satisfied overall with our service
- 74% said they felt public areas in buildings are kept clean
- 73% said non-emergency repairs are handled within 14 days

- 72% said emergency repairs are handled on the same day of the request
- 65% rated their workplace as good or excellent

**The Poor:**

- 59% said their workplace temperature is not comfortable (too hot/too cold)
- 33% said they think charges for our billable work are not reasonable
- 11% said they were not asked to sign off on completed work orders per the FM policy

The purpose of doing the survey was to determine how our customers perceive our organization and the work we are doing. Our task now is to use the survey results to improve our **Customer Service!** We intend to do this survey annually to measure our progress.

Good customer service has a snowball effect. Studies show that the average person will tell three other people about a positive experience. However, the same customer will share a negative experience an average of fourteen times.\*

Here are some time honored tips to improving our customer service\*\*:

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## EMPLOYEE OF THE QUARTER

Who is **John Heck**? John is one of the newer employees in Shop 14. He has been here less than a year and has recently taken his co-workers by surprise. Due to his brave act of kindness, John saved the life of William Snyder, an electrician in Shop 11 who is also known as Carolina.

The event took place April 5<sup>th</sup>, 2004 in the 49er ID Office of the Cone Center. Carolina was busy working on a project in the ceiling when he accidentally grabbed a loose wire and was electrocuted. As he was screaming for help, John came running from the other room to help him. The ladder that Carolina was standing on had fallen and the electricity was holding him in the ceiling. John tried to get him down by using the ladder to knock him down, but when that failed, John decided to just grab him, knowing that he could have been electrocuted himself. Without thinking of the consequences, John grabbed Carolina down from the ceiling and



Phil Jones presenting John Heck with the Employee of the Quarter Award

saved his life. Carolina went to the hospital and was released, and John was fine. On behalf of everyone at Facilities Management, we thank John very much. He is now officially a **TRUE HERO!**

—Davida Gaddy, Student Employee,  
Maintenance and Operations

## TEAM OF THE QUARTER

A star-studded **CONGRATULATIONS** goes out to the Team of the Quarter for January-March 2004 for their Award for Excellence. This quarter's team consisted of **Lance Anderson, Tracy Bevins, Mark Gault, Lewis Jackson, Dewey Lilly, James Manley, Phil Meacham, and Ed Seamon**, all of the Facilities Management Electrical Shop.

“Teamwork is the key to our success,” says James Manley, an Electrical Shop supervisor. This group demonstrated that valued asset of teamwork by pulling together in an emergency situation and thoroughly earning that recognition.

In the midst of February's ice storms, the University put into effect several methods of making the campus once again safe for pedestrians. So, salt was laid down on the snow-covered concrete surrounding the Belk Tower during the Belk Tower concrete project. But

different types of salt are needed for different types of concrete, and unfortunately, the kind that was used this time was the wrong kind. This type of salt caused deterioration on the concrete and seeped into the earth. Therefore, when the contractors went to dig up the ground, they noticed that the ground wire was destroyed.

All the members of the team worked tediously for almost six hours that day, laboring to avoid a potentially dangerous situation. Because they worked so quickly, the contractors had no delay in finishing the project. “We had to do a lot of scrambling to be able to handle it,” said Phil Meacham, another Electrical Shop supervisor. But they handled it well, and the situation went virtually unnoticed, which in their line of work, is a good thing.” But there was someone who noticed and who valued their effort greatly enough to nominate them for this well-deserved award.

— Zaach Estrada-Petersen, Admin

## FOCUS ON STAFF

Congratulations to **John Heck**, of General Services, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to **Lance Anderson, Tracy Bevins, Mark Gault, Dewey Lilly, James Manley, Ed Seamon, Phil Meacham and Lewis Jackson**, of the Electrical Shop, who received the Team of the Quarter Award.

At the risk of his own life, John pulled William Snyder (Shop 11) loose from 277 volts that had Snyder hung up in the ceiling of the Cone ID office, thus saving his life.

During the demolition of the Belk Tower concrete, the lightning protection for the tower was damaged. Because this team worked so fast, the repair was made at minimal cost and did not delay the contractor from finishing the project. It was a job well done in a professional manner to fix the problem with no delays to the contractor.



James Manley, Phil Jones, Lance Anderson, Ed Seamon and Dewey Lilly

Other recipients for the January—March quarter were:

### **Customer Service Awards – Individual**

(nominated by campus customers):

**Pete Altman, Greg Barnes, Angela Davis, Dorothy Knotts, Isaac Nelson, Joann Pearson, Gwen Sasser, Shari Thompson (4 nominations) and Teri Weaver.**

### **Award for Excellence – Individual (nominated internally):**

**John Barden (3 nominations), Steve Condor, John Heck (2 nominations), Jessica Deal, Al McCool, Bobby Robinson. T. L. Smith and Hedy Talley.**



Shari Thompson and Phil Jones

### **Customer Service Awards – Team (nominated by campus customers):**

- **Robert Frias, John Heck, Chip Lawrence and Steve Terry**

### **Award for Excellence – Team (nominated internally):**

- **John Barden and Bobby Robinson**
- **Lisa Blakeney, Dorinda Calhoun, Sarah Chie, Candis Clemons, Deborah Deese, Debora Houser, Sylvester Jones, Sandra Luckey, Closel Macena, Roger McCain, Subhash Pandya, Danica Pauler, Franjo Pauler, James Brown and Terrell Patton**
- **Willard Brown and Mario Moore**
- **CPR Trainers—John Conn, Jessica Deal, Donnie Leak, Ed Seamon and James Williams**
- **Rosa Howard, Diana Parks and Fred Winborn**

To view photos and read detailed descriptions of nominations, visit our web site at

<http://facilities.uncc.edu/awards>



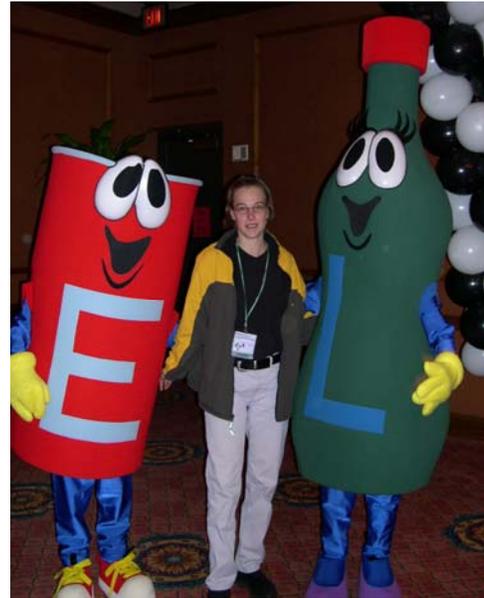
**Dot Munson** won the Carolina Recycling Association (CRA) 2003 Behind the Scenes Award

The UNC Charlotte Office of Waste Reduction and Recycling (OWR&R) won two prestigious awards at the Carolina Recycling Association Annual Conference awards ceremony on March 23, 2004. **Dot Munson**, Recycling Technician, won the **2003 Behind the Scenes** award.

The **Behind the Scenes** award honors one individual at the staff level who has advanced solid waste reduction and recycling at work or in the community. Dot won this award because of her involvement with local community recycling endeavors and her unwavering commitment and effect on the campus waste reduction and recycling program.

**Dot Munson** is an extremely dedicated employee and an inspiration to students, staff, faculty, and members of her community. She may be 'behind the scenes', but Dot puts waste

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OWR&R won one of Five CRA Spotlight Awards for the program promotional items created by **Shannon Caveny-Cox**

reduction and recycling way 'out in front' for our campus. CRA is a bi-state organization for both NC and SC. Therefore, winning this award means that Dot is the best in both states.

The OWR&R also won one of five **Spotlight Awards** for the program promotional items **Shannon Caveny-Cox** created. CRA **Spotlight Awards** are given for items or events selected for honorable mention.. Shannon Caveny-Cox is the OWR&R sign and web master. She has created several signs, flyers, and refrigerator magnets designed by Shannon help to gain the attention of the students and therefore assist in promoting waste reduction and recycling. The CRA awards committee recognized the creativeness and educational value of Shannon's work and honored her for these efforts by putting her in the Spotlight.

— Gail Thomas, Recycling

## Physical Plant & Campus Public Safety Building Update

As you drive by our new building, you can see the steel structure taking form. To date, the underground utilities are complete, the structural steel is erected, both the first and second floor concrete slabs have been poured, and the decking is down. Poured concrete curbs have started to form the service roads. The metal framing, fire-proofing and block walls have begun along with the interior mechanical, electrical and plumbing work.

In the next couple of months the stairs, roofing, windows and masonry brick



will start. The target date for building dry-in is mid-May. The project is on schedule to be complete in April 2005.

— Casi Shepardson, Project Manager, Capital

### *From the Associate Vice Chancellor*

*Continued from page 1*

**The Customer is always right** – regardless of how good we **think** we are doing, the customer’s **perception** of how we are doing is more important. We can’t hide our heads in the sand and say the results of the survey are invalid.

**Service with a smile** – a positive attitude is the key in every customer interaction. Good customer service requires good people skills!

**Satisfaction Guaranteed** – No matter the circumstances, no matter the excuse, satisfaction should always be a guarantee. This will require initiative on the part of the employee. This means finding a way to make it happen regardless of the obstacles.

**Put yourself in the customer’s shoes**—make decisions and take actions with the customer’s view in mind – what are **they** looking for in terms of results? The right decisions and measures of success become readily apparent when we use this technique

When we adopt these simple principles, our customer service rating will skyrocket in the next period and we will be well on our way to achieving our vision of becoming a **“Leader of Excellence in Facilities Management”**. Let’s commit to continuous improvement in Customer Service this year!

Philip M. Jones

Associate Vice Chancellor for Facilities

***Facilities Management...***

***Creating a Campus of Distinction***

\* \*\* Adopted from an article entitled “How May I Help You” *The Get Motivated Workbook*, 2003 Get Motivated Seminars, Inc.

#### **Facilities Management Vision**

**A Leader of Excellence in Facilities  
Management**

**A proficient, responsive and adaptable Team of teams**

# A Fond Farewell to T. L.

**T**homas L. Smith, a.k.a. T.L., will be retiring on May 31, 2004 from Facilities Management with 30 years of service at UNC Charlotte.



T.L. started working for UNC Charlotte in 1976. His first position was at the Cone University Center as the Technical Services Director. He also did work on facilities projects during this time.

In 1996, T.L. moved to the Student Activity Center where he worked as Assistant Director of Operations, and was instrumental in having the new facility up and running.

In October of 2000, T.L. was hired at Facilities Management as the Electrical Designer. During his time here, he became known for his personality and work ethic. He gets along well with everyone and does not think twice about working extra hours on an urgent project. Over the last four years T.L. has designed 101 of his own projects not to mention providing electrical assistance on many other projects designed in the department.

T.L. and his wife Gina are active members in the Mecklenburg Community Church where T.L. is on the Arts Team. He runs the sound for Wednesday night and weekend services. He also put together the sound system specifications then helped purchase and setup the system for a satellite campus in Mooresville.

I asked a few of T.L.'s fellow co-workers if they would provide a few qualities that they remember most about working with him:

"T.L. is smart, funny, professional, dedicated to the nth degree, nuts, fun to be around, has great depths, and he has what seems to be a limitless capacity for personal and professional growth".—Donna Merck

"T.L.'s style is not so much about technique and methods as it is about connecting with people and inspiring them to look at possibilities rather than limitations. He is good at engaging people with his sense of humor and always inspired others to do what it takes to get the job done even when they are not obligated. T.L. has done far more to serve others at UNC Charlotte than what he has received."—Forrest Shook

"T.L. is the consummate learner. He absorbs everything around him and always returns 'extra'."—Mac Fake

In short, to imagine this University without T.L. Smith, with his wealth of knowledge and his absolute dedication to providing the University community and all of its guests with the very best customer service, is hard to swallow.



Thank you so much T.L. for everything you have become and everything you have done since you started working at UNC Charlotte 30 years ago.

— Marisa Elston, Engineering Services

## Remembering John Sawyer

Date of Employment: April 2, 2001

Date of Separation: February 4, 2004

John was hired as a Maintenance Mechanic I in General Services. His duties included general building maintenance such as: replacing damaged ceiling tiles; replacing missing cove base; repairing walls; installing tissue dispensers; repairing chairs; painting walls; adjusting doors and performing various building inspections. John had been on Short Term Disability since June 2003. He transferred to a Rehab Facility in up-state Maine to be near his mother and siblings. John died on February 4, 2004 after a long battle with cancer. He is the former spouse of Margaret Sawyer in HVAC and they have one daughter, Jessica.



- Dave Hillard, General Services and Gwen Sasser, Admin

## A Rewarding Experience

On March 29, 2004 Jack Chastain, Al McCool and I volunteered at the **Victory Junction Gang Camp in Randleman, NC**. The goal of the camp is to 'enrich the lives of children with chronic or life-threatening illnesses by creating camping experiences that are memorable, exciting, fun, empowering, physically safe and medically sound.' It is an independent not-for-profit organization founded by the Petty Family (NASCAR) in memory of their son Adam who was killed suddenly during a NASCAR race. It is built with a racing theme.

Jack, Al and I were called upon to move 350 mattresses that were arriving unexpectedly within a week. The camp couldn't afford to turn the shipment away so we accepted the opportunity to help out. Once we arrived at the camp, we were escorted around on a quick tour and then we got down to business. There were 3 truck loads of mattresses that had to be unloaded to various buildings throughout the camp. It took the three of us, and a dozen or so others, less than 3 hours to complete the job. They were short on volunteers that day so Richard Petty sent the race team and office staff over to help out.

Richard Petty paid us a visit to see how things were going. Evidently he stops in a cou-

ple times a week to check on the progress. It was really admirable to see him taking an interest in the details. It gave us some incentive to continue working hard.

After we finished, the coordinator gave us a more lengthy tour. Some of the buildings under construction were a hospital ('body shop'), a beauty parlor (kids can get their hair temporarily colored), a water park, an equestrian center, theater and even a fishing/boating pond. Everything is decked out in bright colors and has a cheerful theme.

Children from North Carolina, South Carolina and Virginia will start arriving in June 2004. The camp is free of charge and includes fully staffed medical facilities and buildings to accommodate children with a variety of special needs (i.e. arthritis, cancer, burn survivors, skin disease, heart disease, epilepsy, HIV).

Anyone interested in volunteering, please see me or you can visit the Victory Junction Gang Camp website at <http://www.victoryjunction.org/vj/index/home>

'From being a volunteer cabin counselor, to helping the kitchen staff and support staff (maintenance, office, housekeeping), our organization thrives on the participation of volunteers like you.'

- Casi Shepardson, Project Manager, Capital

## Teamwork Orientation

In November of 2002 a sub-committee of the Strategic Planning Group was charged with the task of developing a list of action items to be accomplished to improve teamwork among sections and shops.

One of the ideas developed by the sub-committee was for each shop and section to hold short orientation sessions.

In early 2004 this idea became reality with several days of *Teamwork Orientation Sessions* designed to help each of us understand exactly what challenges the others face in their day to day operations. All the presentations were professionally done on PowerPoint slides, extremely informative and prompted a lot of great questions. Hopefully everyone came away with a feeling that they had briefly stepped into someone else's shoes and are now better able to understand each other's duties. Hats off to all the presenters and all the participants who attended and helped to make the *Teamwork Orientation Sessions* productive. Job well done!

— Mike Barnes, Capital

Photography and collage on this page by Noella Paquette, Admin



Gwen Sasser and Hedy Talley  
"Time is up! Next!"



Joey Cochran sharing information with Admin, Capital, Planning & Engineering



Shops 15, 16 and 18

## Dinosaurs on Campus



April 6, 2004 was an interesting day to say the least. You know in our job dimensions it calls for "Specialized Duties", well I am not sure if this is what they had in mind, but our staff took this task to heart and performed an outstanding job.

There were about 20 large metal dinosaurs delivered to campus that Artist Jim Gary created. This display was a tag on to the show at the Speedway earlier that week. The College of Business sponsored this event at UNCC. Sasha Trosch is the event coordinator for their Department, and she is now known in our shop as the "Dinosaur Lady".

When we first discussed this idea, we were not quite sure what to expect, but the results were quite a positive experience.

Our staff helped move some smaller parts from the speedway and then moved and assembled the "Dinosaurs" at each location.

The memorable event for the day is when one piece was placed in Heck Lake and then it began to sink after 20 to 30 minutes. We were able to rescue it, and it now sits beside the lake instead. The other was that we kept trying to assemble these pieces without the artist (Jim) being there. I kept

searching for him, and he ended up in Rowe Arts - quite fascinated with everything there. The next time he was missing - guess where he was - yes, Rowe Arts. This happened several times, so the last time I instructed our staff - "Don't let him out of your sight"! This time it worked!

The experience was a positive one for all of our staff and we would like to share a note from Sasha Trosch:

"All of us in the Belk College are grateful to the Facilities Management Crew (Construction Crew and Others) for their hard work and good spirits during the installation of the Dinosaur Art Exhibit. Everyone was so cooperative and flexible, and it made what could have been a stressful day, fun instead. The exhibit has been a huge hit on campus and among members of the community, and we really want to thank the crew for making it possible."- Sasha Trosch.



Thanks for reading our story - who knows what our next "Special Duties" assignment will be!

—Joey Cochran, Grounds Supervisor



# The Golden Hour



You become what you think about most of the time. And the most important part of each day is what you think about at the beginning of that day. Take **10-30 minutes** each morning to sit quietly and to reflect on your goals. You'll find when you read the biographies and autobiographies of successful men and women that almost everyone of them began their upward journey to success when they begin getting up early in the morning and spending time with themselves.

This is called the **Golden Hour**. The first hour sets the tone for the day. The things you do in the first hour prepare your mind and set you up for the entire day. During the first thirty to sixty minutes, take time to think and review your plans for the future.

Once you've mastered yourself and your thinking, you will become a living magnet for ideas and opportunities.

Here are two things you can do every single day to keep your mind focused on your goals, including financial goals:

First, **get up every morning a little bit earlier and plan your day in advance**. Take some time to think about your goals and how you can best achieve them.

Second, **reflect on the valuable lessons you are learning each day as you work toward your goals**. Be prepared to correct your course and adjust your actions. Be absolutely convinced that you are moving rapidly toward your goals, no matter what happens temporarily on the outside.

Just hang in there!

—Adapted from Brian Tracy Financial Management Newsletter

## Happy Birthday To You!

	<b>MAY</b>		
		Jim Campbell, Electric 6/9 Larry Earnhardt, HVAC 6/17 Rena Foster, Housekeeping 6/25 Debora Houser, Housekeeping 6/24 Beverly Imes, AVC 6/11 Melvin Johnson, Housekeeping 6/15 Annie Joyner, Housekeeping 6/11 Sandra Luckey, Housekeeping 6/2 Steve McMiller, Housekeeping 6/14 Chuck Pike, Engineering 6/30 Sherby Price, Housekeeping 6/23 Charlie Puckett, M&O 6/19 Steve Reis, Electric 6/2 Margaret Sawyer, HVAC 6/22 Tommie J. Stafford, Housekeeping 6/29 Monica Vasconez, M&O 6/23 Robert Whisnant, HVAC 6/10 Melanie Witherspoon, Capital 6/18	Jessica Deal, Admin 7/10 Ronald Franklin, HVAC 7/4 Matthew Herring, Grounds 7/23 Larry Lane, General Services 7/22 George Lemus, Housekeeping 7/18 Helen Mulcahey, Housekeeping 7/13 Mark Neel, HVAC 7/22 Richard Owens, Grounds 7/11 Terrell Patton, Housekeeping 7/26 Terry Pennell, Grounds 7/4 Lewis Richards, Grounds 7/26 Elvira Smith, Housekeeping 7/21 Tom Stutts, Capital 7/7 Shari Thompson, Housekeeping 7/15 Virgil Torrence, Grounds 7/28 Scottie Wilkerson, HVAC 7/6 Gary Wirkus, Grounds 7/8 Candlance Young, Housekeeping 7/24
		<b>JULY</b>	
		Mike Barnes, Capital 7/12 Ronnie Bell, General Services 7/1 Mike Cao, FIS 7/6 Sarah Chie, Housekeeping 7/26 Steve Conder, Keyshop 7/27 John Conn, PM 7/14	
	<b>JUNE</b>		
		Lance Anderson, Electric 6/16 Lora Aricco, Admin 6/1 Robert Braun, General Services 6/27	   

# Horticulture Tips for the Quarter

Prepared by: Donald E. Breedlove, Iredell County Horticulture Agent  
Janice Runkles, Iredell County Volunteer Master Gardener

## MAY

- Fertilize summer flowering plants
- Water lawns as needed to prevent drought
- Fertilize warm season grasses
- Move houseplants outdoors
- Continue planting annuals
- Treat lace bugs on azaleas, pyrachanta & rhododendron
- Control broadleaf weeds in lawn
- Plant annual and summer bulbs such as dahlias and gladiolus
- Plant warm season vegetables

## JUNE

- Prune white pine (new growth only)
- Prune early bloomers when flowers fade
- Remove water sprouts from base of trees.
- Continue with spray program
- Last fertilize application on trees & shrubs
- Control Japanese beetles
- Control wood boring bees and wasps

## JULY

- Soil sample to determine nutrient requirements for lawns
- Check for grubs during July & August and control if necessary
- Begin fall vegetable garden - plant beans, carrots & tomatoes
- Check lawn for brown patch disease
- Soil sample for fall lawn & garden
- Sidedress vegetable garden plants with a nitrogen fertilizer after they have set their first fruit
- Harvest beans, cucumbers, okra and squash daily to keep plants producing



FM Greenhouse Up Close



Lee Arnold shares his talents during Earth Week

## SAFE TEAMS OF THE QUARTER

Congratulations to the following teams who had no recordable accidents during the quarter:

- HVAC
- GENERAL SERVICES
- GROUNDS
- AUTOMOTIVE
- PREVENTIVE MAINTENANCE



Phil Jones and John Morris

## Dates To Remember

<b>May 9</b>	Mothers Day	<b>May 15</b>	May Commencement
<b>May 21</b>	Facilities Management Staff Picnic	<b>May 26</b>	T. L. Smith's Reception
<b>May 28</b>	First Day Summer Classes	<b>May 31</b>	Memorial Day
<b>June 20</b>	Fathers Day	<b>July 5</b>	July 4th Holiday
<b>July 14</b>	Strategic Planning Session	<b>July 23</b>	All Employees Meeting

*Facilities Focus* is for the benefit and enjoyment of all Facilities Management employees.  
Your ideas are welcome and appreciated for future issues.

Co-editors: Beverly Imes and Pat Sinclair

Writers in this edition are listed with each article. Thank you for your creative input.

Photographers were: Al McCool, Chuck Pike and Noella Paquette

Please look on line for the newsletter at:

<http://facilities.uncc.edu/Facmgmt/newsletter/newsletter.htm>

## Seek & Find

In this puzzle are common terms and names used in Facilities Management.  
They are forwards, backwards, upside down and diagonal. See how many you can find.

T M E E T I N G S O L I A M E C Y  
 C E S E R V I C E E F Q Q F P R L  
 A F A C I L I T I E S C Q I R A I  
 P A D M I N E C J O H N A S O F M  
 I P A M W S M Q C I N C I P J T A  
 T I P M U O E E C N E Z G O E S F  
 A E A O W O R S E M I Q H H C M D  
 L I H P W O R K R E Q U E S T E O  
 R E D U C E E N G I N E E R I N G

Admin	Capital	Craftsmen	EZGO	Engineering
Facilities	FCAP	FIS	House (keeping)	Email
Meetings	Mow	Phil	Picnic	Project(s)
Reduce (waste)	Service	Shops	Teamwork	Work Request

- Created by Beverly Imes