Letter from the Associate Vice Chancellor for Facilities Management

Dear Facilities Team,

Greetings! What great fall weather we are having. I hope you are all enjoying it. Thank you for all you do to make UNC Charlotte a special place to work, live, and learn! The campus has never functioned or looked better.

During my portion of this newsletter, I want to discuss one of our most important tasks as an organization – Customer Communication. Our last customer survey clearly indicated that this is an area for improvement. In the survey, our customers told us that while we generally do a good or excellent job meeting their needs, we often do not do a good job of giving them feedback and keeping them informed. As a result of that data, the leadership of the Department was challenged to develop action plans to improve communication with our customers. This effort kicked off with a workshop as part of our Strategic Plan Review in July. Coming out of that workshop, we developed short term and long term customer communication action plans. These action plans are posted on our website, http://facilities.uncc.edu/, in the News and Events section. Completing these action plans is important to improving service to our customers.

There is another equally important component to improving our performance in this area of responsibility. That is the part each of you play in keeping our customers informed. It is important that each of you take time to communicate with our customers. Let them know what is happening with your work order, project, or daily tasks. Check in with them and listen to their concerns. Communication can be either in person, by phone, or by email. Communicating in person is always the preferred method when possible. This can go a long way toward improving our relationships with our customers. Each of you are an ambassador for Facilities Management on campus.

Here are some Do’s and Don’ts of customer interaction:

**Do’s**
- Be positive, courteous, and professional
- Communicate often (there can never be too much customer communication)
- Communicate before, during, and after events and/or projects
- Be clear, concise, and honest (keep it short and give the facts)
- Take responsibility for the FM Team’s actions
- Remain calm

**Don’ts**
- Blame lack of funds, management, or the supply system (SDI) for delays (just give the facts)
- Use technical jargon or acronyms
- Make excuses
- Become defensive if challenged

I wish you and your family a joyous Thanksgiving and Holiday season! Enjoy the well deserved Holiday breaks. Be safe at all times, and be extra careful if you are traveling this holiday season.

Facilities Management …Creating a Campus of Distinction!

Philip M. Jones
Associate Vice Chancellor for Facilities Management

---

Inside this Issue

<table>
<thead>
<tr>
<th>Employee of the Quarter</th>
<th>2</th>
<th>New Faces in Operations</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team of the Quarter</td>
<td>2</td>
<td>Facilities Information News</td>
<td>10</td>
</tr>
<tr>
<td>Focus on Staff</td>
<td>3</td>
<td>Housekeeping Highlights</td>
<td>12</td>
</tr>
<tr>
<td>Charles Kraus, Staff Council President</td>
<td>5</td>
<td>APPA Achievements</td>
<td>13</td>
</tr>
<tr>
<td>Smoking Policy Reminder</td>
<td>6</td>
<td>Facilities Trivia Contest</td>
<td>14</td>
</tr>
<tr>
<td>Computer Training Highlights</td>
<td>7</td>
<td>Birthday List</td>
<td>15</td>
</tr>
<tr>
<td>Safety Zone</td>
<td>7</td>
<td>Upcoming Events</td>
<td>16</td>
</tr>
</tbody>
</table>
Congratulations to Devin Hatley, Office of Waste Reduction and Recycling, who was honored with the “Associate Vice Chancellor’s Employee of the Quarter” award. At right, Phil Jones presents the plaque to Devin at the quarterly All Employees Meeting on October 29, 2010.

Devin was nominated for an award for excellence for outstanding service to the University as a member of the Smoking Policy Committee and for his ongoing work to facilitate the public relations and education campaigns. Devin has taken this role in addition to his other duties and has made a significant impact on the smoking policy awareness across campus. His work is a great reflection on Recycling and Facilities Management.

Kathy Boutin-Pasterz, Recycling Coordinator, concurred with the nomination stating, “Educating the campus on the smoking policy is outside of his job description. Devin has helped produce a video and educational signs to be used as posters and on the flat screens. [In] his role as Environmental Educator for the Office of Waste Reduction & Recycling, he works hard to educate staff and students on ways they can help ‘GREEN’ the campus. Devin deserves this recognition.”

Nominated by: Chris Gilbert, Architectural Planning

The Employee of the Quarter award is presented to an individual with exceptional performance above and beyond expected duties who exhibits outstanding customer service, demonstrates creativity, and initiative resulting in outstanding measurable outcomes during the quarter.

TEAM OF THE QUARTER

Congratulations to Christy Case (right), Facilities Operations Administrative Office, and Rebecca Hefti (left), Facilities Operations Zone 4, who were honored with the “Associate Vice Chancellor’s Team of the Quarter” award.

Christy and Rebecca took the initiative to train the men in the shops the use of the computer and its benefits. This aids in the continuing improvement of our computer skills. With this computer training the zones are empowered and will be able to create and edit paperwork. In the future Christy and Rebecca hope to have more computer classes for all of the workers that wish to attend. Please see more about this training effort on page seven.

Nominated by: Tim Overcash, Facilities Operations Zone 6

The Team of the Quarter award is presented to a team with exceptional performance above and beyond expected duties exhibiting outstanding customer service with fellow workers and the University staff, demonstrating creativity and initiative that results in outstanding measurable outcomes during the quarter.
SAFE TEAMS OF THE QUARTER
(Statistical Information provided by UNC Charlotte Safety Office)

THE FOLLOWING TEAMS HAD NO ACCIDENTS JULY - SEPTEMBER 2010

Facilities Operations
Automotive, High Voltage/Fire Alarms, Key Shop, Steam Plant, Zones 1, 2, 4, 5, 6, and 7

Housekeeping and Recycling
Colvard, East, Friday, Library, North, South, Woodward, and Recycling

FIRST SHIFT - Pictured above left to right are: Ron Hobson (Zone 6), Lacy Brumley (Zone 2), John Heck (Key Shop), Larry Lane (Automotive), Mike Harris (Housekeeping-North), Josh Hyatt (Zone 7), Lee Arnold (Recycling), Arzella McCain (Housekeeping-South), Danny Dang (High Voltage/Fire Alarms), Rocky Germani (Zone 1), Steve Reis (Zone 4), and Sam Moore (Zone 5).

SECOND and THIRD SHIFT - Pictured above left to right are: Macien Jean-Gilles (Woodward), Hamp Brown (Library), Bonnie Peoples (East), Subhash Pandya (Colvard), Roger Alston (Steam Plant), Katherine Humphries (Friday)
**FOCUS ON STAFF**

**INDIVIDUAL AWARD FOR EXCELLENCE**
- Mike Camp - Zone 4
- Joyce Parks - Housekeeping

**TEAM AWARD FOR EXCELLENCE**
- Sam Moore and Eric Walcott - Zone 5 (pictured below)

![](image)

- Robert Braun, Sam Moore, and Eric Walcott - Zone 5
- Dennis Campbell, Joe Coleman, Tom Guenther, John Lattin, Joe Loder, Dan Mullins, Charles Schindler, Tim Smith, Paul Taylor, Arzella McCain, Steve McM iller, Shari Thompson, and Joyce Parks - Zone 1 and Housekeeping

**APPLAUSE CARD**
- Individuals:
  - John Reid Castor, Steam Plant

**PROMOTIONS**
- Facilities Information Systems
  - David Champion, Automation System Analyst
  - Pamela Duff, Business Solutions Coordinator

- Facilities Operations - Grounds
  - Herminio Chirino, Grounds Worker
  - Clayton Cragan, Grounds Worker

- Facilities Operations - Zone 5
  - Doug Murdock, Maintenance Mechanic III

**NEW HIRES**
- Architectural Planning
  - Navinkumar (Nick) Patel, Facility Planner III

- Facilities Operations - Automotive
  - Courtney Sherman-Coke, Administrative Support

- Facilities Operations - Zone 2
  - Lacy Brumley, Maintenance Mechanic III

- Housekeeping
  - Marcos Torres, Housekeeper

---

To view awards photos and read detailed descriptions of nominations, please visit our web site at: [http://facilities.uncc.edu/award_recipients.asp](http://facilities.uncc.edu/award_recipients.asp)

---

*FRIENDLY REMINDER*

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt (**by January 28, 2011**). If you do not use it, you will lose it!
Charles Kraus

New Staff Council
President

I had the pleasure of speaking with Mr. Charles Kraus about several things regarding his work here at UNC Charlotte, and I find him to be quite interesting. Mr. Kraus began working for the UNC Charlotte family in 2003 with Facilities Operations as a Maintenance Mechanic in Housing & Residence Life. Through hard work and valuable experience, he currently works as an electrician under the title of Mechanical Trades-Advanced for Zone 2. Prior to coming to the University, he was employed by Zima Industrial where his duties included field service of new and used press printing equipment as well as new machinery installation. Mr. Kraus has 25 years of experience as an Industrial Maintenance Electrician.

Charles shared a few goals he has for the upcoming year as the President of Staff Council. As we start the fiscal year, he hopes to serve the students and faculty by becoming more efficient. Even though workloads are increased due to rapid growth in enrollment and decreases in resources, we must develop a more focused and flexible work force. He feels the staff is heading in the right direction to make these things happen.

For the upcoming year Mr. Kraus would like to continue making community service opportunities more readily available to staff. He met with Edna Davis of Community Affairs, and they spoke about the adoption of Martin Middle School and learning how to present options to Staff Council for a long term commitment to the community. Such things as tutoring, reading to students, a lunch buddy program, and beautifying the grounds would take place under this proposal. He continues to add that he also met with Bruce Taylor from the College of Education to talk about the long term program called America Reads. The program is run by the College and is called Literacy Pals and it pairs interested volunteers with school children who are in search of assistance with the fundamentals of reading.

Mr. Kraus has served on the Staff Council as a representative of Facilities Operations for five years, and this is his first term as Staff Council president. Let’s all wish him the best with his endeavors in this important role. Read more about the Staff Council on page six of this publication.

Christy Case, Facilities Operations
Campus Smoking Policy Reminder

The University of North Carolina at Charlotte has a vital interest in maintaining a healthy and safe environment for its students, faculty, staff, and visitors while respecting individual choice about smoking. Consistent with these concerns, University Policy Statement #68 establishes restrictions concerning smoking on University Property.

Please respect your fellow students, faculty and staff members:

**Smoke only in designated smoking areas.**

*Location behind McEniry*

For an interactive map showing designated smoking areas visit the FM website.

Questions concerning the Smoking Policy should be directed to the University Attorney’s office.

To read the full policy visit [http://www.legal.uncc.edu/policies/ps-68.html](http://www.legal.uncc.edu/policies/ps-68.html)

Devin Hatley, Office of Waste Reduction and Recycling

---

The **Staff Council** is established to create and provide a more harmonious working environment for the staff of The University of North Carolina at Charlotte. It has been delegated by the Chancellor the authority and responsibility to bring to the attention of the administration matters of general staff concern and to take such actions as are necessary to enable it to meet those responsibilities. The Staff Council shall have the authority to enact such Bylaws consistent with this Constitution, as it deem necessary to conduct its affairs.

Facilities Management area representatives are: **Marcia Henderson** (Administrative Offices), **Neal Eudy** (Facilities Operations), **Joann Pearson** (Housekeeping - First Shift), and **Katherine Humphries** (Housekeeping-Second and Third Shift).

Please visit [http://stafforg.uncc.edu](http://stafforg.uncc.edu) for more information.
Facilities Operations - Computer Training

If you’ve gone by Atkins room #121 lately you’ve probably seen some Facilities Operations folks busy working on computers. Christy Case (Facilities Operations Administrative Assistant) with Rebecca Hefti (Zone 4 Processing Assistant) assisting have been giving computers classes on a wide variety of computer topics, some of which are:

- Excel & Archibus exchanges
- Excel file extension (.xls) information
- Excel (.xls) to PDF conversions

Many of our technicians have 10+ years experience in their given fields but have had very little hands on experience with computers. When several Facilities Operations employees approached Christy requesting computer training she contacted Kelly Eaves-Boykin who helped line up the Atkins training room. Christy’s unique knowledge of Facilities Operations functions enables her to connect employees job duties with computing benefits.

This computer training provides benefits for zone supervisors as it facilitates smoother information flow on work orders, customer communications, etc.

Currently the Facilities Operations staff attendees are Dennis Campbell, Anthony Cresenzi, Jeffrey Michel, Wayne Pickler, James Manley, Dave Weimer, Eric Walcott, Samuel Moore, John Heck, Will Clark, and Tim Overcash.

Thanks Christy and Rebecca for making time to help fellow employees learn to utilize computers in their daily jobs.

Clyde Derberry, Facilities Business Office

Safety Committee Refocus

The safety representatives group has been renamed the **FM Safety Committee**. This newly named team will be taking a more proactive approach to safety and associated activities. One of the first initiatives will be to develop Job Safety Analysis documents for critical FM jobs/tasks. The EH&S group will be guiding and assisting with this project and as well as others. This new direction and refocus will foster an improved safety awareness in FM zones/departments. When possible please work with your Safety Committee members to create and maintain FM’s safety culture. Committee members will be posted in subsequent issues.

“Safety Takes Every Person”

Get in S.T.E.P.
I would like for us all to take a moment and give a big welcome to one of our newest employees here at UNC Charlotte. Courtney Sherman-Coke. She is a native of Texas, but has spent most of her adult life in the Carolinas. Courtney is very active in her church, the By All Means Creative Ministries Team, and performs as a puppeteer, actress, and stage manager as well as a clown in performances. She also spends time as a vocalist in the Priests of Praise Worship band. It sounds like Courtney is a very busy lady. She enjoys music, reading, traveling and working with children. In fact, Courtney’s favorite quote is from Jackie Robinson; “A life is only as important as the effect it has on other lives.”

Courtney has been a student at Central Piedmont Community College and Strayer University and continues her studies at UNC Charlotte pursuing a Bachelors Degree in Business Administration. She is the current Administrative Assistant for Automotive/Motor Fleet and is a great addition to the department. Before coming here to join our team she was employed with Charlotte-Mecklenburg Schools for nearly ten years, working in three different departments and was awarded the CMS Building Services Employee of the Year. That is a great accomplishment and it looks as though we have a very talented lady on our team. Once again welcome to our family Courtney and let’s hope it is a long, enjoyable stay!

Glenda Locklear
Zone 1 Administrative Associate

I would like to take a moment to introduce another new employee to the Facilities Operations family, Glenda Locklear. Here is a little tidbit of information about Glenda that she made available to me.

Glenda is married to Mitchell Locklear and they have two sons. She recently relocated

(Continued on page 9)
back to Concord, North Carolina. She is a Lumbee Indian and for those of us who do not know; the Lumbee tribe is the largest tribe in North Carolina and actually the largest tribe east of the Mississippi River. She is a very family oriented lady who loves to spend time with her husband and sons as well as all of her close friends. Glenda is a great addition to our department. She is the Administrative Assistant for Zone 1, under the supervision of Lance Anderson. I know Glenda feels welcomed here, and we wish her the very best in her endeavors here at UNC Charlotte.

**Roger Alston**  
Steam Plant Supervisor

Mr. Alston is the new Steam Plant Supervisor. He will be a big asset to the department as well as the entire Facilities Operations family. Speaking of family, Roger is the proud father of two wonderful children, Tyler who is 15 years old and Michelle who is 11 years old.

Roger is an avid fan of outdoor sports and is a follower of the Atlanta Braves baseball team and the hometown Panthers in the NFL.

Before coming to the Facilities Operations family, Mr. Alston was employed with Philip Morris, USA for 12 years. I hope everyone will do their best to make Roger feel welcome and wish him well in his endeavors here at UNC Charlotte.

**Christy Case, Facilities Operations**

---

**Tony Schallert**  
Interim Director

I am happy to announce that Mr. Tony Schallert, P.E. (Professional Engineer), C.E.M. (Certified Energy Manager) has been appointed as the Interim Director of Facilities Operations. Mr. Schallert began work on October 20 and assumed full duties as the Director November 1.

Mr. Schallert brings over 30 years of excellent experience in the facilities management field to the job of Interim Director. In particular, he served for a number of years as the Assistant Vice Chancellor for Facilities Operations at UNC Greensboro. I am confident he will make a positive contribution to our FM Team and to UNC Charlotte. Please welcome him wholeheartedly to our Team and give him your full support.

**Phil Jones, Associate Vice Chancellor**
Nader Ibrahim is the newest member of the Facilities Information Systems. Nader came onboard October 11, 2010 as the newest Business Technology Analyst. Some of Nader’s new responsibilities will include assisting with all ARCHIBUS Web Central Systems project developments, creating database applications utilizing JAVA and Oracle and supporting current ARCHIBUS functionality in addition to all other Facilities Management web applications and systems.

Nader brings with him over 10 years of Oracle Database and web development experience. Nader comes to us from Wachovia where he recently worked as a web software engineer building out their Content Management system using an Oracle backend. Prior to working at Wachovia, Nader worked for BFI on their intranet. Nader received his Bachelors of Science in Computer Science from the University of Houston.

Nader has lived in the Charlotte area for 11 years. He likes traveling and taking trips to the beach.

We are excited to have Nader on our team, and we believe that his extensive Systems Analyst and Content Management development skills will be extremely valuable within his new Business Technology Analyst position and in supporting Facilities Management operations and continued growth.

Please join us in welcoming Nader to our team. If you would like to stop by to say hello and welcome him to Facilities Management, he is located on the second floor in Room 228 of the Facilities Management/Police Building.

Facilities Management Printers & Workstations Transition to ITS Update

The transition process for FM Workstations and Printers has been placed on hold pending the "next step", which will be when the ITS network share drive space is made available allowing the transition of FM share files. All FM computers now have Big Fix installed and Service Pack 3 upgrades completed and finalized. Facilities Management is scheduled with ITS for the final process of the transition to the Windows Active Directory domain and campus share drive server following the completion of their Novell Replacement Project, which is estimated for completion by December 2010.

As a reminder, the new FM work stations and server transition will provide many advantages including Helpdesk support for all workstations and printers, easier system updates and software upgrades, and consistent backups along with the campus standards for our overall FM hardware.

If you have any questions, please contact our Facilities Information Systems personnel at http://facilities.uncc.edu/FIS/contacts.asp or extension 74009.

Thank you all for your continuous support of Facilities Management - Facilities Information Systems during this transition.

Pamela Duff, Facilities Information Systems
The new ARCHIBUS Project Management (Informal Projects) system went live on October 22, 2010. This new Project Management module presents new user-friendly processes for Customers and Design Services personnel. The new development also introduced a new Estimating Workbook for Design, a locked Work Request feature for Project Work Requests similar to the current PM and Corrective lock feature and the ability for the Design Services Project Coordinator to request an FM Shop estimate on a project work request.

One of the main goals in redesigning the Project Management module was to provide a more user-friendly environment, easier access, and an easier process for Informal Project customers (Project Account Managers (PAMs) and Financial Account Managers (FAMs)) to view and approve projects.

Additional system application features implemented include the following:

- A more updated and consolidated menu structure for PAMs and FAMs that offers easier access to information and fewer views to navigate.
- Minimum Data Entry for submitting project requests.
- One-entry screen for PAM and FAM Approvals during all Project Request Phases.
- Ability for the PAM (Customer) to upload a project document when the project is first initiated and requested.
- Easier access to view project documents, along with easier printing and viewing of Project Coversheet.
- The new Project Contacts (team members) feature that allows adding additional individuals for email notifications on project status and information even when they are not a PAM or FAM on the project.
- PAM and FAM who are serving as both roles for a project will have the option to approve and submit their Project all within one view; at Project Request phase, they will be able to assign account codes, automatically approve, request project, and submit to Design Services all within one view.
- FAMs now have the ability at Project Request approval phase to select the option to bypass the Scope and Budget approval process if the budget is equal or lower than original submitted budget.

If you have any questions concerning these new processes and email notifications, please contact our Facilities Information Systems personnel at http://facilities.uncc.edu/FIS/contacts.asp or extension 74009.

Pamela Duff, Facilities Information Systems
Joyce Parks

Joyce R. Parks, pictured left with Dr. Philip Dubois, Chancellor of UNC Charlotte, celebrated 20 years of service with UNC Charlotte on January 23, 2010. Joyce is a valued employee who is always willing to work anywhere she is asked to. She is primarily responsible for the Colvard building where she often serves as a Lead Housekeeper for Arzella McCain. Arzella states that Joyce has a fantastic attitude and is wonderful with students and staff alike.

Joyce enjoys working outdoors and frequently cleans the dock area outside of Colvard 1058 as well as the nearby service yard once her indoor assignments have been completed. She enjoys working at the University in a climate of constant change, where she has made many friends. Joyce has a large family, including six children, ten grandchildren, and one great-grandchild. She plans to retire from UNC Charlotte within the next two years.

Rená Foster

Rená Foster, pictured left with Dr. Dubois, celebrated 30 years of service with UNC Charlotte on December 4, 2009. She is a wonderful employee who works in the Wachovia Field House and Tennis Court areas, including Belk Track. The staff in the Athletic Department greatly appreciate Rená for the hard work that she does each day. Rená states that she has enjoyed watching the vision of the University change and grow over the years and through the tenure of several Chancellors. She has one son and enjoys reading, traveling, and picnicking in the park on warm summer days.

Welcome Navinkumar “Nick” Patel to Architectural Planning

Nick Patel was recently hired as the University Space Planner in the Facilities Management Architectural Planning Department. Nick is a graduate of the UNC Charlotte College of Architecture. He comes to us from the private industry where he designed schools and other public buildings as well as residential and commercial projects. Nick has won multiple design awards for his work. Nick lives in Charlotte and is married with three children.

Michele Kohan, Housekeeping

Chris Gilbert, Architectural Planning
Congratulations!

APPA Institute for Facilities Management Graduates

Casi Shepardson and Peter Franz graduated from the APPA (The Association of Physical Plant Administrators of Universities and Colleges) Institute for Facilities Management. The Institute includes four one-week sessions covering four core areas which are General Administration and Management, Maintenance and Operations, Energy and Utilities, Planning, Design and Construction. Electives are also taken and include classes derived from the core areas. Instructors are experienced facilities personnel from other institutions, design consultants, and contractors, typically ones that are on the cutting edge of their field. While the classes provide a comprehensive understanding of facilities one of the biggest benefits is networking with individuals from other Universities. Website, http://www.appa.org/training/institute/index.cfm

Casi is the first person standing on the left on the middle row.
Peter is the first person seated on the left on the first row.

Kelly Freshcorn and Kathy Boutin-Pasterz (pictured above left), Office of Waste Reduction and Recycling, accepted the $4,000 check at the annual APPA Conference in Boston, MA. The **UNC Charlotte Take It or Leave It Tour** earned the 2010 Award for Effective and Innovative Practices.
HEALTH AND WELLNESS

Use your logic and reasoning skills to solve these puzzles. Solving puzzles increases creativity, strengthens the mind, and promotes healthy brain activity.

Some Sudoku Fun

Instructions:
Fill in the blank squares so that each row, each column, and each 3-by-3 block contain all of the digits 1 thru 9.

Check your answers on page 16.

Facilities Management TRIVIA~2!

Complete the trivia below, write your name on the sheet, and return this half sheet to Beverly Imes, FMAVC Office, by November 22.
All correct entries will be eligible for a cash prize drawing ($20+ value) at the Holiday Party on November 30.
All FM employees are eligible to participate. You must be present to win.

List Facilities Management’s Five Values
UNSCRAMBLE
CEMORSTU CEEIRSV

What is the 2010 Safety Slogan?

LAUSEPAP DRAC

Name two of the four Employees of the Quarter for 2010?

PROUG UGH

SAABNIILSTTUY
<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Department</th>
<th>Date</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/1</td>
<td>Robert Kennedy</td>
<td>Grounds</td>
<td>12/10</td>
<td>Beverly Hancock</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/2</td>
<td>Jose’ Palacios</td>
<td>Grounds</td>
<td>12/10</td>
<td>David Huntley</td>
<td>Z-5</td>
</tr>
<tr>
<td>11/3</td>
<td>Crystal Mason</td>
<td>Housekeeping</td>
<td>12/10</td>
<td>Charles Schindler</td>
<td>Z-1</td>
</tr>
<tr>
<td>11/3</td>
<td>Dan Reichert</td>
<td>Z-6</td>
<td>12/13</td>
<td>Essa Dossary</td>
<td>Design</td>
</tr>
<tr>
<td>11/4</td>
<td>Carlota Mieles</td>
<td>Housekeeping</td>
<td>12/13</td>
<td>Richard LаАlibcerte’</td>
<td>Real Estate Land Use</td>
</tr>
<tr>
<td>11/4</td>
<td>Hamp Brown</td>
<td>Housekeeping</td>
<td>12/17</td>
<td>Tommy Pressley</td>
<td>Z-2</td>
</tr>
<tr>
<td>11/4</td>
<td>Rosilynn Douglas</td>
<td>Housekeeping</td>
<td>12/18</td>
<td>Mingji Jin</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/4</td>
<td>Art Sutherland</td>
<td>Area B—Fac Ops</td>
<td>12/19</td>
<td>James Gilberti</td>
<td>Steam Plant</td>
</tr>
<tr>
<td>11/6</td>
<td>Luz Gomez</td>
<td>Housekeeping</td>
<td>12/20</td>
<td>Maria Lopez</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/7</td>
<td>Willard Brown</td>
<td>Housekeeping</td>
<td>12/20</td>
<td>Elizabeth Brown</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/7</td>
<td>Gary Edwards</td>
<td>Grounds</td>
<td>12/21</td>
<td>Joey Johnson</td>
<td>Z-1</td>
</tr>
<tr>
<td>11/8</td>
<td>Phillip Meacham</td>
<td>Z-5</td>
<td>12/25</td>
<td>Closel Macena</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/10</td>
<td>Gbank Varney</td>
<td>Housekeeping</td>
<td>12/25</td>
<td>Yan Yim</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/10</td>
<td>Ron Hobson</td>
<td>Z-6</td>
<td>12/25</td>
<td>Joseph Clay</td>
<td>Z-1</td>
</tr>
<tr>
<td>11/10</td>
<td>Mario Moore</td>
<td>Housekeeping</td>
<td>12/28</td>
<td>Christy Case</td>
<td>M&amp;O</td>
</tr>
<tr>
<td>11/12</td>
<td>Sarah Duncan</td>
<td>Housekeeping</td>
<td>12/29</td>
<td>Noella Paquette</td>
<td>FBO</td>
</tr>
<tr>
<td>11/12</td>
<td>Wes Wright</td>
<td>Steam Plant</td>
<td>12/29</td>
<td>Roosevelt Speaks</td>
<td>Grounds</td>
</tr>
<tr>
<td>11/16</td>
<td>Rhonda Renwick</td>
<td>Recycling</td>
<td>12/30</td>
<td>Craig Fox</td>
<td>Capital</td>
</tr>
<tr>
<td>11/16</td>
<td>Eric Walcott</td>
<td>Z-6</td>
<td>12/29</td>
<td>Annette Anderson</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/17</td>
<td>Fred Brillante</td>
<td>Design</td>
<td>12/30</td>
<td>Katherine Humphries</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/19</td>
<td>Johnnie Doyle</td>
<td>Housekeeping</td>
<td>12/30</td>
<td>Edison Cobos</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/19</td>
<td>Elzy Neely</td>
<td>Housekeeping</td>
<td>12/31</td>
<td>Tammie Farr</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/19</td>
<td>John Surace</td>
<td>Grounds</td>
<td>12/31</td>
<td>John Morris</td>
<td>Z-5</td>
</tr>
<tr>
<td>11/22</td>
<td>Clara Crawford</td>
<td>Housekeeping</td>
<td>1/2</td>
<td>James Krupa</td>
<td>Z-5</td>
</tr>
<tr>
<td>11/22</td>
<td>Michael Harris</td>
<td>Housekeeping</td>
<td>1/3</td>
<td>Phil Leonard</td>
<td>Grounds</td>
</tr>
<tr>
<td>11/23</td>
<td>Ruth Cook</td>
<td>Housekeeping</td>
<td>1/4</td>
<td>Essie Spears</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/24</td>
<td>Tom Guenther</td>
<td>Z-1</td>
<td>1/4</td>
<td>Bob Frias</td>
<td>Z-5</td>
</tr>
<tr>
<td>11/26</td>
<td>Paul Taylor</td>
<td>Z-1</td>
<td>1/5</td>
<td>Agnes Douglas</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>11/27</td>
<td>Nader Ibrahim</td>
<td>FIS</td>
<td>1/7</td>
<td>Jacob Atkinson</td>
<td>Key shop</td>
</tr>
<tr>
<td>11/28</td>
<td>David Roman</td>
<td>Z-4</td>
<td>1/9</td>
<td>Cristhian Gonzalez</td>
<td>Grounds</td>
</tr>
<tr>
<td>11/30</td>
<td>Debra Mayfield</td>
<td>Housekeeping</td>
<td>1/10</td>
<td>Dennis Campbell</td>
<td>Z-1</td>
</tr>
<tr>
<td>11/30</td>
<td>David E. Smith</td>
<td>Z-4</td>
<td>1/11</td>
<td>Tim Overcash</td>
<td>Z-6</td>
</tr>
<tr>
<td>12/1</td>
<td>Jerome Steele</td>
<td>Grounds</td>
<td>1/12</td>
<td>David Haigler</td>
<td>Grounds</td>
</tr>
<tr>
<td>12/2</td>
<td>Roger Alston</td>
<td>Steam Plant</td>
<td>1/13</td>
<td>Rocky Germani</td>
<td>Z-1</td>
</tr>
<tr>
<td>12/2</td>
<td>Walky Louis</td>
<td>Housekeeping</td>
<td>1/18</td>
<td>Lyvle Alvinzy</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>12/2</td>
<td>Bob Smith</td>
<td>Z-2</td>
<td>1/20</td>
<td>Anthony Horn</td>
<td>High Voltage</td>
</tr>
<tr>
<td>12/3</td>
<td>Marcus Brown</td>
<td>Housekeeping</td>
<td>1/20</td>
<td>John Neilson</td>
<td>Capital</td>
</tr>
<tr>
<td>12/5</td>
<td>Michael Jones</td>
<td>Z-4</td>
<td>1/21</td>
<td>Tonya Day</td>
<td>Recycling</td>
</tr>
<tr>
<td>12/5</td>
<td>Don Ramsey</td>
<td>Grounds</td>
<td>1/25</td>
<td>Joyce Clay</td>
<td>Capital</td>
</tr>
<tr>
<td>12/5</td>
<td>Linda Wiley</td>
<td>Housekeeping</td>
<td>1/25</td>
<td>Sam Coleman</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>12/6</td>
<td>Drew Averitt</td>
<td>Design</td>
<td>1/29</td>
<td>Nick Fulton</td>
<td>Grounds</td>
</tr>
<tr>
<td>12/7</td>
<td>Cannise Evans</td>
<td>Housekeeping</td>
<td>1/29</td>
<td>Mada Smith</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>12/7</td>
<td>Bob Smith</td>
<td>Z-2</td>
<td>1/30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/8</td>
<td>James Crump</td>
<td>Housekeeping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/8</td>
<td>Lisa Miller</td>
<td>Housekeeping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/8</td>
<td>Steven Singer</td>
<td>Z-6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/10</td>
<td>Charles Adams</td>
<td>Housekeeping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/10</td>
<td>Johathan Bell</td>
<td>Housekeeping</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Facilities Focus is a communication tool for the benefit of all Facilities Management employees. Your ideas are welcomed and appreciated for future issues.

Staff: Denise Brown-Hart, Elizabeth Haddock, Beverly Imes, Michele Kohan, and Casi Shepardson
Proofreaders: Elizabeth Frere, Michele Kohan, Brian Kugler
Photographers: Wade Bruton, Christy Case, Clyde Derberry, Paul Dilgard

Thanks to all contributors!

Please look online for the newsletter at: http://facilities.uncc.edu/FileManager/files/NewsMagazine/Issue35.pdf

JANUARY

ALL EMPLOYEES MEETINGS & STRATEGIC PLANNING

Dates to be scheduled after drop/add
WATCH FOR A MEETING NOTICE in December

Facilities Management Annual Holiday/Christmas Party

Theme: HOLIDAY LIGHTS
Tuesday, November 30, 2010
11:00 a.m. - 1:30 p.m.
Student Activity Center Salons Third Floor
Catered meal by Chartwells
$6.25 per person

Deadline to pay is November 17
Please sign up to bring a dessert
Please see your representative to sign up.

Featuring ...
“Facilities Got Talent!”

Games, Door Prizes, and a special visit from Santa Claus
Fun, food, prizes, and fellowship
Don’t Miss It!

CPR & FIRST AID CLASSES
 Held the last Thursday of every month at 8:00 a.m. and 12:30 p.m. respectively.
We will not have classes in November or December.
Held in Facilities Operations Room 124D
Contact Jessica Deal at 7-2155 to enroll

Sudoku Solution from Page 14

<table>
<thead>
<tr>
<th>4</th>
<th>7</th>
<th>1</th>
<th>8</th>
<th>3</th>
<th>5</th>
<th>9</th>
<th>6</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>9</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>8</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>6</td>
<td>9</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>8</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>5</td>
<td>6</td>
<td>9</td>
<td>3</td>
<td>8</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>8</td>
<td>9</td>
<td>5</td>
<td>7</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>8</td>
<td>3</td>
<td>4</td>
<td>7</td>
<td>6</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>4</td>
<td>7</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
<td>2</td>
<td>9</td>
<td>8</td>
<td>6</td>
<td>4</td>
<td>5</td>
<td>7</td>
</tr>
</tbody>
</table>