

*From the Associate Vice Chancellor for Facilities Management*

Our Department turned in another excellent performance during the quarter that just ended (July-August-September). At the end of each quarter, the Facilities Management leadership gathers to celebrate our accomplishments, assess progress and discuss ways to improve. We call these meetings **Strategic Plan Reviews**. We assess progress on 31 strategic objectives using a **green** (success), **yellow** (partial success), **red** (needs improvement) system. In this last review our overall scorecard was 16 green, 9 yellow and 6 red. This is a winning score! It highlights the great work all of you do each day for the students, faculty and staff of UNC Charlotte. It also shows we are well on our way to achieving our vision of becoming a “Leader of Excellence in Facilities Management” and an adaptable Team of Teams which is “**Creating a Campus of Distinction**”.

Of course, there is always room for improvement. I know many of you devote time to preparing for these quarterly reviews. That time is well spent as it allows us to continue to find ways to improve. In that regard, we have embarked on an exciting program to improving our key processes. Three “**process reinvention teams**” are working on improving our most important business practices – work requests, preventive maintenance and informal projects. The work of these process reinvention teams will lay the foundation for a streamlined way of doing business and a new computer maintenance management system will replace the Focus system next spring. I want to personally thank the employees who have volunteered to be on these process teams. They are making a valuable contribution to the future of our organization.

A second exciting prospect is the pending **move of the Grounds and Automotive**

shops. These moves will allow several other shops to expand into much needed space. The moves will also allow us to consolidate our warehouse operations into the old Grounds shop. Read more about the timeline for these important developments in the article on **Strategic Initiatives** on page 12.



As a final note, I ask you all to join me in welcoming **Mr. Larry Howell**, our new Director of Maintenance and Operations. Mr. Howell brings a wealth of knowledge and experience to our Team. I am confident he will make an immediate, positive impact on the organization.

*Keep up the good work!* Because of your hard work and dedication, Facilities Management is fast becoming a high performance organization!

Philip M. Jones  
 Associate Vice Chancellor for Facilities

*Facilities Management...  
 Creating a Campus of Distinction*

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## Al McCool UNC Charlotte Employee of the Year

***Congratulations*** to Al McCool, Capital Projects, who was honored with the UNCC Employee of the Year Award (FLSA Exempt). He is pictured here with Chancellor Philip DuBois receiving his award at the Staff Recognition Luncheon.

The following article is excerpts from the nomination submitted by his co-workers in Capital Projects.

Albert "Al" McCool has been with the University for more than twenty-one years. He started his career with the University in the Facilities Management Electrical Shop as a Journeyman followed by two years as a Telecommunications Technician and thirteen years scheduling and supervising electrical crews in the Electrical Shop. His current job is Construction Manager overseeing the construction of Capital Projects. Al has received perfect attendance for the past seven years which is a reflection of his dedication to his job and his excellent work ethic. He is almost always the first person to arrive each day and always greets everyone with a "Good Morning" smile.

In his current position, he gives high priority to communication between University faculty and staff which is critical to completing and coordinating construction activities on projects. His positive approach and input to difficult situations helps to ease everyone's mind. He has the ability to achieve cooperation of contractors in meeting the needs of the faculty, staff and students.

Al has always been able to assist the University in all types of emergency situations including, but not limited to, snow removal and all types of utility outages. Al's extensive knowledge of the campus electrical infrastructure and telecommunications infrastructure has enabled him to assist University departments,



contractors, designers and in-house design staff with the least disruption to the faculty, staff and students. This has helped in preventing damage to the campus infrastructure and unnecessary utility outages on campus. Because of the sensitivity of utility outages on campus, Al comes to campus on weekends and early hours to assist contractors and the Facilities Management shops with utility outages. This usually requires working long days and nights. Al's knowledge of the State electrical code has helped in identifying non compliant work, which has improved the quality of construction on major building projects.

Al uses his vacation time to help people and communities that have been devastated by hurricanes, tornadoes or other natural disasters. Al volunteers is assisting with disaster relief efforts in North Carolina and other states. He helps with setting up shelters with emergency generators, clearing out trees and debris, as well as helping to serve meals to those in need.

Al McCool is very deserving of Employee of the Year. He takes pride in working at the University and his dedication and work ethic reflect this attitude. He has gained the respect of his entire department and many members of the campus community.



## EMPLOYEE OF THE QUARTER

***Congratulations*** to John Reid Castor, who has been honored with the “Employee of the Quarter” award for July—September 2005.

According to the nomination received from Essie Spears, other Housekeeping Supervisors and Housekeeping employees, John is a very special and extremely important employee.

He works with Shop 12 and his job is maintaining the HVAC systems on campus at night. However, his job is much larger than that. John goes above what is expected of him. He assists Housekeeping in more ways than they can count. From the time their shift starts, housekeeping contacts him to troubleshoot for them in many ways. This includes re-setting breakers, getting the air back on in buildings, getting employees out of stuck elevators, responding to alarms going off in



Phil Jones presents John with the Employee of the Quarter Award.

buildings, and even troubleshooting bathrooms. He never says no.

John always shows a positive attitude and a very special mannerism. He always comes with a smile no matter how hard the job may be. He does his job with great pride. *He deserves this award.*

## 2005 Staff Employee of the Year Finalists

***Congratulations*** to the following staff members, FLSA subject and FLSA exempt, that were selected as the 2005 Staff Employee of the Year finalists:

FLSA Subject finalists were **Charlie Bowling**, Housing and Residence Life; **Mark Lariviere**, Parking Services, **Art Sutherland**, Facilities Management—Zone Maintenance. FLSA Exempt finalists were **Al McCool**, Facilities Management-Capital Planning and **Michelle Pass**, Department of Biology. These five finalists were invited to attend the Staff Awards Luncheon on Monday, October 3, 2005 as guests of Chancellor Dubois. The two award recipients, one FLSA Subject and one FLSA Exempt, received a plaque and a check for \$2,000. The three remaining finalists received a \$25, 49er Account Certificate.



Pictured left to right are: Charlie Bowling, Al McCool, Art Sutherland, Mark Lariviere, Michelle Pass and Chancellor Dubois.

Serving on the 2005 Employee of the Year Selection Committee from Facilities Management were **Donnie Leak**, Facilities Management-Housekeeping; and **Melanie Witherspoon**, Facilities Management-Business Office.

## TEAM OF THE QUARTER

### Housekeeping's Library Team

**Congratulations** to Lisa Blakeney, Willard Brown, Candis Clemons, Closel Macena, Danica Pauler, Franjo Pauler, Rodmiler Polavic and Ernest Verdell who have been honored with the "Team of the Quarter" award for July—September 2005.

Nominated by their supervisor, Essie Spears, this team rises above what is expected of them. With the Library being such a high profile building, there are always extra events going on that require emergency attention and this team always meets the demand of whatever the situation is and still maintains the level of cleaning that is required.

During the week of finals, with the Library having extended hours (open until 2:00 AM), they all teamed up and got the job done. They never complain. Also, recently the Library added the Ritazza Café on the ground level. Getting through the construction and installation phase was horrendous.

This team realizes the importance of the students being able to get in their last minute



**Phil Jones presents the award to Essie Spears, Housekeeping Supervisor.**

studying. These are just a few reasons why this team deserves to be team of the quarter.

The team will be recognized again at the 2nd/3rd Shift All Employees Meeting on November 8, 2005 at 10:30 p.m.

### Management Success: The Key To Motivation

by: Brian Tracy

#### Your Real Goal

Your goal is to become a transformational leader, the kind of person that motivates and inspires people to perform at levels far beyond anything that they had previously thought possible.

#### Action Exercises

Here are two things you can do immediately to put these ideas into action in your work.

**First**, hold regular meetings with your staff and keep them informed about everything that affects their jobs. Invite comments, questions and concerns. Make everyone feel as if he or she is an insider in the organization.

**Second**, continually look for opportunities to give positive feedback, praise and encouragement. People need to know how they're doing so they can improve if performance is below standards and so that they can be proud of their successes when they have gone above and beyond. Take every opportunity to make people feel better about themselves and their work.

**Now, take action and watch what happens!**

## FOCUS ON STAFF

Congratulations to **John Reid Castor, Jr.**, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to the **Housekeeping—Library Team** who received the Team of the Quarter Award for the period of July—September, 2005.

**Other recipients for the July—September quarter were:**

### SAFE TEAMS OF THE QUARTER



David Smith accepts for Electrical, Mark Neel accepts for HVAC/Steam Plant, Sherby Price accepts for Housekeeping.



Steve Terry accepts for General Services, Jerome Crawford accepts for Automotive, and John Carpino accepts for Preventive Maintenance.



Dot Munson accepts for Recycling and Bob Smith accepts for Zone Maintenance.

To view all “All Employees Meeting” photos and read detailed descriptions of nominations, please visit our web site at:

<http://fmbld02.uncc.edu/Awards/default.asp>

## FOCUS ON STAFF

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

Linda Wiley (Housekeeping) received 40 nominations from the Graduate School and University Development

### Award for Excellence—Individual (nominated internally):

Billy Poston (Steam Plant) and Pauline Simuel—3 nominations (Housekeeping).



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

John Barden and Bobby Robinson (pictured right)—Nominated by Ed Hinson, Campus Police

### Award for Excellence—Team (nominated internally):

Regional Utility Plant #1 Team (Larry Griffin, Art Sutherland, Lance Anderson, Greg Barnes, Joe Clay, Terry Eudy, Joe Gibbs, Joey Johnson, Jim Kay, Charlie Kraus, John Lattin, Wade Ward. (pictured below)



*Congratulations to  
Sherry Ceallaigh, MPM, PMP  
Administrative Officer, Capital Projects*



August 5, 2005—Received her Master of Project Management (MPM) degree from Western Carolina University. She graduated with a 4.0 and membership in two honor societies: Beta Gamma Sigma and Pi Gamma Mu.

September 2, 2005—Passed the Project Manager Professional (PMP) exam. She is a member of the Project Management Institute (PMI) and will soon join the Charlotte Chapter of PMI. If you wish to see what PMI is about, you can go to [www.pmi.org](http://www.pmi.org).

## Conservation and Recycling

The world of recycling is typically a peaceful place, filled with pleasant days of collecting and sorting materials that can be re-used in new and sometimes unexpected ways. With the eight new buildings UNCC brought on line this year though, the Office of Waste Reduction and Recycling has been anything but peaceful. Our crew has been collecting and sorting on average about 40,000 pounds more paper per month than in years past. Granted, as a department we are thrilled to see so many of our co-workers recycling their paper products; however, all of the additional paper has made life a tad “less” peaceful, and a bit more hectic for our department.

During this high volume era of the university’s recycling life, we decided to hold “Information Sessions” for our Recycling Contacts. Each week this summer the Environmental Educator and Program Assistant journeyed out across the university to a different building to play host to anywhere from five to fifteen faculty and staff members. During these hour long sessions we covered the basics of recycling here on campus and ways to conserve energy and water... which of course leads to financial savings for the university! We laughed. We cried. We played games and won prizes, but most of all we reminded the fac-



ulty and staff of the importance of recycling and conserving our resources.

As the summer winds down and the university gears up for the return of our student body, try to remember our essential tips from this summer’s Information Sessions:

- Turn your lights off and use natural light in offices whenever possible.
- Recycle, Recycle, Recycle!!
- Don’t leave water-using equipment running when you are not using it.
- Keep thermostats between 72 and 76 degrees.

**Stacy Freshcorn**  
**(Former) Environmental Educator**  
**Office of Waste Reduction and Recycling**  
(Submitted for the Summer Issue)

## Best Wishes to Gail Thomas

Gail Thomas has accepted a position with Mecklenburg County Land Use and Environmental Services Agency as their Waste Reduction Specialist in the Solid Waste Department. Gail came to us from Mecklenburg County Solid Waste Recycling and Mecklenburg County Soil and Water Conservation. She has always had an interest in preserving the environment and has been an active volunteer in the past.



Phil Jones presents Gail with an award at a previous All Employees meeting.

Gail has been with Facilities Manage-

ment as the Recycling Coordinator for seven years. She has always displayed the highest ethical and professional standards possible. She has accomplished many things in her position and has even been awarded UNC Charlotte’s highest individual employee recognition as the SPA-Exempt Employee of the Year.



The team she has put together here in the Recycling Section best reflects her high standards. Please join me in wishing Gail all the best in her future endeavors.

**Brian Guns**  
**Housekeeping Administrator**

## Highlights from the First Quarter

### Promotions

#### Design Services

Jeff Ross –Facilities Engineering Specialist

#### Electrical

Bob Lewis – Electronics Technician II

#### General Services

James Williams, Sr. – Maintenance Mech IV

#### Preventive Maintenance

Robert Fitzgerald – Maintenance Mech III

Larry Lane – Maintenance Mech III

#### Recycling

Henry Bennett – General  
Utility Worker



#### Zone Maintenance

Horace Ward – HVAC  
Technician

**"If you think you can, you can. And if you think you can't, you're right."** *Mary Kay Ash, Founder of Mary Kay Cosmetics*



### New Employees

#### Capital

Sherry Ceallaigh

#### General Services - Lock shop

Andrew Lavoie



#### Grounds

Joseph Leahew

#### Heating/Air Conditioning/Ventilation

Kirk Kirstein

Donald Teate



#### Housekeeping:

Charles "David" Adams

Chano Boyd

Michael Davis

LeGlenda Suswell

#### Housekeeping Continued:

Huey Craig

Eric Bush

Samuel Moore

Kim Douagmavongsa

Yolanda Andrews

Jennifer Winder

Charles Hamilton

Anthony Thomas

#### Recycling

Kathleen Boutin-Pasterz

#### Zone Maintenance

Steven Tillman

David Jarvis



***Welcome to the Team!***

## Highlights from the First Quarter

### Design Services

#### S&T 256 Power & Data

Power and data to 24 work stations. Provided 24 data drops to enable students to communicate on network. (pictured right)



### Electrical Shop Witherspoon Light Project

Four hundred and forty-four (444) light fixtures were added in all bedrooms and living rooms of all the apartments and suites. Also, there were 105 vanity light fixtures replaced. (pictured left)



This was a very large labor intensive project. The Electrical Shop received help from volunteers from HVAC, General Services, Grounds, Automotive, Preventive Maintenance, Recycling and Housekeeping. This is a true example of teamwork in not only Maintenance and Operations, but Facilities Management.

**HVAC installed chlorine fans over pool in Belk Gym**  
(pictured right)



### Maintenance and Operations Facilities Operation Center (FOC) Construction

Space was renovated for the Maintenance and Operations Director, Secretary, Conference Room and FOC. During demolition numerous code violations were discovered such as wood studs, wood siding, non insulated ductwork, and electrical. These violations were addressed and the project completed with the expertise of the Renovation, Electrical, and HVAC Shops. Pictured left are two General Services employees working on this project.



**Grounds Corrected the Erosion  
Problems at Lot 26.**



## Maintenance and Operations

### Zone Maintenance

By: Larry Griffin, Zone Supervisor  
and Carolyn Hinkle, Zone Processing Assistant

Since its establishment in December 2004 (eleven months ago), the **Zone Maintenance team** has been very busy. The first goal was to build two offices, a workshop and a restroom at Regional Utility Plant 1 (RUP 1) to house the Zone 1 Maintenance team. Art Sutherland is the supervisor for this team. The initial staff of four quickly grew to eleven, all multi-skilled talents. The criteria for working in Zone Maintenance is a demonstrated journeyman's knowledge level in at least two of the required four trades.

The opening of the College of Education, Science & Technology, Classroom Office Building, and the new Chancellor's Residence, brought to over 400,000 square feet for which Zone Maintenance is responsible. The opening of these buildings necessitated several renovation projects and, to date, all the renovations have been completed by the Zone Maintenance team to the tune of over a quarter of a million dollars.



Presently, the team is in the process of building the Zone 2 offices and workshop. Bob Smith was hired as the Zone 2 supervisor and currently has three employees. When the newest building, Applied Optics, opens at the end of the year, additional personnel will be needed to support it. In conjunction with the opening of this building, Larry Griffin, Zone Maintenance Supervisor, will be relocating his offices there to rooms 269 and 270.

Understandably, with the high tech nature of these buildings, there have been over 200 hours of training so far, with more to come. Everyone on the Zone Maintenance team is excited to be such an integral part of UNCC becoming a major university.

## IT'S A BOY!

Matthew Joseph Dinello

Son of Ray Dinello (FIS)

September 21, 2005

12:22pm

7.9lbs 21 inches



Congratulations Ray!

## AWAY ON A MISSION

By: Casi Shepardon, Planning

**Al McCool** and **Jason Schultz**, both members of the Capital Projects section, volunteered on a mission trip with the NC Baptist Men's Association to the Gulf Coast of Mississippi to help the Katrina hurricane victims. They were gone for a week altogether, stopping in Leakesville, Mississippi for a couple of days and then heading on to Gulfport Mississippi.

They participated in mass feeding and assisted in establishing temporary electrical service and clean up of the host church. They helped set up a kitchen unit, wash station, laundry, shower trailer and generator that were provided by the NC Baptist Men's Disaster Relief unit. Altogether, while in Mississippi, the group served about 20,000 hot meals to the people of

the area. This was the first hot meal the people received since the hurricane hit. The volunteers slept in the parking lot of the church because there wasn't any power to the building.

Al's most memorable moment was realizing the amount and extent of destruction and the fact that in only one day the group fed close to 12,000 people. When he got back he stated that "it's a long way to Mississippi!"

Jason's most memorable moment was realizing that people lost everything they owned and will never get it back; the overwhelming feeling that a group of about 55 people could prepare and serve enough food to feed close to 20,000 people.

*Thanks* to all of you that supported the Katrina relief efforts.

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

ARCHIBUS	Capital	Craftsmen	Design	Email	Facilities
Family	FBO	FIS	GEM	Howell	Mow
House (keeping)	Phil	Picnic	Projects	Training	Shops
Reduce Waste	Service	Teamwork	Work Request	Zone	

- Created by Beverly Imes

## **Facilities Management Strategic Initiatives FY 2005-2006**

By: Phil Jones, Associate Vice Chancellor

### **Move of Grounds and Automotive Shops**

Plans are underway to relocate the Grounds and Automotive Shops from their present location in central campus to the new Facilities Management compound at the corner of Cameron Boulevard and Mary Alexander Road. The shell of the shop building (Building J) was constructed as part of the Facilities Management/Police Bond project. Several additional projects need to be completed over the next few months to facilitate this move. These include:

- Compound Grading - Phase 2
- Interior Upfit of Building J
- Move of old Capital Trailer (for office space)
- Move of Gas Pumps
- Fencing and lighting of the compound

Funds have been allocated to these projects and construction should begin early next year, with completion anticipated in the late spring of 2006.

The move of Grounds and Automotive will allow other shops to relocate into much needed space. The Lock Shop will occupy half of the old Automotive Building. The Electrical shop will expand into the other half of this building. General Services carpentry shop will reallocate its space to allow better functionality.

### **Central Warehouse for Facilities Management Supply Operations**

At present, each shop within Facilities Management operates its own supply warehouse. This is

inherently inefficient and detracts from the shop's primary mission of maintaining and repairing the campus. In 2003, Facilities Management developed a strategic initiative to centralize and outsource its supply operations. With the move of the Grounds shop planned for the spring of 2006, the Department will finally bring this initiative to fruition.

An RFP was issued and a vendor has been selected to partner with Facilities Management on the Central Warehouse. The firm chosen, brings world class knowledge and experience to this task, having deployed warehouse operations on both college campuses and at industrial/manufacturing sites throughout the country. We anticipate starting contract negotiations in November. Transition planning will start in January with a target start-up date for the central warehouse of June 2006.

### **Replace the Computerized Maintenance Management System (CMMS)**

Facilities Management is in the process of replacing its legacy Computerized Maintenance Management System (CMMS) which was deployed in November 1999. The present system was deployed as an "out-of-the-box" system that does not allow the Department to use our best business practices.

In preparation for our next generation CMMS, we developed a strategy to "reinvent" our work processes prior to selecting and deploying the new system. This strategy will allow us to make the software fit our business practices, rather than having to adopt our business practices to off the shelf software. In order to do this we created three process re-invention teams (PRT).

Teams were selected to improve our three key business processes in: 1) Work Order Management, 2) Preventative Maintenance, and 3) Informal projects. Once these teams have completed their evaluations and detailed the improved processes, we will release an RFP based entirely upon the best business practice structure developed by the PRTs.

### **Student Firefighter Offers Emergency Contact Suggestion**

(as posted in the *Campus News July 2005*)

Randall Faggart, BSET-Fire Safety student and firefighter, has passed along the following suggestion. Following the recent disaster in London, the East Anglian Ambulance Service has launched a national "In Case of Emergency" (ICE) campaign. The idea is to store the word "ICE" in your mobile phone address

book and with it enter the number of the person to be contacted in case of emergency. In an emergency situation, ambulance and hospital staff will then be able to quickly find out who to contact. For more than one contact name, enter ICE1, ICE2, ICE3, etc. to separate.

This information has been posted in other newspapers and means of communications (email, etc). Please pass this along. **It could mean reaching your family member in a life threatening situation.**

## Veterans Day—November 11, 2005

### OBSERVANCE

Veterans Day is an opportunity to publicly commemorate the contributions of living veterans – all Americans who have served on active duty in the armed forces. Veterans Day is a time to reflect and honor those who gave their lives while on active duty, and those who survived war but are no longer living.

### HISTORY

Originally Armistice Day, Veterans Day became a national holiday in 1954 when then-President Dwight D. Eisenhower signed legislation proclaiming November 11 "Veterans Day."

Source: [http://pressroom.hallmark.com/veterans\\_day.html](http://pressroom.hallmark.com/veterans_day.html)



### THANK YOU FOR SERVING AND PROTECTING US:

(The following names were submitted by individual areas/shops. If any names were omitted it was not intentional)

Adam Thompson (Gen Services)	Master Sergeant	Marines
Barry Anderson (Grounds)	E-3	Army
Charles "David" Adams (Housekeeping)	Specialist 4th Class	Army
Darrel Donahue (Steam Plant)	MM1 (Machinist Mate)	Navy
David Hillard (Gen Services)	Sergeant (E-5)	Army
Eugene Gurganus (Gen Services)	Private (E-2)	Army National Guard
Gary Ken Cranford (PM)	E-4	Marines
Gene Thorton (Gen Services)	E-3	Coast Guard
George Lemus (Housekeeping)	E-9	Army
Hamp Brown (Housekeeping-active duty)	First Sergeant	Army
Howard Jaecks (Steam Plant)	Boiler Tech 2 Oil King	Navy
Isaac Nelson (Grounds)	Spec. 4	Army
James Elliott (HVAC)	Sergeant 1 <sup>st</sup> Class	Army
James Mechum (HVAC)	Specialist 5 <sup>th</sup> Class	Army
Jerry Brindle (Gen Services)	Specialist (E-4)	Army
John Conn (PM)	E-5 Equipment Operator	Navy
John Faison, IV (FIS)	YNC (SW)	Navy
John Neilson (Capital)	Builder, First Class	Navy
Larry Griffin (HVAC)	Chief Warrant Officer	Coast Guard
Lee Arnold (Recycling)	OS3	Navy
Mark Neel (HVAC)	MM2	Navy
Michael L. Davis (Housekeeping)		Air Force
Patricia Patrick (Gen Services-active duty)	Master Sergeant	Army Reserves
Phil Jones (Associate Vice Chancellor)	Colonel	Army
Phil Leonard (Grounds)	E-5	Army
Ray Dinello (FIS)	IT1 Surface Warfare	Navy
Richard Owens (Grounds)	Sergeant 1st Class	Army
Robert Bailey (Grounds)	E-5	Army
Robert Gray (Gen Services)	Specialist (E-4)	Army
Robert MacDonald (Grounds)	Senior Chief Electrician-E-8	Navy
Robert Smith (Zone 2)	Sergeant E4	Air Force
Steve Norman (Steam Plant)	E5	Navy
Walter Wild (HVAC)	Airman	Navy
William Adams (Gen Services)	Sergeant (E-5)	Army
Winford Springs (Housekeeping)	Sp 4	Army

## What's the Buzz?

### Answering the Questions of Facilities Employees...

### Question of the quarter

#### How does a person win the Employee (or Team) of the Quarter Award?

The Employee Awards Program began as an initiative to recognize the staff in Facilities Management for their hard work. Nominations can be received internally from fellow Facilities Management employees or externally from the campus community.

Upon receiving nominations within a quarter, the nominations are compiled by Melanie Witherspoon, co-chair of the awards committee. Then a meeting is scheduled for the awards committee. The awards committee consists of one person from each shop or area within Facilities Management. The committee member has a two year term, then another volunteer from their area takes their place.

The awards committee meets, silently reads each nomination and ranks them indicating who they feel deserves the employee of the quarter award. After the voting is done, the co-chairs of the awards committee count the votes based on the committee's selection. The results are submitted to Phil Jones, the Associate Vice Chancellor for approval.

All nominees receive a certificate from the Associate Vice Chancellor for Facilities Management at the Quarterly All Employees Meeting,



#### Employee Award Program Nomination Form

Recommendation for award	
I would like to nominate:	_____
Department:	_____
Recommended By:	_____ Phone: _____
Relationship to Nominee: <i>Please check box below</i>	
Supervisor	<input type="checkbox"/>
Co-Worker	<input type="checkbox"/>
Customer	<input type="checkbox"/>
Other	<input type="checkbox"/>
Recommended Award Type	
<b>Team Awards</b>	<b>Individual Awards</b>
<input type="checkbox"/> Customer Service Award	<input type="checkbox"/> Customer Service Award
<input type="checkbox"/> Award for Excellence <i>(Facilities Management internal nominations only)</i>	<input type="checkbox"/> Award for Excellence <i>(Facilities Management internal nominations only)</i>
	<input type="checkbox"/> Supervisor Award
Reasons for Nomination:	
_____ _____ _____ _____ _____ _____ _____	
Approved by: _____	Date: _____
Please Return to: Facilities Management - Administration University of North Carolina at Charlotte 9201 University City Blvd, Charlotte, NC 28223-0001	

Campus News notation, Facilities Focus Newsletter notation and annual evaluation notation.

The person who receives the employee of the quarter award receives a plaque, Governor's Award for Excellence Submission and their own parking space for the quarter among other perks.

**For more information on the awards program, please go to the website:**  
<http://fmbld02.uncc.edu/Awards/default.asp>



## Geese Parade Take a gander at this!

Photos by Peter Franz, Planning



# Happy Birthday to You!!

This list was provided by Human Resources. If any names were omitted, it was not intentional.

## November



Brillante, Fred	11/17	Design
Brown, Willard	11/7	Housekeeping
Bryant, Tera	11/13	Housekeeping
Carpino, John	11/24	Automotive
Crawford, Clara	11/22	Housekeeping
Douglas, Rosilyn	11/4	Housekeeping
Duncan, Sarah	11/12	Housekeeping
Edwards, Gary	11/7	Grounds
Hillard, David	11/11	General Services
Hinkle, Carolyn	11/19	Zone 2
Hobson, Ron	11/10	General Services
Joseph, June	11/3	Housekeeping
Kennedy, Robert	11/1	Grounds
Mace, Elizabeth	11/18	Motor Fleet
Mason, Crystal	11/3	Housekeeping
Mayfield, Debra	11/30	Housekeeping
Meacham, Phil	11/8	Electric
Moore, Mario	11/10	Housekeeping
Neely, Elzy	11/19	Housekeeping
Palacios, Jose	11/2	Grounds
Rhodes, David	11/21	HVAC
Roman, David	11/28	HVAC
Schmidt, Bruce	11/5	HVAC
Schultz, Jason	11/2	Capital
Smith, David	11/30	Electric
Sutherland, Art	11/4	Zone 1
Ziehm, Dan	11/8	Capital

## December



Adams, Charles	12/10	Housekeeping
Brown, Elizabeth	12/24	Housekeeping
Clay, Joseph	12/26	Zone 2
Dossary, Essa	12/13	Design
Evans, Cannise	12/7	Housekeeping
Franki, Penny	12/29	Grounds
Hancock, Beverly	12/10	Housekeeping
Hill, Melanie	12/5	Business Office
Huntley, David	12/10	Electric
Johnson, Joey	12/25	Zone 1
Macena, Closel	12/25	Housekeeping
Marceau, Robert	12/11	Housekeeping
McCross, Minnie	12/27	Housekeeping
McManus, Jerry	12/12	HVAC
Paquette, Noella	12/29	Business Office
Rayburn, Isabel	12/22	Housekeeping
Singer, Steven	12/9	HVAC
Smith, Robert	12/7	Zone 2
Steele, Jerome	12/1	General Services
Vanhoy, Arnold	12/30	HVAC
Wiley, Linda A.	12/5	Housekeeping



## January

Andersen, Barry S.	1/27	Grounds	Knotts, Dorothy	1/31	Housekeeping
Atkinson, Jacob	1/9	General Services	Leak, Donnie	1/30	Housekeeping
Barrier, Jim	1/14	HVAC	Leonard, Philip	1/4	Grounds
Boyd, Chano	1/9	Housekeeping	MacDonald, Bob	1/23	Grounds
Bush, Eric	1/8	Housekeeping	Morris, John	1/3	Preventative Maint
Bynoe, Win	1/31	Electric	Neilson, John	1/20	Capital
Case, Jodi	1/3	Business Office	Reed, Adrian	1/18	Housekeeping
Clay, Joyce	1/25	Capital	Shores, Jason	1/15	Housekeeping
Fortner III, Ted	1/14	General Services	Smith, Madia	1/30	Housekeeping
Frias, George	1/5	General Services	Spears, Essie	1/4	Housekeeping
Gonzalez De La Fuente, Cristhia	1/10	Grounds	Thomas, Gail	1/31	Recycling

## Personal Success

**Beverly Imes**  
Office of the Associate Vice Chancellor



### Effective Communication “Say What?”

Just because your mouth is moving and the person near you nods in affirmation doesn't mean you have been understood.

**Effective communication** is a critical element in all relationships, whether it's husband and wife, siblings, friends, co-workers or business partners. Most of us know it's important, so why is there a lack of effective communication?

We are so busy doing what we “have to” do, that we assume we have understood or we assume someone has understood us instead of making sure things are clear. Taking a few minutes to ensure clarity saves hours of mistakes, saves a ton of confusion and reduces frustration.

Here are a few steps to enhance communication skills.

**Listen:** Stop what you are doing, look them in the eye and hear them out. Sometimes a person just needs to vent or be allowed to tell their side of the issue. Habit #5 of Stephen Covey's *Seven Habits of Highly Effective People* is “Seek First to Understand, then to be Understood”. Sometimes you may think you know where a person is going with the conversation and cut them off. Hear the other person out first to be sure, then respond. This also shows respect which we all want. When we speak we want someone to hear us out.

As we go through the day, be sure to understand as well as to be understood.

**Repeat back** to the person what you heard to make sure you understood him/her correctly. A good phrase to use is “*What I hear you saying is....*” Never assume you know what they intended.

**Ask questions.** It's okay to let someone know when their statement isn't clear. It's much better to ask than to spend valuable time and effort doing something just to find out that's not what the person intended.

Lack of communication is more common than it needs to be. Take time to listen, restate what you heard and ask questions. This will bring more value to relationships, increase productivity and morale.

## Dates To Remember

- *November 16—8:30 a.m.—4:00 p.m.—Managers and Supervisors' Training*
- *December 14 at 11:30 a.m.—Christmas Party—Student Activity Center (SAC) Salons*
- *January 19 at 8:30 a.m.—Strategic Planning Session*
- *January 26 at 10:00 a.m.—All Employees Meeting*
- *January 26 at 10:30 p.m.—All Employees Meeting—Night Shift*



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

Co-Editors: Beverly Imes and Melanie Witherspoon

Proofreaders: Jodi Case and Shauna Messmer

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

Photographers: Pete Altman, Wade Bruton, Lisa Casey, Ray Dinello, Essa Dossary, Kelly Freshcorn, David Smith, Steve Terry and Kao Vang

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