

Facilities Management

...Creating a Campus of Distinction



*All Employees Awards Presented April 23, 2009
Second & Third Shift
Fiscal Year 2009 Third Quarter Recognition*

Facilities Management

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All Employees Awards Presented April 24, 2009

First Shift

Fiscal Year 2009 Third Quarter Recognition

Sonia Perez, Business Office Employee of the Quarter



This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative that results in outstanding measurable outcomes over the course of the quarter. Recipients for this award will be submitted for recognition under the Governor's Award for Excellence Program.



Employee of the Quarter

- I'd like to nominate Sonia Perez for her remarkable spirit of cooperation and customer service. Twice this week Sonia voluntarily took time from her own work to attend meetings/tasks with other FM employees to help translate Spanish/English for them. This is not a requirement of Sonia's position, but is of great value to the FM team in fostering effective communications. Without her willingness to help, we may have had to expend resources to hire an interpreter or we would have encountered a breakdown in employee/management relations. Thanks and kudos to Sonia.
- Nominated by: Denise Brown-Hart, Facilities Business Office – Human Resources

Bobby Robinson and John Conn, Automotive, were honored with the
“Associate Vice Chancellor’s Team of the Quarter Award.”

Team of the Quarter



This award is presented to a team with exceptional performance above and beyond expected duties, exhibits outstanding customer service with fellow workers and the university staff and demonstrates creativity and initiative that results in outstanding measurable outcomes over the course of the quarter.



Team of the Quarter

- On February 10 a small group of us from Appalachian started on what is usually an uneventful trip. One flat tire about an hour into the trip was repaired and that same tire went flat again as we came to the UNC-Charlotte exit. Once again we put the undersized spare and made our way to campus. My oldest daughter graduated from UNC-C and my son will be there next year so I had some familiarity with campus. I had called Appalachian's motor pool and they in turn alerted the UNC-C motor pool of our need. Bobby Robinson and others quickly turned that small job around and we went on our tour of Charlotte's CHHS building. Their quick and expert work provided for a safe drive back to Boone. Please know that this small bit of help turned in to a huge comfort for our trip back to Boone. Thanks for a small job - well done!
- Nominated by: Arthur B. Rex, Director of Space Management & Planning, Appalachian State University

Safe Teams of the Quarter

First Shift - Maintenance & Operations, Housekeeping & Recycling



Pictured left to right (first shift): Jim Kay (Zone 2), Joyce Parks (Housekeeping-South), Gaynell Williams (Housekeeping-North), Rocky Germani (Zone 1), Wes Wright (Steam Plant), Lewis Jackson (High Voltage), James Mechum (Steam Plant), Jeff Michel (High Voltage), Steve Reis (Zone 4), Bill Cavelli (Recycling), Larry Lane (Automotive), John Garst (Zone 7)

Safe Teams of the Quarter

Second and Third Shift - Housekeeping



Pictured left to right - Housekeeping: Mike Harris (West), Katherine Humphries (Friday), Candis Robinson (Library), Tomasa Bonilla (CRI), Subhash Pandya (Colvard), Johnnie Doyle (Kennedy), and Clara Crawford (Woodward)

Individual & Team Awards of Excellence

The submissions must meet at least one of the following criteria to be eligible for the employee of the quarter award.

Customer Service

Staff member provided customers with service or assistance far beyond what is normally expected or required of the job. (Details of the event should be listed)

Collaboration

Individual or team exhibited outstanding performance effort, initiative, or creativity that involved reaching across unit or department lines to fellow FM team members or other UNC Charlotte staff to produce positive change. (Details of the event should be listed)

Innovation

Event or activity generated a novel, creative or valuable idea used to develop new or improved processes, methods, systems, products, or services that improved or made FM or UNC Charlotte a better place to work. (Details of the event should be listed)

If the nomination does not meet any of these criteria, the nominee receives an applause card signed by Phil Jones acknowledging recognition of doing their job well. Employee will receive the card prior to the All Employees Meeting. All who receive applause cards for the quarter will be noted on a slide during the All Employees Meeting.

David Allen, Housekeeping

Awards of Excellence



- The one year old digital camera in the Recycling Unit stopped working (just 2 weeks after the warranty ran out). We researched camera repair facilities in the Charlotte area only to find that we would have to send it to a company and we would be charged at least \$200 just to look at the camera and then charged an additional repair charge. We had decided to try to purchase another camera as the repair cost nearly exceeded the cost of a new camera. David agreed to look at the camera as he has experience with a wide variety of electronics. He immediately diagnosed the problem as "poor conduction" from the batteries, not because he could see dirt (there was no visible contamination), but because the camera was not able to fully extend the lens. He cleaned the batteries and the contacts with a pencil eraser and the camera is now functioning. David saved us from purchasing another camera. We will now carry a clean eraser with us and not touch the contacts or the battery as oil from our hands can get onto the contacts and not allow the flow of power. THANK YOU DAVID !!
- Nominated by: Kathy Boutin-Pasterz, FM Recycling

Individuals & Teams

Who Received Applause Cards

- **Individuals:**

- Tonya Day – Recycling
- Roosevelt Speaks (2 cards) – Grounds
- Linda Wiley - Housekeeping East

**You Deserve A
Round of Applause**



- **Teams:**

- John Conn, Lanny Caudle, Dan Barrier - Automotive and Grounds
- Linda Wiley, Uma Pandya, James Crump, Velton Singletary, Pauline Simuel, David Allen, Mae Harris, Savararia Harrison, Yves Byron, Sam Coleman - Housekeeping East
- Johnnie Doyle, Bernetta Lee, Kathy Thomas, Steven Patterson - Housekeeping Kennedy



**Congratulations
Everyone!**