

Facilities Management

...Creating a Campus of Distinction



All Employees Awards Presented January 22, 2009

First Shift

Fiscal Year 2009 Second Quarter Recognition

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*All Employees Awards Presented January 22, 2009
Second & Third Shift
Fiscal Year 2009 Second Quarter Recognition*

David Allen, Housekeeping 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 would like to nominate David Allen for an Outstanding Customer Service Award. I (Paula Gross) am the Assistant Director of the Botanical Gardens and my office is in the McMillan Greenhouse. David has been our housekeeper for at least 6 months now and I have been so pleased and impressed with both his work performance and his charming, yet professional personality. Previous to David working at the greenhouse my office floor was rarely touched and I would have to make a special request to have it swept. David does it every evening. Likewise, he does a wonderful and consistent job throughout the greenhouse building. Besides his great work ethic, he is an extremely friendly and polite person. From time to time he encounters visitors to the greenhouse and I have observed him answering their basic questions – above and beyond the call of duty, for sure! Please strongly consider rewarding this outstanding employee. Feel free to contact me if you have any questions.
- Nominated by: Paula Gross, Assistant Director of Botanical Gardens

Team of the Quarter

Bob Frias, Howard Jaecks, James Mechum, James Gilberti, John Renwick, Rick Bohling, Lance Anderson, Dan Mullins, Terry Eudy, John Garst, John Lattin, Dennis Campbell, Charles Schindler, Bill Pastor, Tarick Brittingham, Dee McFadden, Tom Guenther, Joe Coleman, Paul Taylor, Greg Barnes, Joey Johnson, Joe Cannon, Carolyn Hinkle were honored with the
“Associate Vice Chancellor’s Team of the Quarter Award.”



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

In the very early morning hours of Thursday, October 30, Cone Center (& King) experienced a rupture in a steam line. This caused a major leak with overhead flooding within the Office of Student Activities (OSA), as well as serious concerns about the adjacent mechanical room electric panel boxes, etc. On Friday morning, I met with Mike Burriello, Lance Anderson, Howard Jaecks and Bob Frias. A cross-zone plan of action and a timeline to perform the necessary steam line repairs to put the OSA offices back together was developed and implemented as outlined below.

- The Central Operations and Zone 1 staffs worked together to insure a smooth restoration process. On Thursday, October 30 and Friday October 31, the boiler room staff began the exhaustive investigations into the problems. They were assisted by Bob Frias Renovations' staff members.
- A legion (full team) of Zone 1 staff persons began to immediately supplement the work the overnight Cone staff had done to protect equipment. They aided these efforts by continuing to cover all of the computer equipment, desks, and added fans to aid the drying process. They also carefully removed all of the damaged and falling apart ceiling tiles, while taking the time to cover the floors with plastic to prevent further damage to the carpet.
- The Zone 1 electricians came in to insure the safety aspects of the flooded light fixtures (and checked at the end of the project that they all worked).
- On Sunday, November 2... Howard Jaecks came in and turn on the summer boiler so that Food Service will not be affected by the steam shut down. He then shut off the off the steam to allow a cool off period to make the repairs to the line.
- Monday, November 3.... Howard and his staff completed the steam line repairs with a safety watch assist by Bob Frias and his staff and with Lance Anderson and his staff on stand by if needed.

Team of the Quarter (continued)

- Tuesday, November 4 and Wednesday, November 5... The Zone 1 staff began to put the ceiling tiles back and checking the area for damages, etc. This was a huge job because almost all of the ceiling tiles had to be replaced and many cut to exact specs. • As an extra precautionary measure, Bob Frias and his staff built a wall barrier in the ceiling and behind the wall that is shared with the mechanical room to prevent future such problems (or at least minimize the effects). The OSA occupants were able to move back in on November 6.
- Carolyn Hinkle kept me informed during much of this process, as did Lance. Everyone that worked on this project were professional and detailed. They also performed and communicated extraordinarily well.
- Here are excerpts of an email received from one of the temporarily displaced OSA employees below.
 - FROM: Ted Lewis 11/6/08 - Assistant Director Multicultural Resource Center... "Donna, I just wanted to let you know that I was very impressed by the quick turn around and amazing job the staff did on fixing the steam pipe issues in the Office of Student Activities here in Cone. I saw the damage last Thursday and it was quite extensive. I am now back in my office and it looks great! Everything is clean and with minimal damage to our office space and items on the walls and floor. They did a great job, a large job, and a clean job in a very short time."

As evidenced by the number of people included in this recognition letter, it took a huge contention of people and a great amount of communication and cooperation to repair the problems and restore the OSA whole office complex. A big thanks to Mike Burriello, Lance Anderson, Howard Jaecks, and Bob Frias for working together to make this happen in the least intrusive and best timeline possible. Thank you to everyone that worked on this project—it was a great job.

Nominated by: Donna Merck, Cone Center

SPECIAL AWARDS SEGMENT

TWENTY YEAR CLUB
UNSUNG HERO
PERFECT ATTENDANCE
SAFETY PIN

These annual awards are given at the end of the calendar year.

Twenty Year Club

Hamp Brown and James Brown, Housekeeping 1988-2008



- This award is given to each employee who has served in **Facilities Management** for 20 consecutive years.
- The state of North Carolina and the University of North Carolina at Charlotte recognize employees for every five years of service; however, we have employees who have made a long-term commitment within Facilities Management.

Unsung Hero

- This **peer award** is presented to non-managerial and non-supervisory employees who, throughout the year, have been someone who could **truly be depended upon** in every aspect of the job, but may not have done anything out of the ordinary boundaries of the job. The employees listed below are seen by their peers as persons with the reputation of being at work everyday (excluding vacation), who do not use excessive sick leave, always perform his or her duties exceptionally well, and is a **trusted team player**.
- Our unsung heroes were recognized at the All Employees meetings. This honor will be noted by their supervisors in their next annual performance review. Each persons received the new Facilities Management coffee mug.
- Automotive – Robert Robinson
- Business Office – Sonia Perez
- Central Operations – Christopher Moose
- Grounds – Dan Barrier
- Housekeeping – Charlotte Research Institute Area - Hashime Wright
- Housekeeping – Colvard Area - Mario Moore
- Housekeeping – East Area - Pauline Simuel
- Housekeeping – Friday Area -Lee Alsbrook
- Housekeeping – Kennedy Area - Steven Patterson
- Housekeeping – Library Area - Hamp Brown
- Housekeeping – North Area - Beverly Starcher
- Housekeeping – West Area - Karl Scott
- Housekeeping – Woodward Area - Wilfride Joline
- Maintenance & Operations Administration - Jessica Deal
- Planning – David Jones
- Recycling – Luis Alvarado
- Zone 1 – Terry Eudy
- Zone 4 – Pete Crainshaw
- Zone 6 – Eric Walcott



Front left to right: Larry Howell (presenting), Bobby Robinson, Beverly Starcher, Jessica Deal, Terry Eudy, Sonia Perez, Luis Alvarado, Chris Moose, Pete Crainshaw, and Eric Walcott

***Disclaimer: Any shops or areas not listed means no votes were received from that shop or area.*

Unsung Hero Second and Third Shift Recipients



Phil Jones presents to second and third shift recipients.

Pictured left to right top: Hashime Wright, Mario Moore, Pauline Simuel, and Lee Alsbrook

Pictured bottom row: Steven Patterson, Hamp Brown, Karl Scott, and Wilfride Joline

Perfect Attendance for 2008

Automotive

· Kathy Fisher

Business Office

· Noella Paquette

Capital Projects

· Al McCool
· John Neilson

Design Services

· Steve Burt

Facilities Planning

· Peter Franz

Grounds

· Joey Cochran
· Gary Edwards
· Isaac Nelson*

High Voltage/Fire Alarm

· Anthony Horn
· Lewis Jackson

Housekeeping

· Lee Alsbrook
· James Brown
· Katherine Humphries
· Sherby Price
· Essie Spears

Recycling

· Kelly Freshcorn

Steam Plant

· Billy Poston
· Ted Tucker

Zone 2

· Bob Smith

Zone 4

· Pete Crainshaw

Zone 6

· Jimmy Keller

Employees with perfect and excellent attendance received a certificate and were invited to attend a buffet breakfast on February 4 in Cone University Center.

*denotes 5 consecutive years

Safety Pins

Recognizing Housekeeping, Recycling, and Maintenance Personnel with no accidents in 2008

Automotive:

John Barden, John Conn, Kathy Fisher

High Voltage and Fire Control:

Jim Campbell, Danny Dang, John Godfrey, Anthony Horn, Dewey Lilly, Lewis Jackson, James Manley

Grounds:

Arnulfo Argueta, Charlie Austin, Dan Barrier, Nora Carothers, Lanny Caudle, Hermino Chirino, Joey Cochran, Gary Edwards, Thomas Eudy, Cristhian Gonzales, Alexander Guion, David Haigler, Dana Harris, Stephen Jackson, Robert Kennedy, Michael Klemmer, Joe Leahew, Phillip Leonard, Melissa McLaughlin, Frank Milone, Warren Monk, Robert Murray, Ralph Necaise, Isaac Nelson, Jose` Palacios, Steve Plott, Dave Poplawski, Don Ramsey, Roosevelt Speaks, John Surace, Pitone Taosoga, Virgil Torrence, Randy Walter, Ryan Widenhouse, Paul "Eddie" Yost

Housekeeping:

David Adams, Lee Alsbrook, Lyvie Alvinzy, Annette Anderson, Gladys Baquero-Vasquez, Chikina Barden, Horace Blakeney, Tomasa Bonilla, Hamp Brown, James Brown, Willard Brown, Elizabeth Browne, Yves Byron, Robert Carey, Sara Chie, Candis Clemons, Sam Coleman, Ruth Cook, Clara Crawford, James Crump, Julie Deese, Deborah Deese, Paul Dilgard, Rosilyn Douglas, Johnnie Doyle, Ray Duckett, Sara Duncan, Cannise Evans, Reginald Fils-Aime, Rena Foster, Salvador Garcia, Regina Goodridge, Brian Guns, Beverly Hancock, Lakisha Hannah, Mae Harris, Katherine Harris, Savararia Harrison, Katherine Humphries, Macien Jean-Gilles, Ming Jin, Sintanis Joline, Wilfride Joline, Lucille Jordan, Annie Joyner, Greg Kish, Michele Kohan, Bernetta Lee, Nelly Lezama, Walky Louis, Sandra Luckey, Closel Macena, Crystal Mason, Debra Mayfield, Arzella McCain, Lillie McDuffie, Steve McMiller, Lisa Miller, Carolean Minor, Mario Moore, Elzy Neely, Galina Neyfl'd, Jorge Nuno, Alene Owens, Uma Pandya, Subhash Pandya, Joyce Parks, Diana Parks, Steven Patterson, Danica Pauler, Franjo Pauler, Radmilla Pavlovic, Joann Pearson, Bonnie Peoples, Erin Pernick, Sherby Price, Terry Robinson, Shariffe Samuels, Linwood Sanders, Velton Singletary, Madia Smith, Dwight Smith, Essie Spears, Jontavis Stacey, Tommie Stafford, Beverly Starcher, Sylvester Steele, Darrell Steele, Michael Stewart, Gloria Suarez-Chalco, Anthony Thomas, Shari Thompson, Lee Ann Tisdale, Gregory Towne, Robert Ussery, Linda Wiley, Kennedy Williams, Gaynell Williams, Jennifer Winder, Hashime Wright, Candlace Young, Latoia Young

Safety Pins (continued)

Recognizing Housekeeping, Recycling, and Maintenance Personnel with no accidents in 2008

Renovations:

Rick Bohling, Robert Braun, Robert Gray, John Heck, Jim Krupa, Chip Lawrence, Kenny Leazer, John Renwick, David Skor, Jerome Steele

Recycling:

Luis Alvarado, Lee Arnold, Henry Bennett, Kathy Boutin-Pasterz, Bill Cavelli, Tonya Day, Walter Edwards, Kelly Freshcorn, Devin Hatley, Dot Munson, Rhonda Renwick, Pat Smith, Lucille White,

Steam Plant:

Reid Castor, James Gilberti, Howard Jaecks, James Mechum, Billy Poston, Ken Starcher, Ted Tucker

Zone 1:

Lance Anderson, Greg Barnes, Dennis Campbell, Joe Clay, Joe Coleman, Terry Eudy, Joey Johnson, Dan Mullins, Charles Schindler, Dave Smith

Zone 2:

Wade Ward, Joe Gibbs, Charlie Kraus, Steve Tillman, Jim Kay, Tommy Pressley, Neal Eudy, Kathy Brown, Bob Smith

Zone 4:

Bill Adams, Mike Camp, Jack Hartsell, Wayne Pickler, Steve Reis, David Roman, David Smith, Tim Smith, William Snyder, D. J. True, Armando Montalvo-Vazquez

Zone 5:

Eric Boice, William Clark, Eugene Gurganus, David Huntley, Kirk Kirkstein, Marvin Mackey, Phil Meacham, Samuel Moore, John Morris, Mark Neel, Daniel O'Donnell, Chris Shores, Patricia Teal, Donald Teate, Robert Whisnant

Zone 6:

Pete Altman, Calvin Buchanan, Ken Cranford, Bob Fitzgerald, Ron Hobson, Jimmy Keller, Chris McKinney, Tim Overcash, Mark Paterniti, Margaret Sawyer, Steve Singer, Adam Thompson, Eric Walcott, Dave Weimer, James Williams, Tony Williams

Safe Teams of the Year

Maintenance & Operations, Housekeeping & Recycling



FIRST SHIFT

Pictured left to right :
Andy Lavoie (Key Shop),
James Manley (High Voltage/Fire Alarms),
Gaynell Williams (Housekeeping - North Area),
Lee Arnold (Recycling),
David Skor (Renovations),
and Tommy Pressley (Zone 2)



SECOND AND THIRD SHIFT:

Pictured left to right:
Darryl Steele (Housekeeping - West Area),
Crystal Mason (Housekeeping—Charlotte Research Institute Area), Clara Crawford (Housekeeping-Woodward Area)

Safe Teams of the Quarter

Maintenance & Operations, Housekeeping & Recycling

THE FOLLOWING TEAMS HAD NO ACCIDENTS

OCTOBER—DECEMBER 2008

Maintenance & Operations

High Voltage/Fire Alarms, Key Shop, Renovations, Zone 1, Zone 2, Zone 4, and Zone 5

Housekeeping & Recycling

Housekeeping: Charlotte Research Institute Area, East Area, Friday Area, Kennedy Area, Library Area, North Area, South Area, West Area, Woodward Area and Recycling

Congratulations to the entire Housekeeping Section with no accidents in any area this quarter!

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.

Kelly Freshcorn, Recycling

Award of Excellence



- FM has just begun a new relationship with a uniform vendor and we had been working on a uniform order form with the ease of our previous vendor. Kelly came up with an idea for the uniform order form, the challenge was multiple prices per uniform item. Kelly's solution will be the uniform order form used by FM.
- Nominated by: Rhona Jackson, Facilities Business Office

Award of Excellence

Ben Craig Remodeling Project



- *Steve Tillman, Neal Eudy, Tom Pressley, and Jim Kay (Zone 2)*
- I nominate these 4 multi talented gentlemen for their great work in the remodeling project at the Ben Craig Center. This off-campus work site presented many logistic challenges, none of the least was working around an extremely tight time table and budget constraints. Their excellent team work, communication, and desire to go beyond the normal everyday work schedule was the main reason this project was brought in on time and under budget. The finished product has been admired and extolled upon by the many different clients that use the space in the Ben Craig center. It is most certainly, a job well done, and well recognized.
- Nominated by: Bob Smith, Zone 2

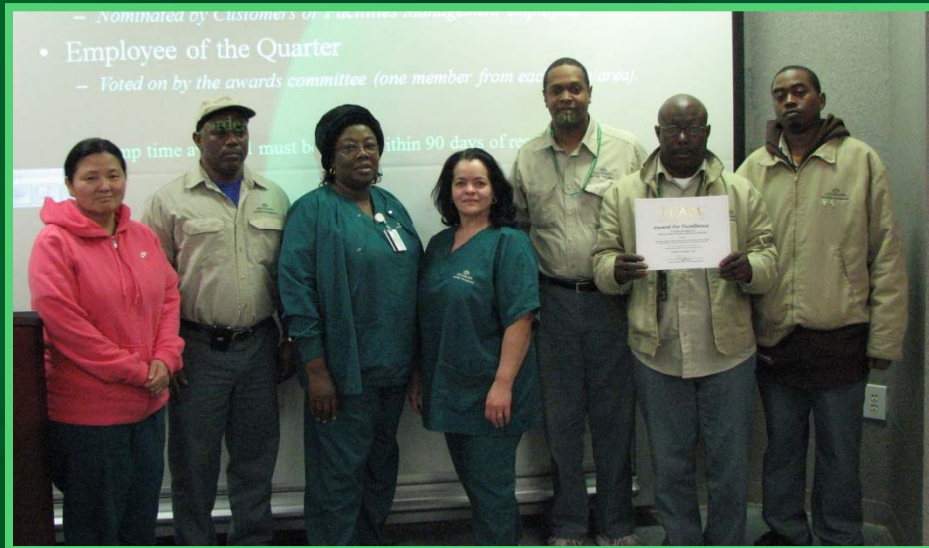
Award of Excellence

Cone Center Office Clean Out



- *Lee Arnold, Kelly Freshcorn, Luis Alvarado, Henry Bennett, Bill Cavelli, Tonya Day, Walter Edwards, Dot Munson, Rhonda Renwick, Yonette Smith, Lucille White (Recycling)*
- Recycling was extremely helpful to our Department during our first building-wide Office Clean-out Day this past Friday. This was a planned event to get a head start on cleaning out offices prior to our move to the new union next summer. This endeavor was very successful. Early in our planning stages, Kelly was helpful in the extreme—even enthusiastic about our plans. She provided detailed information as to what materials could be included in the recycling and offered boxes (over and above the paper totter) for the unusual collectibles. The day of the event, the entire recycling staff were phenomenal! They checked in regularly and made sure we were not overflowing. In fact, I am not sure how many times they had to return to empty one or the other roll-out totters! Thanks to all for a great team effort.
- Nominated by: Donna Merck, Cone Center

Award of Excellence Motorsports Event



- *Raymond Duckett, Hashime Wright, Linwood Sanders, Kennedy Williams, Tomasa Bonilla, Sara Brooks, Robert Carey, Robert Ussery, Yan Yim (Housekeeping – Charlotte Research Institute)*

- For going beyond the call for the event in motorsports while I (their supervisor) was out. The staff took it upon themselves to get things done and always double check to make sure everything is just right and that the work done is to a standard of excellence. I am very blessed to have the crew that I have. They are the best.
- Nominated by: Crystal Mason, Housekeeping

Individuals & Teams Who Received Applause Cards

Individuals:

- *Tomas Bonilla - Housekeeping*
- *Marisa Elston - Design Services*

Teams:

- *Phil Meacham and David Huntley - Zone 5*
- *Kathy Fisher, Larry Lane, John Conn - Automotive*

**You Deserve A
Round of Applause**



**Congratulations
Everyone!**