

Facilities Management

...Creating a Campus of Distinction



*All Employees Awards Presented
January 21, 2011 (First Shift)
January 27, 2011 (Second & Third Shifts)
Fiscal Year 2011 Second Quarter Recognition*

Karen Westphal, Facilities Operations - Zone 7 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

- Karen is known for going the extra mile to find resolutions. Her supervisor, John Garst, nominated her for her diligence in working with representatives at Zurn factory to acquire rebuild kits for automatic sink faucets for the restrooms at the North Carolina Research Center in Kannapolis. When told by a representative at Zurn that no kits were available, she took the initiative to call a managerial representative and found that there were, in fact, rebuild kits available for these automatic faucets. She informed the manager of misinformation received from their service representative. As a result of the conversation, the managerial representative sent 12 rebuild kits at \$93.33 each at no charge. Total cost for these rebuild kits would have been \$1,119.96. The replacement faucet costs would have been \$386.41 each and there were five bad faucets, totaling \$1,932.05. As a total, Karen save the Kannapolis property approximately \$3,052.00 in repair costs from one phone call!

Karen's "over the top" effort sets a high standard for all to follow. She is a valuable member of Facilities Management. Thanks again for "thinking out of the box" to find a solution to a problem which saved us time and money!!

- Nominated by: John Garst

SPECIAL AWARDS SEGMENT

TWENTY YEAR CLUB
UNSUNG HERO
PERFECT ATTENDANCE

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

Twenty Year Club

John Barden, Dot Munson, and Joyce Parks
1990-2010



John Barden



Dot Munson



Joyce Parks

- 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 are **trusted team players**.
- 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 - Bobby Robinson
- Design Services - Amanda Caudle
- Facilities Business Office - Human Resources - Haley Collins
- Facilities Business Office - Finance - Sonia Perez
- Grounds - Melissa McLaughlin
- Housekeeping - Charlotte Research Institute - Radmila Pavlovic
- Housekeeping - Colvard - Sarah Chie
- Housekeeping - East - Tony Menton
- Housekeeping - Friday - Allen Gayden
- Housekeeping - Kennedy - Cleveland Johnson
- Housekeeping - Library - Bernetta Lee
- Housekeeping - North - Annie Joyner, Tammie Farr, and Robert Ussery (3-way tie)
- Housekeeping - South - Rena Foster
- Housekeeping - West - Maria Nuno
- Housekeeping - Woodward - Danica Pauler and James Revis (tie)
- Recycling - Walter Edwards
- Zone 1 - Dee McFadden
- Zone 2 - Kathy Brown
- Zone 4 - Robert Braun and David Weimer (tie)
- Zone 5 - Patricia Teal
- Zone 6 - Margaret Sawyer
- Zone 7 - Alton Haskin

***Disclaimer: Any shops or areas not listed means no votes were received from that area or votes were turned in after the deadline.*

Unsung Hero First Shift Recipients



Pictured left to right : Kathy Brown, Robert Ussery, Tammy Farr, Dee McFadden, Haley Collins, Sonia Perez, Rena' Foster, Alton Haskin, Walter Edwards, David Weimer, Patricia Teal, and Margaret Sawyer

Unsung Hero Second and Third Shift Recipients



Pictured left to right top row: Tony Menton, Sarah Chie, Allen Gayden, and Cleveland Johnson

Pictured left to right second row: Danica Pauler, James Revis, and Bernetta Lee

Pictured left to right third row: Maria Nuno and Radmila Pavlovic

Perfect Attendance for 2010

Employees with perfect attendance receive a certificate and are invited to attend a buffet breakfast on February 22.

Beth Hardin, Business Affairs Vice Chancellor, is the special guest.

Staff with excellent attendance receive their certificates at the breakfast.

*Congratulations to
Billy Poston, Steam Plant,
with 5 consecutive years
of
perfect attendance*

Perfect Attendance for 2010 First Shift



Pictured left to right: Drew Averitt, Design Services; Tom Stutts, Capital Projects; John Neilson, Capital Projects; Noella Paquette, Facilities Business Office; Steve Burt, Design Services; Mac Fake, Design Services; Joey Cochran, Grounds; Brian Guns, Housekeeping; Shannon Caveny-Cox, Recycling; Lee Arnold, Recycling; Kelly Freshcorn, Recycling; Gary Edwards, Grounds; Dot Munson, Recycling; David Champion, Facilities Information Systems; Randy Walter, Grounds; Steve Reis, Zone 4; and Virgil Torrence, Grounds

Not pictured: Mike Burriello, Central Operations; Shu Wang, Facilities Information Systems; Lewis Jackson, High Voltage; Sherby Price, Housekeeping; and Charles Schindler, Zone 1

Perfect Attendance for 2010 Second and Third Shifts



Pictured left to right : Tony Menton, Essie Spears, James Brown, Jonathan Bell, Marcus Brown, Sam Coleman, Marijan Pavloic, Ollabell Stafford, and Bonnie Peoples.

Not pictured: Billy Poston, Steam Plant, Carlota Mieles, Housekeeping

Safe Teams of the Year

Facilities Operations, Housekeeping & Recycling

THE FOLLOWING TEAMS HAD NO ACCIDENTS JANUARY - DECEMBER 2010

Facilities Operations

High Voltage/Fire Alarm, Key Shop, Steam Plant, Zone 1, Zone 2, Zone 6, Zone 7

Housekeeping

East, North, South, Woodward

Pictured below left to right are: Arzella McCain (South), Lacy Brumley (Zone 2), Mary Smith (Zone 7), Mike Harris (North), Rocky Germani (Zone 1), Ronnie Bell (Key Shop), Lewis Jackson (High Voltage/Fire Alarms), Roger Alston (Steam Plant), and Bob Fitzgerald (Zone 6)



Bonnie Peoples, East



Clara Crawford, Woodward

Congratulations to Zone 2

5 Consecutive Years of NO Accidents



Safe Teams of the Quarter

Facilities Operations, Housekeeping & Recycling

THE FOLLOWING TEAMS HAD NO ACCIDENTS
OCTOBER – DECEMBER 2010

Facilities Operations

Grounds, High Voltage/Fire Alarms, Key Shop, Steam Plant, Zone 1,
Zone 2, Zone 6, Zone 7

Housekeeping

Charlotte Research Institute, Colvard, East, Friday, Kennedy,
Library, North, South, Woodward

Safe Teams of the Quarter First Shift



Pictured above left to right are: Lacy Brumley, (Zone 2), Ronnie Bell (Key Shop), Gloria Chalco (Zone 7), Rocky Germani (Zone 1), Arzella McCain (Housekeeping-South), Mike Harris (Housekeeping-North), Roger Alston (Steam Plant), Frank Milone (Grounds), Lewis Jackson (High Voltage/Fire Alarms), and Bob Fitzgerald (Zone 6)

Safe Teams of the Quarter Second and Third Shifts



Pictured above left to right are: Jonathan Bell (Kennedy), Franjo Pauler (Library), James Crump (East), Clara Crawford (Woodward), Subhash Pandya (Colvard), Ray Duckett (Charlotte Research Institute), and Katherine Humphries-Jenkins (Friday)

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.

Joey Johnson, George David Smith, and John Lattin (Zone 1)



- Thanksgiving weekend 11/27-28/2010 at approximately 3:00 a.m. John Lattin was called in that the Chancellor's House had no heat, the building was 50 degrees. Upon investigation, John discovered that the boiler was not working. The induction motor was fried. Lance called David Smith and he was able to talk to John and give him some pointers to try. After trying these suggestions the problem still persisted. David called Joey Johnson and as a team they decided to come in and help John install a new motor, that Joey had on hand at home. After several modifications they were able to make the motor fit the boiler; they put the heating system back in service until a new part could be ordered on Monday. This dedication seems to me to be above and beyond the call of duty. It took quite a bit of skill and resourcefulness to rectify the problem. This was at a time when all the suppliers were closed for the long holiday weekend

- Nominated by: Rocky Germani, Zone 1

James Williams, Tony Williams, Chris McKinney, Dan Reichert (Zone 6)



- James and his team helped us with an unusual request for hanging projection screens on the outside of Kennedy Building for an event in December. James was very professional and a joy to work with. His team came up with a great solution to our problem and were prompt and ingenious in their work. Thanks a lot for all the help.
- Nominated by: Eric Sauda, Architecture

Individuals & Teams Who Received Applause Cards

Individual:

- Roosevelt Speaks, Grounds

Teams:

- Jessica Deal, Central Operations
- James Williams, Zone 6
- Tim Smith, Zone 1
- Anthony Horn, High Voltage
- Chris Moose, Central Operations
- Shannon Caveny-Cox, Recycling
- George David Smith, Zone 1

You Deserve A
Round of Applause



**Congratulations
Everyone!**