

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented  
April 18, 2008 ~ First Shift  
Fiscal Year 2008 Third Quarter Recognition*



# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented  
April 24, 2008 – Second & Third Shift  
Fiscal Year 2008 Third Quarter Recognition*

# Beulah Shankle

## 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 am a second year architecture student and I spend more time in Storrs than I do anywhere else. Although all of the housekeepers are wonderfully friendly, I would like to bring your attention to Ms. Beulah. After working through the night on a set of drawings or a model, it is a welcome sight to see Ms. Beulah's smiling face in the morning. I don't know how your department attained such a phenomenal group of people, but kudos! I am an early riser, and do much of my work before ten in the morning. When I am working on my second cup of coffee at about seven, I know that Ms. Beulah will be around soon. I look forward to seeing her, and she makes sure that all of the students know that she is happy to see them. I love to hear her "Good Morning" echo down the halls. Although her winning personality is what I would like to commend first and foremost, her dedication to her job and vested interest in the building's condition for the students is out of this world. I have been working in the service industry for years and know just how hard it is to find qualities such as these. Thank you for hiring such wonderful people.
- Nominated by: Samantha Buell, Student

# Team of the Quarter

***Congratulations*** to Lance Anderson, John Garst, Jim Campbell, Danny Dang, Dewey Lilly, Anthony Horn, John Godfrey, and Bob Lewis who 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

- ❑ On Tuesday, 02/26 at 9:45 we had a power outage that affected every server room and telecom room in the College of Education building. Zone personnel were onsite within 7-10 minutes, high voltage staff arrived shortly thereafter. They had identified the problem and by noon had a plan, had requested a new transformer be ordered and were already working on getting our power panel rebuilt. We were fully restored by 11:00 on Thursday. I am especially pleased to say that everyone understood the magnitude of the problem and simply jumped in, rolled up their sleeves, and began to work toward a common solution.
- ❑ Nominated by: Dane Hughes, College of Education

# Safe Teams of the Quarter

THE FOLLOWING TEAMS HAD NO ACCIDENTS JANUARY—MARCH 2008

## Maintenance & Operations

Automotive, Electrical, High Voltage, HVAC, General Services, Key Shop, Preventive Maintenance, Renovations, Steam Plant, and Zone 2

## Housekeeping & Recycling

CRI Area, East Area, Friday Area, Kennedy Area, Library Area, North Area, South Area, West Area, Woodward Area, and Recycling.



**First Shift Safe Team Awards**— pictured left to right Charles Kraus, Zone 2; Andy Lavoie, Key Shop; Bill Cavelli, Recycling; Jerome Crawford, Automotive; Arzella McCain, Housekeeping-South; Robert Braun, Renovations; Jack Hartsell, Electrical; Tim Smith, General Services - Carpentry; Dewey Lilly, High Voltage; Tim Smith, HVAC; Gaynell Williams, Housekeeping - North; James Mechum, Steam Plant; and Jim Gilberti, Steam Plant, who accepted for Preventive Maintenance.



# Safe Teams of the Quarter



**Second and Third Shift Safe Team Awards** - Pictured with Phil Jones are:

**Top Row:** Bonnie Peoples, East; Clara Crawford, Woodward; and Candis Robinson, Library

**Center:** Katherine Humphries, Friday

**Bottom Row:** Johnnie Doyle, Kennedy; Crystal Mason, Charlotte Research Institute; and Robert Seedoff, West



# Random Photos

Brian Guns, Juanita Coston, and Phil Jones



# Individual Award of Excellence and Customer Service Awards





## Yves Byron, Housekeeping Customer Service



- Mr. Bryon has always been a pleasant & dedicated worker. My office & area is always in good order as a direct result of his work.
- Nominated by: John Faison, Director of Facilities Information Systems

# Cynthia Campbell, Housekeeping Award for Excellence



- Cynthia Campbell has come up with ways to do things that have and will make the job go better for all of us. Her efforts have not gone unnoticed.
- Nominated by: Robert Seedoff, Housekeeping Supervisor



# John Conn, Automotive Award for Excellence



- John Conn deserves an award this quarter for his positive attitude and willingness to work with me through the last few months and into the next few. He offered to cross train on my position so that he could fill in for me in illness, and while I was taking classes to achieve my PAC. Without his help I would be unable to get the certification or in fact to even take a day off. I appreciate all his efforts.
- Nominated by: Kathy Fisher, Motorfleet
- John is always ready and willing to help where ever help is needed. I think He deserves to be recognized for this positive attribute.
- Nominated by: Jerome Crawford, Automotive

## Paul Dilgard, Housekeeping Award for Excellence



- Paul Dilgard has taken on projects at HHS such as scrubbing floors and or waxing; above what he would be expected to do. He also shows others how to do this work when asked. A team player all the way.
- Nominated by: Robert Seedoff, Housekeeping Supervisor



## Larry Lane, Automotive Award for Excellence



- Larry is a very good supervisor who extends himself for his employees. He always tries to make sure that each person is content and happy with the work environment. If he can help anyone in whatever capacity he will. Qualities like these are rare and deserve appreciation.
- Nominated by: Jerome Crawford, Automotive

# Bernetta Lee, Housekeeping Customer Service



- Clint Blackburn who is a student at UNCC in the CARC building studying civil engineer, lost his laptop computer with all his class information and personal data. Ms. Lee found his computer and had it returned to her supervisor and the supervisor then turned it in to the campus police. For her honesty I would like to recommend her for an award from her supervisor and Mr. Blackburn. Any further information you can contact her supervisor or Mr. Blackburn.
- Nominated by: Johnnie Doyle, Housekeeping & Clint Blackburn, Student



# Nelly Lezama, Housekeeping Customer Service Award



- Nelly is a floor technician for FM Housekeeping. Tammy Hartsell commends Nelly for going above and beyond her duties. Nelly took initiative to clean up lounge 290 in the Friday Zone. She stated that there were several Holiday parties and they failed to clean up the mess and forgot to request that Housekeeping do so. Mrs. Hartsell goes on to say, the next day she was expecting to return to work to a big mess, but returned to work to a very clean lounge. She wanted to commend the housekeeper that took the initiative to clean up the big mess.
- Nominated by: Tammy Hartsell

# Bobby Robinson, Automotive Customer Service



- We would like to nominate Bobby for providing immediate attention to the brake problem on our recycling truck. We brought the vehicle in to him when we realized the brakes were not operating correctly and Bobby quickly assessed the damage and was able to fix it in short order. We recommend him for this award for his concern, thoroughness, and speed in assisting us.
- Nominated by: Henry Bennett and Pat Smith, Recycling
- Bobby continues to do an outstanding job assisting our department with vehicle maintenance. He goes the extra mile to ensure these vehicles are running. He is always friendly and easy to approach. I have known Bobby for seven years and he has always been courteous and professional.
- Nominated by: Lt. Jeff Mulholland, Police & Public Safety



# Mary Smith, Housekeeping Customer Service



- Ms. Smith has always been a pleasant and productive worker. My office & area is always in good order as a direct result of her work.
- Nominated by: John Faison,  
Director of Facilities Information  
Systems

# Beverly Starcher, Housekeeping Customer Service



- Beverly does an excellent job at keeping the department clean. She is more than willing to complete any task you ask her.
- Joyce Clay, Capital Projects



# Team Award of Excellence and Customer Service Awards



## Award for Excellence



*Dan Barrier, Tom Eudy, Randy Walter,  
Phil Leonard, and Tim Smith*

*Gary Edwards, Randy Walter, Lanny Caudle, Tom Eudy, Phil Leonard, Dan Barrier, and Tim Smith*

I had the key shop trailer moved from the old compound to our new compound. Tim and the Grounds employees went out of their way to help the trucking company move the trailer. They spread out gravel and used their backhoes to assist the company moving the trailer.

Nominated by: James Williams,  
General Services



## Customer Service



*Anthony Horn, David Smith, William Snyder, and David Huntley*

*Phil Meacham, Anthony Horn, David Smith, David Huntley, William Snyder*

The team has worked diligently to meet Atkins L36 computer center's tight schedule. Team led by shops supervision managed to purchase materials and install 11 electrical circuits in three days to meet customer deadline of 2/8/2008. Therefore, the team performance was exceptional meeting project deadline and saving UNCC funds by utilizing surplus materials at hand.

Nominated by: Essa Dossary, Design Services

# Award for Excellence Housekeeping



*Bernetta Lee, Leona Baker-Davis, Madia Smith, Annette Anderson, Kathy Thomas, Steven Patterson, Chikina Barden, Linwood Sanders, Kennedy Williams, George Miller, Macien Jean-Gilles*

Great teamwork in 2007 for going above and beyond in getting the buildings up to the standard of which they are suppose to be. I would like to thank each and every one of the team for a job well done.

Nominated by: Johnnie Doyle, Housekeeping



## Award for Excellence



*David Love, Design Services and  
John Neilson, Capital Projects*

John Neilson & David Love are hard working employees. We think they are going above & beyond of what is expected of them. We work from 2:30 to 11:00 and most of the time we have to remind them to go home, because at 9:00 pm they are still smiling and working like there is no tomorrow.

Nominated by: Mary Smith and Yves Byron, Housekeeping

# Customer Service



*Mary Smith and Yves Byron,  
Housekeeping*

Yves & Mary do an excellent job at keeping the department clean. They are more than willing to complete any task you ask of them.

Nominated by: Joyce Clay, Capital Projects



# Customer Service Award



*John Conn, Bob Fitzgerald, and Ken Cranford*

*Chris Shores, Ken Cranford, Bob Fitzgerald, John Conn, Robert Gray*

I wanted to nominate the painting staff under Chris Shores. A few months back the Controller's Department requested some of our space to be reviewed for painting. After a review of several areas Chris Shores and his team went to work repainting several office spaces, hallways and even the stairwells in the Reese building. I would like to say that the painters were all very respectful, helpful and courteous. They repainted the areas very quickly, they were neat and moved furniture away from the walls and returned things back to their place. Everything stayed neat and clean, no mess was left behind. Thank you for your excellent services!

Nominated by: Julie Hughes, Financial Services

# Customer Service Award

*James Williams, Armando Vazquez-Montalvo, Ron Hobson, David Williams, Gene Gurganus, Parasram Gobin, Tim Smith*



*Left to right: Armando Vazquez-Montalvo, Tim Smith, Ron Hobson, Tony William, and Eugene Gurganus*

I was absolutely floored by the exceptional service I received from James Williams and his team in painting a set of offices in Denny over this past week. The Chancellor tasked me to create by this fall a new office that will determine residency for our students. Obviously, I must make this happen quickly and getting the office space set up is an important step. I was pleased to be given the Denny 114 complex (formerly international programs) for this project but when I saw it, I was very disappointed at the poor condition of the offices - very dreary, burlap covered walls that looked awful (with a lot of holes!), metal brackets holding shelving all over the walls that made every room look so small! Renovations were out of the question so painting was the only solution.

From the first call to James Williams, my assistant and I had excellent cooperation. James immediately scheduled a time to meet us in Denny 114 and decide what exactly needed to be done. His team quickly took down all the shelves, moved the furniture away from the walls and started painting up a storm. This was a particularly challenging process due to the burlap covered walls which absorbed more paint than you'd ever expect! What a challenge! The work was completed in only five days and the rooms look GREAT!

(continued on next page)



# Customer Service Award

(continued)



*Left to right: Armando Vazquez-Montalvo, Tim Smith, Ron Hobson, Tony William, and Eugene Gurganus*

Holes were patched, cracks were filled and the place looks fresh and clean. Now it looks like an office that most anyone would find inviting. I visited the site every day and the crew was efficient, courteous, and made sure they asked about anything that might need special attention.

When I went over to sign off on the finished work today, the team had cleaned up the work space so well that now I can easily have the carpet shampooed and the remaining furniture moved to the right location. They even took away all the metal brackets (and there must have been a hundred of them) and picked up all the small pieces that landed on the floor! This was a great example of coordinated, efficient, and customer-centered work. They did more than I expected in a shorter time than I expected - and they did their job with a great attitude. BRAVO!!

Nominated by: Kathi M. Baucom, Associate Provost  
Enrollment Mgmt

# Customer Service Award



*Paul Dilgard and Roger Forney*

These two gentlemen as a team or individually, provide excellent, consistent and customer service friendly jobs. We definitely notice a difference when they are not on the 4th floor and hope to keep them here in the future.

Nominated by: Chris Foster, Karen Schmaling, Jane Neese, Sally Jacobson, CHHS



## Supervisor of the Quarter Award



# Robert Seedoff, Housekeeping Supervisor of the Quarter Award



Our supervisor, Robert Seedoff goes above and beyond the normal duties of a supervisor. He has the thoughts of his fellow employees at heart.

Nominated by: Shari Thompson, Darrell Steele, Roger Forney, Gina Tellus, Cynthia Campbell, Gregory Towne, Roberto Reyes, Michael Brown, Lyvie Alvinzy



The background is a solid blue gradient. At the top, there are several wavy, horizontal lines in shades of light blue and cyan, creating a sense of movement or a horizon line. The rest of the background is a uniform, slightly darker blue.

**Congratulations  
Everyone!**