

Facilities Management

...Creating a Campus of Distinction



First Shift



Second and Third Shifts

*All Employees Awards Presented
April 23 & 25, 2013
Fiscal Year 2013 Third Quarter Recognition*

Sonia Perez, Facilities 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

On February 14, 2013, Sonia Perez went out of her way to assist Building Environmental Services (BES) with a sensitive communication issue. One of the Building Environmental Services Technicians (BEST) had been given an official document and was unable to fully understand the meaning of it due to a language barrier. At about 7:15 a.m., this technician arrived at my office requesting a review of the document in the presence of an English/Spanish interpreter.

When Ms. Perez arrived at work about 8:00 a.m., I interrupted the beginning of her day and asked her to interpret for us. Ms. Perez accepted my request without hesitation and did a phenomenal job using patience, concern, and professionalism to review the entire document and respond to numerous concerns over the exact meaning of several phrases that were not easily translated from one language to another. She kept interpreting for well over an hour even though she had a significant amount of her own work waiting for her in her office.

After this initial meeting, Ms. Perez went on to show even greater concern for our fellow worker by answering further questions and setting up a follow up meeting with key Facilities Business Office and BES staff to fully address the concerns of our fellow FM worker.

Due to Ms. Perez's concern for her fellow worker, all issues were addressed in the most professional and compassionate manner possible. This is a great example of doing things better, doing better things, and doing the right thing. Ms. Perez is most certainly deserving of an award for excellence for handling this situation in such an exemplary manner.

Nominated by: Brian Guns, Directors of Building Environmental Services and Recycling

Team of the Quarter

Congratulations to: Shalisha Kennedy, Noella Paquette, and Sonia Perez (Facilities Business Office), and Kathy Brown (Zone 2) who were honored with the Associate Vice Chancellor's Team of the Quarter Award for January - March 2013



Pictured left to right: Shalisha Kennedy, Noella Paquette, and Sonia Perez (Not pictured: Kathy Brown)

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.

Team of the Quarter

“Zone 2 was over budget by \$8,584.33. I suspected it was due to the many projects in EPIC that Zone 2 was working on at the same time. I met with the group who helped me and Kathy Brown, Administrative Assistant in Zone 2, decipher the banner codes, due to the number of projects going on at the same time in the new EPIC Building.

This was an excellent team effort with positive results, as the \$8584.33 was put back in Zone 2 budget. This was one area that needed to be addressed prior to years end which is rapidly approaching.

I sincerely appreciate the efforts of all involved in solving this problem, and I believe they should be awarded an Award of Excellence.”

Submitted by Bob Smith, Interim Area A Manager

Safe Teams of the Quarter

First Shift – Facilities Operations, Building Environmental Services & Recycling



FIRST SHIFT - Pictured above left to right are:

Terrell Morris (Zone 2), Frank Milone (Grounds), Dale Kroeze (Automotive), Matt Smith (Zone 3), Greg Kish (accepting for South), Raymond Butler (High Voltage), Barry Kirkman (High Voltage), Andy Lavoie (Lock Shop), John Renwick (Zone 4), Randy Hudson (Steam Plant), Bob Fitzgerald (Zone 6), Sherby Price (North), Alton Haskins (Recycling), Jeff Efrid (Renovations), Lee Snodgrass (accepting for Zone 7), Armando Vazquez-Montalvo (Zone 5), Walter Downs (Center City Building), and Allen Gayden (EPIC 1)

Safe Teams of the Quarter

Second and Third Shift – Facilities Operations & Building Environmental Services



SECOND and THIRD SHIFT - Pictured above left to right are:

Franjo Pauler (Library), Debra Deese (Colvard), Reggie Dempsey (EPIC 2), Sam Coleman (East), Marta Luna (West), Raymond Duckett (Charlotte Research Institute), Marijan Pavlovic (Friday), Tammy Farr (Woodward), and Marcus Brown (Kennedy)

Twenty Year Club Inductees:

Ronnie Bell (Lock Shop), Lewis Jackson (Fire Alarms),
and Steve Reis (Renovations)



*Facilities Management recognizes staff who have served the department
for 20 consecutive years.*

This year's three recipients have been employed with Facilities Management since 1992.

Individual and 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.



UNC CHARLOTTE

Sandy Mullins, Zone 6

Award of Excellence



- From January 25 to March 1, Zone 5 did not have an Administrative Assistant. During that time Sandy Mullins, who is the Administrative Assistant for Zone 6 stepped up to the plate to assist in any way that she could. She was already handling the administrative duties for a zone of 13 people she took on the administrative duties of another zone with 12 people. Now in addition to processing the daily paperwork for twenty-five technicians, she had two supervisors to support with their duties. During this time she never once got upset and complained that she had to do extra work.
- Starting on March 11 when Kim Sowa started as the Administrative Assistant to Zone 5, Sandy has been mentoring her on the various duties of an excellent administrative assistant. Not only has she been an asset to Area B, but the entire FM Department. She truly exemplifies the FM's Share Value of Excellence! Thank you Sandy for all you do!
- Nominated by: David Smith, Zone 5 Supervisor

Individuals

Who Received Applause Cards

- Althea Cook, BES-EPIC
- Armando Vazquez-Montalvo, Zone 5
- Bobby Robinson, Automotive (Two nominations)
- Dionte Sims, Facilities Information Systems



Teams

Who Received Applause Cards

Cameron Center Renovations

James Williams, Renovations
Kenny Leazer, Renovations
John Renwick, Renovations
Tim Smith, Renovations
Jeff Efird, Renovations
Tony Williams, Zone 6
Ron Hobson, Zone 6

Cameron Heating System

Barclay Brantley, Zone 6
Arnold Vanhoy, Zone 6

FIS Renovations

James Williams, Renovations
Kenny Leazer, Renovations
John Renwick, Renovations
Tim Smith, Renovations
Michael Rogers, Renovations
Jeff Efird, Renovations

King Building Human Resources Renovations

Steve Burt, Design Services
James Williams, Renovations
Mike Camp, Renovations
Steve Reis, Renovations
Michael Rogers, Renovations
Tim Smith, Renovations
Jeff Efird, Renovations
Robert Braun, Renovations



UNC CHARLOTTE

Special Recognition

Facilities Operations Renovations Shop

James Williams

Mike Camp

Steve Reis

Michael Rogers

Tim Smith

Jeff Efird

Robert Braun

John Renwick

Robert Gray

Jim Krupa

Kenny Leazer

Robert Whisnant



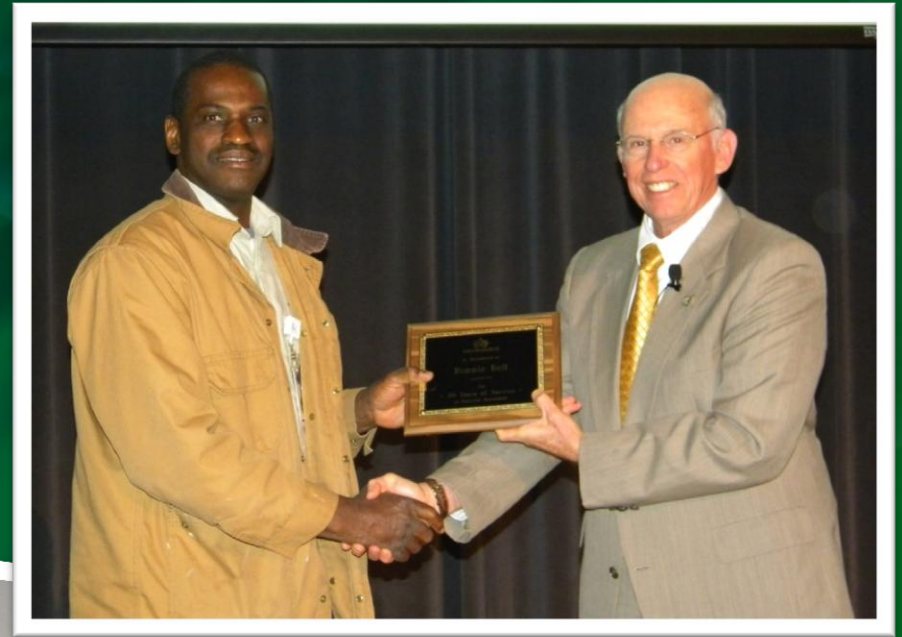
UNC CHARLOTTE

Special Recognition

- Solomon Franklin, BES
Completed the Trainer Magazine Training Certificate Program



Random Photos



Random Photos

