



*All Employees Meetings  
April 19, 2016  
Fiscal Year 2016 Third Quarter Employee Recognition*





# Robert J. Robinson, Facilities Operations Automotive - 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.*



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# Employee of the Quarter

Bobby is known to our campus customers for great customer service. Here is another example. This is to thank Bobby for his prompt and timely service on January 26 in getting FM1 back in service in less than an hour of reporting it was not working. Even though, it is his job to service and repair vehicles, this took place after normal business hours (after 5:15 p.m.) while he was already staying late to work on other automotive priorities including working on a safety issue with a Motor Fleet caravan that was reserved to go out the next day.

He stopped what he was doing to tow FM1 from the Student Union back to the Automotive Shop. He could have let FM1 sit overnight (I thought it would be okay to leave it there until morning) and continue his work, but he did not want to risk it being left there. When he return to the shop, he could have continued his work. However, he made time to diagnose the problem, change out the switch and delivered two new keys that evening. This is going above and beyond customer service.

Nominated by: Philip Jones, Associate Vice Chancellor for Facilities



# Team of the Quarter – *BES Floor Crew*



*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

On the night of January 27, 2016 at 11:30pm the North Area Floor Crew reported to work during regular scheduled work hours at the College of Education.

The building was flooding in multiple areas on the first floor and ground floor. A hot water pipe had busted in classroom 110 which overflowed into the main lobby, multiple classrooms, multiple office, computer labs, down stairwells, and down to the ground floor. Some areas had almost 2 inches of standing water. The flood had damaged ceiling tiles, walls and VCT floors.

By all means, the facility would have been considered a disaster area had the floor crew not committed to the task and utilize effective skills and prompt attention to the issue. The floor crew worked diligently throughout the entire 8-hour night shift working feverishly, extracting the flood water, removing broken ceiling tiles and preparing the College of Education to be operational for the next business day.

The cleanup was so successful. After reviewing a video taken during the flood, the office staff of the College of Education building commented on the exemplary impression created regarding how thoroughly the area was cleaned. Additionally, staff commented on how effectively sanitized most areas of the facility were upon arriving to work that morning.

Special thanks to Joe Scollo, Floor Crew Manager and Bill Costello, South Area Floor Crew Supervisor for helping the North Area Floor Crew with the flood cleanup.

Submitted by: Rob Ervin, North Area Floor Crew Supervisor





# Safe Teams of the Quarter

First and Second Shifts – Facilities Operations, Building Environmental Services  
and Recycling



**Pictured above kneeling left to right are** Neal Eudy (Zone 2), Michael Crawford (Zone 3), Carl LaChance (Zone 1), Bob Fitzgerald (Zone 6), Barry Hannibal (Zone 5), Patrick Foley (Zone 4), Sara Nester (Automotive), and Amelia Fisher (Recycling)

**Pictured above seated left to right are** Walter Alexander (Colvard), Darlene Johnson (CHHS), Aretha Jeter (Kennedy), Robin Thompson (Library), Connie Rogers (EPIC), Tomasa Bonilla (Grigg), Ronald Kelly (Woodward), and Franjo Pauler (Woodward)

**Pictured above standing left to right are** Raymond Butler (High Voltage), Don Teate (Controls), Andy Lavoie (Lock Shop), Steve Reis (Renovations), David Haigler (Grounds - Perimeter), Warren Monk, (Grounds - Playing Fields), Jeffrey Briggs (Fire Systems), and Josh Hyatt (Zone 7)

# Safe Teams of the Quarter

Building Environmental Services Night Floor Crews

Pictured left to right are Mario Moore (BES North Floor Crew) and Diana Parks (BES South Floor Crew)





# Safe Teams of the Quarter

## Complete List

### **Building Environmental Services & Recycling**

Center City  
College of Health and Human Services  
Colvard  
EPIC  
Grigg  
Kennedy  
Library  
North Floor Crew  
Recycling  
South Floor Crew  
Woodward

### **Facilities Operations**

Automotive  
Central Operations (Controls)  
Fire Systems  
Grounds-Playing Fields  
Grounds- Perimeter  
High Voltage  
Lock Shop  
Renovations  
Zone 1  
Zone 2  
Zone 3  
Zone 4  
Zone 5  
Zone 7





# We Applaud You *Individual*



- Ashish Panday, Facilities Information Systems
- Michael Peddycord, Facilities Information Systems
- Robert J. Robinson, Automotive

*These individuals received applause cards within the past quarter from nomination submissions from University and Facilities Management customers.*

# We Applaud You Team

- College of Education Flood Recovery  
Mario Moore, Timothy Honeycutt, Jorge Nuno, Randy Sidbeck, Trokon Taybior, Wilfride Joline, Ray Duckett, Macien Jean-Giles, Melvin Mayfield, Bill Costello, Joe Scollo (Building Environmental Services)
- Grigg Hall Roof Repair Resolution  
Brien Clapton and Mike Greer (Zone 2)
- Poplar Terrace Drive Trash Clean Up  
Chris Schultz, Virgil Torrence, Eddie Yost, and Jon Canapino (Grounds),  
Dot Munson, Pat Smith, Steve Cunningham, and Robert Bonds (Recycling)



*These teams received applause cards within the past quarter from nomination submissions from University and Facilities Management customers.*



# Individual and Team Awards for 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.



# *Individual Award for Excellence*

## *Michael Peddycord, Facilities Information Systems*



Michael Peddycord has been a tremendous asset in designing the campus map with customer needs in mind. Our office uses maps to guide visitors from out of town to various events across campus.

Michael's knowledge of Illustrator has helped me to personalize the maps that I use for specific events. Michael keeps on top of changes to campus and updates the maps across campus to reflect the growth of our beautiful campus. Michael is a joy to work, with and a pleasure to know. He is the epitome of professionalism.

It is with great pleasure that I nominate Michael for the Award of Excellence for excelling in customer service and for exemplifying Niner Pride. Way to go, Michael!

Nominated by: Brenda Shue , Chancellor's Office



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# Team Award for Excellence

*Chris Schultz, Virgil Torrence, Eddie Yost, Jon Canapino, (Grounds)  
Dot Munson, Pat Smith, Steve Cunningham, Robert Bonds (Recycling)*

On Tuesday, February 2, Grounds let us know that the Republic trash truck had strewn garbage down a portion of Poplar Terrace Drive. This basically shut down one lane of the road, creating safety issues with traffic. It also had the potential to become a bigger mess if people drove through the trash, bursting bags and scattering trash even more. However, the Grounds Department was on top of things - some of their staff immediately began cleaning up the mess before it could become worse. Some Recycling crew members also stopped to help, and the trash was cleaned up within a half hour of being dumped.

A big thank you to all of the Grounds and Recycling workers who were willing to help, as this could have easily become a disaster on many fronts. Especially considering how quickly things spread on social media. These staff members all dropped what they were doing to assist in a cleanup that wasn't even their responsibility. This was truly a team effort, providing the University with excellent customer service. Facilities is truly fortunate to have these team members that are willing to go the extra mile.

Nominated by: Lee Arnold, Amelia Fisher, Kelly Freshcorn, Shannon Caveny-Cox



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# *Team Award for Excellence*

## *Brien Clapton and Mike Greer*

### *Facilities Management – Zone 2*



Grigg Hall opened in March 2006 and almost from the beginning, we had a leak in the foyer area on the third floor. The ceiling in the drip area on the third floor became an eye sore and has remained this way for years, even though we had external vendors review, made temporary corrections, and yet the drip came back pretty quickly. In the past, we had to move the garbage can in order to catch the leak routinely. Brian Clapton and Mike Greer began the several day project of removing debris, patching, sealing, painting, review and waiting for the next big rain storm.

As you know, we have had several inclement weather incidents since January and the ceiling has held up perfectly since Brien's work. Attached are two photos, one of the damaged ceiling and one taken after the last big rain storm and snow storm. It is worth noting that this is the first time this roof has been repaired and still remained in place afterwards! Great appreciation to Brien Clapton and Mike Greer for their work to get this major problem corrected. A much improved situation for all visitors and residents of the building.

Nominated by: Gail Keene, Research and Development





Random Photos

