

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented July 28, 2010  
Second & Third Shifts  
Fiscal Year 2010 Fourth Quarter Recognition*

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented July 29, 2010*

*First Shift*

*Fiscal Year 2010 Fourth Quarter Recognition*



# John Renwick, Facilities Operations Zone 5 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

- The Office of Waste Reduction and Recycling lost its vendor for reuse of the packing peanuts that they collect. In mid-May a massive amount of packing peanuts were collected from the Woodward Building. John Renwick has an acquaintance who operates a store that ships large amounts of packages and arranged for the owner of the store to pick up the peanuts from campus. This both satisfies the issues of reuse of the material and the petrol savings to the University. Great job!
- Nominated by: Lee Arnold, Office of Waste Reduction & Recycling





# Team of the Quarter

## Henry Bennett and Tonya Day

### Office of Waste Reduction and Recycling



*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 April 13, 2010 Henry and Tonya were assigned to collect the recyclables at the Fretwell Building. When they arrived at the building the access to the loading dock was blocked due to someone having turned the trash dumpster sideways and unknown persons had continued to fill the dumpster even though it was beyond capacity and was overflowing onto the loading dock and the ground next to the dumpster. Henry and Tonya assisted the dump truck driver by allowing him to stay in his truck while they cleaned the area. The dumpster was filled two times with the irresponsibly deposited trash. I want to recognize Henry and Tonya since it was beyond the call of duty to just dump the trash. They made everyone's workplace safer and a lot more sanitary. Great work!
- Nominated by: Lee Arnold, Office of Waste Reduction & Recycling



# Team of the Quarter

Anthony Horn, Danny Dang, John Godfrey, Dewey Lilly (High Voltage), Bob Smith, Joe Gibbs, Wade Ward, Charles Kraus, Steve Tillman, Leon Baker, Neal Eudy (Zone 2), James Mechum, and James Gilberti (Steam Plant)



*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 April 13, 2010, it was reported that one of the transformers at Duke Centennial Hall was leaking oil and that the level of oil left in the transformer was at a dangerously low level. Anthony Horn and Bob Smith organized a team of Hi-Voltage, Electrical and Mechanical personnel and immediately started the process of changing out this transformer to a temporary unit. Their quick actions deserve recognition for preventing what could become a major problem and completing the change out quickly and safely. Congratulations on a job well done and, as an update, the original transformer was repaired and set back in place on May 4, 2010.

Leaking transformers are not an everyday occurrence. In this case the leak was spotted before the transformer failed. This enabled the staff to bring in a temporary transformer and send the other transformer out for testing and repair. Since this was not a direct replacement a great deal of thought and planning had to go into setting the smaller transformer and reducing the load. The load had to be monitored to ensure it remained at acceptable levels until either the repaired transformer returned or a new transformer of adequate size was installed. Since the problem was noted early, the transformer was repairable and was reinstalled. This project required careful thought and planning along with skilled execution, monitoring and oversight. The carefully planned and executed project allowed us to save a transformer which might have failed while we waited for a new transformer to arrive; at much greater expense and inconvenience to the University.

- Nominated by: Mike Burriello, Facilities Operations

# Patricia Teal, Facilities Operations Zone 5 Safety Slogan Contest Winner

*“Congratulations”*

Patricia Teal



*“Safety Takes Every Person”*

**Get in S.T.E.P.**

*Patricia Teal*

2010~2011



Phil Jones presents **Patricia Teal** with her prize.

Congratulations!! ... to **Patricia Teal** winner of the second annual Facilities Management safety slogan contest. Patricia was recognized at the fourth quarter **All Employees Meeting** along with the unveiling of the new safety slogan banner (shown above) which will be posted throughout Facilities Management.

Special thanks to White Water Center for donating this year's prize.

# Safe Teams of the Quarter

First Shift—Facilities Operations, Housekeeping & Recycling



**FIRST SHIFT** - Pictured above left to right are: Neal Eudy (Zone 2), David Smith (Zone 4), Rocky Germani (Zone 1), Bob Fitzgerald (Zone 6), Mike Harris (Housekeeping-North), Andy Lavoie (Key Shop), Jessica Deal (Central Operations), Larry Lane (Automotive), Joey Cochran (Grounds), Anthony Horn (High Voltage/Fire Alarms), Arzella McCain (Housekeeping-South), and Alton Haskins (Zone 7-Kannapolis)



# Safe Teams of the Quarter

Second and Third Shift – Facilities Operations & Housekeeping



**SECOND and THIRD SHIFT - Pictured above left to right are:** Mario Moore (Housekeeping-Library), Terrell Patton (Housekeeping-Kennedy), Subhash Pandya (Housekeeping-Colvard), Lila Bonilla (Housekeeping-Charlotte Research Institute), Mike Burriello (Central Operations, accepting for the Steam Plant), Bonnie Peoples (Housekeeping-East), Katherine Humphries (Housekeeping-Friday), Debra Mayfield (Housekeeping-West), and Danica Paula (Housekeeping-Woodward)

# 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.



# Johnnie Doyle, Housekeeping

## Awards of Excellence



- Johnnie always goes far and beyond what is expected of him. He always has a smile on his face and always willing to lend a helping hand. We had a project in our department that he volunteered for and he did a great job! And nobody would do this job. We really appreciate him.
- I have been in this department for 2 1/2 years. We have refrigerators on both the 3rd and 4th floors. I can only attest to the third floor but the refrigerator after many years of neglect and many people never taking their items out was truly a health hazard. There was so much mold and just plain grime in that refrigerator. One day Johnnie volunteered to clean out both refrigerators. He asked that a notice be posted in advance to warn people to please remove items or they would be discarded by a certain date. Imagine my surprise after taking a little time off to find practically a new refrigerator on our floor. It truly was unrecognizable. I am told by those on the fourth floor that their refrigerator was in the same terrible state as the third floor and that it was spotless. This was not a job that Johnnie is required to do. This is our department's responsibility, but nobody ever stood up to the plate and took care of it. Well now there is renewed hope and people are now taking responsible for their food and actions. He still takes the time to check the refrigerators and has let me know if there were issues and how we could resolve it.
- He truly is a gem. He takes the time to say hello and smile and takes care of the little things that others may not notice. One example is that my office after some shredding had collected an enormous amount of dust and he came in and dusted my desk and office and I noticed. I would highly recommend him for this award and I know many others in our department feel the same way. If you need other emails, please let me know. It is nice to know there are still those who take pride in their work and Johnnie Doyle definitely has pride.
- Nominated by: Christine Gilbride, GYES



# Award for Excellence - Team



- *Marvin Mackey and Parasram Gobin (Facilities Operations Zone 5)*
- Mr. Mackey and Mr. Gobin came to our department and corrected an on-going problem we have had on a blind in our Conference room. The Conference room was scheduled to be used for a symposium this weekend, and although this wasn't his area of expertise, they spent considerable time fixing the problem and making the shade usable. The blinds, installed by another department, and with considerable effort on our part to have that department fix them (to no avail), were fixed in a matter of hours by these two Gentlemen. Please accept this as my highest recommendation for acknowledgement of this instance of superior expertise and service. We are grateful to Mr. Mackey and Mr. Gobin.
- Nominated by: Jill Morgan, Philosophy

# Award for Excellence CRI Planters



- *Larry Griffin, John Lattin, and Joe Coleman  
(Facilities Operations - Zone 1)*
- I would like to share with you an excellent experience I had recently with Larry Griffin and his carpenters. Attached is a photo I took with my cell phone to show you the new planters we now have in our building. I saw a similar planter on-line and they were very expensive. Because of Larry's willingness to partner with us on unique needs and ideas, I spoke with Larry and showed him the planters. Larry discussed with his carpenters and the end result is an exact replica of the planters I saw on line at a fraction of the cost. The improvement in the appearance of our "sterile" building is major and for a small amount of money as compared to what we would have paid for an external purchase. Thanks to Larry and his carpenters for this excellent work and partnership. This is not a new experience for us with Larry Griffin - he has been this great a partner to us from the day we moved in to this building. We greatly value our relationship with Larry and his team.
- Nominated by: Gail Keene, Charlotte Research Institute

# Individuals & Teams

## Who Received Applause Cards

- **Individuals:**
  - Bobby Robinson, Automotive
  - John Morris, Zone 5
- **Teams:**
  - Bonnie Peoples and Tony Melton, Housekeeping

You Deserve A  
Round of Applause





**Congratulations  
Everyone!**



UNC CHARLOTTE