

Facilities Management

...Creating a Campus of Distinction



*All Employees Awards Presented October 22, 2008
Second & Third Shift
Fiscal Year 2009 First Quarter Recognition*

Facilities Management

...Creating a Campus of Distinction



All Employees Awards Presented October 24, 2008

First Shift

Fiscal Year 2009 First Quarter Recognition

Congratulations!

Beulah Shankle
Facilities Management
Housekeeping

Recipient of the
State Employees' Awards for Excellence
Human Relations

(Awarded in Raleigh on October 20, 2008)



UNC CHARLOTTE

Frank Milone, Grounds 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

- Frank has been instrumental in negotiating with suppliers to obtain free mulch for the university. During this past year, Frank helped obtain \$33,000 dollars worth of free mulch for Grounds. The year before, Frank helped bring in \$52,000 dollars of free mulch. Obviously, this has had a significant impact on our budget. I think Frank deserves a round of applause for what he has done for Facilities Management.
- Nominated by: Mike Klemmer, Grounds

Team of the Quarter

Dan Mullins, Dennis Campbell, Terry Eudy, Tom Guenther, John Latin, and Joe Coleman (Zone 1), John Surace and Pitone Taosoga (Grounds) 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

- I just wanted to take a moment to say thank you to everyone that participated in the recent Candy Shoppe and Plaza beautification process. To say Wow! What a difference is an understatement. I was very impressed by the communication between these two separate FM units in coordinating this improvement process. When one area was complete and ready for the other unit, they notified each other. This enabled the process to be smooth and seamless. Thanks to these teams we were able complete all of the renovations prior to the last, and one of the largest, SOAR events and well before the beginning of school. Thanks to everyone for a job well done. I look forward to seeing what the fall colors will look like!
- Nominated by: Donna Merck, Assistant Operations Director, Cone Center

Safe Teams of the Quarter

Maintenance & Operations, Housekeeping & Recycling

THE FOLLOWING TEAMS HAD NO ACCIDENTS

JULY – SEPTEMBER 2008

First Shift

Recycling, Housekeeping, M&O Zones: 1, 2 and 5;
Central Operations: High Voltage, Key Shop, Renovations, and Steam Plant



Pictured left to right are: Chip Lawrence (Renovations), Barry Kirkman (High Voltage), Andy Lavoie (Key Shop), Rocky Germani (Zone 1), Debra Mayfield (Housekeeping-North), Jim Kay (Zone 2), Wes Wright (Steam Plant), Henry Bennett (Recycling), Don Teate (Zone 5), and Phil Jones.

Safe Teams of the Quarter

Maintenance & Operations, Housekeeping & Recycling

THE FOLLOWING TEAMS HAD NO ACCIDENTS

JULY – SEPTEMBER 2008

Second & Third Shift Housekeeping

Housekeeping: CRI Area, Colvard Area, Library Area, West Area, Woodward Area



Pictured left to right are second and third shift Housekeeping safe team recipients:
Robert Seedoff (West) , Clara Crawford (Woodward), Candis Robinson (Library), Crystal
Mason (Charlotte Research Institute), and Subhash Pandya (Colvard).

EMPLOYEE AWARDS PROGRAM CHANGES



- All Nominations Submitted Via Web
- Award Categories Reduced to:
 - Award of Excellence* – Individual
 - Award of Excellence* – Team
 - Supervisor of the Quarter
- Eligibility/Enhanced Criteria (details follow)
- New “Applause” card acknowledgements

**Submissions from customers and FM Staff*

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.

Wanda Alhizer, Business Office

Award of Excellence



- Wow! "Wanda Alhizer", that seems to say it all, "what a great person", so good with people, and always wanting to help. She has such a pleasant smile when you approach her, from asking a question or getting general information. She is always so eager to respond, and if she doesn't know, she will definitely find out and get back to you. I think the University really has found a gem with Wanda, and I am sure in the years to come she will make the Business Office at Facilities Management a great place to work.
- Nominated by: John Conn, Facilities Management, Automotive

David Allen, Housekeeping

Award of Excellence



- David is such a pleasure to see in the afternoons. We are approaching the end of our day and are worn out with the stresses of the day. He comes in with a cheerful attitude that just picks us up. Not only does he come in to do his job, but he takes the time to ask everyone how their day has been and how they are doing. The men refer to him as Tiger because he resembles Tiger Woods. Every Friday afternoon after I leave he mops and cleans the offices so that when we come to work on Monday everything is nice and clean so that the week starts out on the right foot. Thank you David for a job Well Done!.
- Nominated by: David Smith, Facilities Management, Zone 4

Lee Allsbrook, Housekeeping

Award of Excellence



- Consistently goes above and beyond to help out when staff is short of co-workers. He is a team player and continues to carry out high expectations to help better the work environment.
- Nominated by: Katherine Humphries, Facilities Management, Housekeeping

Hamp Brown, Housekeeping

Award of Excellence



- There were marks on the eighth floor that wouldn't come up for years. The library management was thinking about pulling the tile floor up. Hamp Brown came back from Military Duty after 5 years went right to the job and took up every mark there was to get up. I asked him, "what did you do." He said a little extra hard work and sweat and patience and it came out. Hamp brings happiness to a dull moment and humor in rough situations. Always generally open to conversation doesn't hesitate to help or ask if everything's okay. He's The Social Butterfly of the library Team. He goes over and above what is expected of him. So I feel that he deserves An Individual Award of Excellence.
- Nominated by: Candis Clemons, Facilities Management, Housekeeping

John Conn, Automotive

Award of Excellence (4 nominations)



- Ok, John Conn has been very, very helpful in supplying us with a cart while ours was down/surplused. I am sure it sounds trivial, but not having a cart over here can be very cumbersome, especially when that cart is being utilized between three people. He has taken the time to see to it that each morning we have a cart here to use and then getting it back to his area for recharging (because we do not have the necessary electrical outlet for charging it).

Nominated by: Christy Case, FM Maint & Operations

- Mr. John Conn filled in for his supervisor during the six weeks the supervisor was on medical leave. He did a very good job of keeping the unit running smoothly and has continued to assist his supervisor in any way possible during the supervisor's recovery. Mr. Conn is to be congratulated for a job well done!

Nominated by: Larry Lane, FM Automotive Supervisor

- John Conn has gone above and beyond what is required to help us keep our vehicles running and in good order. While I am still new to Archibus, John has been kind enough to walk me through some of my "problems" to get our vehicles serviced. He has also personally delivered some items we were needing desperately and didn't know how to order - until he gave me the needed advice! We appreciate him and would like to acknowledge his kind and prompt service to us.

Nominated by: Laura Rice, Mail Services

- He has been great trying to answer all the questions I have had about our department van and the rack that we have ordered for it.

Nominated by: Patrick Jones, Geography & Earth Science

Ruth Cook, Housekeeping

Award of Excellence



- I would like to nominate Ruth Cook for the Customer Service Award. Ruth always has a positive attitude and performs her job task in an exception manner.
- Nominated by: Darius Griffin, Safety & Environmental Health Office

Savararia Harrison, Housekeeping

Award of Excellence



- I would like to nominate Savararia Harrison for the Customer Service Award. Savararia consistently performs her job duties with a positive attitude and provides a high quality of service.
- Nominated by: Darius Griffin, Safety & Environmental Health Office

Jim Kay, Zone 2

Award of Excellence



- Jim Kay consistently goes above and beyond in providing excellent customer care and great positive attitude toward any job or any problem. He is the first to approach a problem and the first to seek solution. Any event that we have, he is quick to partner with us for special needs or routine services. Above all, Jim is always professional, courteous, and a team player. He is never too busy to say hello or present a smile to you. Our business partners love working with Jim and his great attitude about UNC Charlotte and his work. Thanks Jim Kay! We are so happy to work with you in Zone 2.
- Nominated by: P. Gail Keene, Charlotte Research Institute

Christopher Martin, Grounds

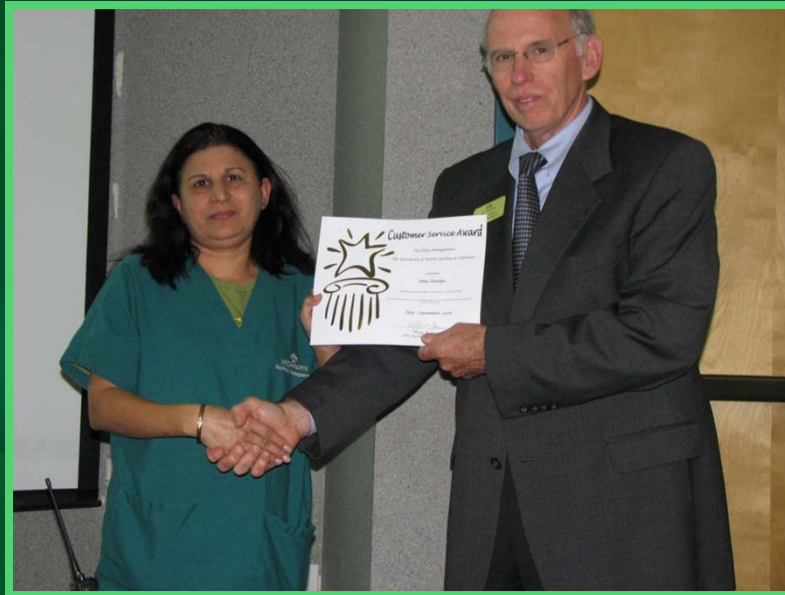
Award of Excellence



- Christopher Martin(Gizmo) has headed up the campus gum removal program and has done an excellent job. Christopher has worked long hard hours pressure washing the campus sidewalks. He takes personal responsibility for the quality of work being done and will not stop until the job is done right. The campus is a better place because of his hard work.
- Nominated by: Mike Klemmer, Grounds

Uma Pandya

Award of Excellence (two nominations)



- Performs her tasks in a thorough and outstanding manner. Always displays a positive attitude, quick to ask if our department needs extra cleaning or maintenance in preparation for VIP visits, and special events. Maintains an outstanding rapport with all department personnel. During the rainy season when our offices and classrooms were flooded, she took the initiative to alert other facility maintenance personnel for quick and needed response in eliminating damage to our carpet areas, hallways, and mold damage. Always seeks cleaning guidance from department personnel to ensure all issues are addressed in a timely manner. Mrs. Pandya continues to demonstrate the highest standards and qualities of a Facilities Management Employee.

Nominated by: Lewis Stable, Army ROTC

- Highly recommend Mrs. Uma Pandya for "customer service award" recognition!! Uma is responsible for our area in the Aerospace Studies Dept. Sometimes I catch her as I am departing. She is always a joy to talk to... professional, polite, courteous, diligent and always genuinely concerned for me as a person. She asks about my family by name. She even was so thoughtful as to bring me back a souvenir rock from India during her most recent trip... a one-of-a-kind personable employee! Her work around Aerospace studies is superb! We can count on her to provide excellent service and we depend on her to ensure our area is spotless for the many visitors we host. We have complete trust in her integrity working in and around sensitive personal documents and expensive federal government equipment. Uma is well deserving of this award.

Nominated by: LT. Col. Scott Rose

Bobby Robinson, Automotive

Award of Excellence



- Bobby is an excellent employee and a great worker. Several times I have gone over to the motor shop for problems with my patrol car or questions and Bobby has always in a professional and friendly manner helped me. I cannot stress enough how great Bobby is and what an asset he is. Bobby clearly in my opinion deserves an award.
- Nominated by: John Eric Cox, Police & Public Safety

D. J. True, Zone 6

Award of Excellence



- On Friday morning, July 25, DJ came to the Graduate School to repair the stopped-up sink drain in our kitchen. On the previous afternoon, another facilities management staff member came to repair it and we were very unhappy with his attitude and his work and he left without repairing it leaving a big mess for us to clean up. Unlike him, DJ's attitude was very courteous. Without any hesitation, he said he'd take care of the problem. He apologized for the previous staff member's work. It was a difficult, dirty job but DJ stayed the course. It took him several hours to repair, along with the assistance of Tim Smith, who was also very helpful and friendly. DJ is a true example for all of us at UNC Charlotte. I've been at the University a very long time and unfortunately I don't see the level of performance and attitude that DJ possesses. He truly cares and has a very positive attitude in his work. I hope you will give DJ consideration of this award. He truly deserves it.
- Nominated by: Fay Jacques, Graduate School

Award of Excellence

Housekeeping – Library Team



- *Radmila Pavlovic, Closel Macena, Agnes Douglas, Sintanis Joline, Betty Clawson, Danica Pauler, Salvador Garcia (Housekeeping – Library)*
- These employees have gone over and above what is expected of them. They have come in at night and been faced with several special projects along with their regular nightly schedules, and they have stepped right up to the plate and completed it with no problem. I truly feel that they have earned an Award of Excellence. Great Teamwork Guys.
- Nominated by: Candis Clemons, Facilities Management Housekeeping

Award of Excellence Phillips Sign and Landscaping



- *Dana Harris, Cristhian Gonzalez, Nora Carothers (Grounds)*
- This crew - Dana Harris, Cristhian Gonzalez, Nora Carothers - worked efficiently on the D.L. Phillips Sign, across from the softball field, near baseball. Dana saved the project about \$400 by growing the plants in the greenhouse as opposed to buying them from a landscape supplier. The masonry sign looks great with its vibrant colors and various plant arrangements. A lot of the campus plants originated from Dana's homegrown plants. Thanks to Dana and crew for a job well done.
- Nominated by: Casi Shepardson, Facilities Planning

Award of Excellence Plant Bed Improvement



- *John Surace, Pitone Taosoga (Grounds)*
- John and Pitone took the bull by the horns and re-made the landscape beds at the Cone Center. The landscape beds were very overgrown and in bad shape. The metal railing was broken and twisted. John and Pitone removed the bad plant material, cut out the railing and replanted everything. The final result was a 500% improvement. Thank you for your hard work.
- Nominated by: Mike Klemmer, Grounds

Award of Excellence

New Cabinets



- *Kenny Leazer, Adam Thompson (Zone 6)*
- Thanks to Kenny & Adam, I've been able to organize my storage space with the new cabinets they created for me. With my office area getting smaller, they were able to help me create more room in the storage closet. They really did a great job! Thanks again for al your hard work!
- Nominated by: Jessica Deal, Maintenance and Operations Administration

Award of Excellence Library Floor Team



- *Hamp Brown, Willard Brown, Franjo Pauler (Housekeeping)*
- The library floor guys are dependable reliable and supportive. They are always ahead of the work request. Always sharing and helping out without being ask to do so. They are always making sure each other are doing the job correctly they never get upset with each other. When one person is done, they go help the other person out. Always there for each other in rough situations. I feel they go over and above what is expected of them. That's why, I am recommending Team Award of Excellent for the library floor guys.
- Nominated by: Candis Clemons, Facilities Management Housekeeping

Award of Excellence

Housekeeping – Kennedy Area



- *Bernetta Lee, Steven Patterson, Kathy Thomas, Waide Redwood, Chikina Barden, Shariffe Samuels, Annette Anderson, Madia Smith, Linwood Sanders, Leona Baker-Davis, Aida Jimenez, Horace Blakeney(Grounds)*

- The Kennedy Zone team did an outstanding job over the past three months. They have stepped up to the plate whenever needed and I commend them on their good works, even though the buildings were under construction, they did whatever was asked of them. Thanks a lot from your supervisor Johnnie Doyle.

- Nominated by: Johnnie Doyle, Housekeeping

Award of Excellence Belk College of Business Cleanliness



- *Nelly Lezema, Lisa Miller (Housekeeping)*
- I would like to express my highest possible admiration and appreciation for Nelly & Lisa's extraordinary housekeeping work at Belk College of Business. They are both passionate, conscientious workers, who achieve a high degree of excellence every single day. The second floor of the Belk School of Business may be one of the cleanest and best maintained places on campus. I am deeply grateful to them for this.
- Nominated by: Sunil Erevelles, Associate Professor of Marketing

Award of Excellence Belk College Library Recycling



- *John Avery, Chris Camerino, Shannon Caveny-Cox, Kelly Freshcorn, Luis Alvarado, Bill Cavelli, Walter Edwards, Rhonda Renwick (Recycling)*
- The Belk College had an immediate need to empty a small library of books, papers, journals, and magazines. The Recycling staff was able to come out the same day I requested assistance. Even the office personnel pitched in to help us complete this project quickly. The Belk College was in a bind and this group of people was able to complete a task in hours that would have taken our staff weeks to accomplish.
- Nominated by: Tim Carmichael, Belk College of Business

Award of Excellence FM Recycling



- *Lee Arnold, Henry Bennett, Kathy Boutin-Pasterz, Bill Cavelli, Shannon Caveny-Cox, Tonya Day, Walter Edwards, Kelly Freshcorn, Devin Hatley, Yonette Smith, Rhonda Renwick, Lucille White (Recycling)*
- The Recycling Unit demonstrates a very professional and caring attitude at all times. Their willingness to assist is second to none on campus.
- Nominated by: John Cashion, Inventory Control & Surplus

Award of Excellence Repairs and PM to D1



- *Bobby Robinson, John Barden, John Conn (Automotive)*
- Did an excellent job, all three members, of the Automotive Repairs & Preventive Maintenance, servicing D1. Turn around time was way above expectations. The tires are fantastic!!
- Nominated by: Wade Bruton, Marketing Dept.

Award of Excellence



• *Gary Edwards, Robert Murray (Grounds)*

• International Festival is one of the biggest events at the University and it involves multiple departments to make it happen each year. Part of the set-up involves a trailer-mounted generator that provides power to all the tents that are set up outside of the SAC. The placement of the generator was in the Library Quad jobsite and with all the recent rains, it was going to be difficult at best to get it delivered to the site. The delivery truck ended up getting stuck just as it turned down to the jobsite. With one call to Grounds from Al McCool, they stopped what they were doing and immediately arrived to assist. It was raining non-stop and there was nothing but deep mud throughout the jobsite. Without hesitation, Gary Edwards and Robert Murray mobilized the equipment needed to pull the delivery truck out and get the generator set in place. This was critical to the success of IFEST and it couldn't have happened without their help. Our sincere thanks to Gary, Robert, and the rest of Grounds for always going above and beyond for us and the University.

• Nominated by: Forrest Shook, Recreational Facilities Management

Award of Excellence



Lyvie Alvinzy, Michael Brown, Edison Cobos, Paul Dilgard, Roger Forney, Karl Scott, Darrell Steele, Wendell Brown, Shari Thompson, Gregory Towne (Housekeeping)

The housekeeping team that serves the College of Health and Human Services in the afternoons/evenings/weekends is top-notch. I am honored that the College has such a great housekeeping team. They keep our beautiful building in good shape (even when -- occasionally -- the students present some interesting challenges to do so!). They are observant and responsive to the housekeeping needs of the building. Their demeanor is professional, friendly, and respectful (and I hope they are treated similarly by all faculty and staff). Most importantly, I am glad that they realize that they are a part of the College family -- and take interest, ownership and pride in what the faculty and staff do (teaching, research, etc) -- and know that we're all working together to achieve the same goals as a great University. Thank you.

Nominated by: Dr. Karen Schmaling, Dean College of Health & Human Services

**Congratulations
Everyone!**