

Facilities Management

...Creating a Campus of Distinction



*All Employees Awards Presented October 26, 2010
Second & Third Shifts
Fiscal Year 2010 First Quarter Recognition*

Facilities Management

...Creating a Campus of Distinction



All Employees Awards Presented October 29, 2010

First Shift

Fiscal Year 2010 First Quarter Recognition

Devin Hatley, Office of Waste Reduction and Recycling 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 nominate Devin for outstanding service to the University as a member of the smoking policy committee and for his ongoing work to facilitate the public relations and education campaigns. Devin has taken this role in addition to his other duties and has made a significant impact on the smoking policy awareness across campus. His work reflects great credit upon himself, Recycling, and Facilities Management.

Nominated by: Chris Gilbert, Architectural Planning

I recommend Devin for this award. Educating the campus on the smoking policy is outside of his job description. Devin has helped produce a video and educational signs to be used as posters and on the flat screens. In his role as Environmental Educator for the Office of Waste Reduction & Recycling, he works hard to educate staff and students on ways they can help “GREEN” the campus. Devin deserves this recognition.

Kathy Boutin-Pasterz, Recycling Coordinator

Team of the Quarter Rebecca Hefti and Christy Case Facilities Operations



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

- Christy & Becca have taken it upon themselves to train the men in the shops the use of the computer and its benefits. Christy & Becca take time out of their busy schedule to setup the classes and teach them. Christy & Becca have aided in the continuing improvement of our computer skills. With this computer training, we will be able to create and edit paperwork ourselves. In the future, Christy & Becca hope to have more computer classes for all of the workers that wish to attend.
- Nominated by: Tim Overcash, Facilities Operations Zone 6

Safe Teams of the Quarter

Facilities Operations, Housekeeping & Recycling

THE FOLLOWING TEAMS HAD NO ACCIDENTS

JULY - SEPTEMBER 2010

Facilities Operations

Automotive, High Voltage/Fire Alarms, Key Shop, Steam Plant,
Zones 1, 2, 4, 5, 6, and 7

Housekeeping and Recycling

Colvard, East, Friday, Library, North, South, Woodward, and Recycling

(Statistical Information provided by UNC Charlotte Safety Office)

Safe Teams of the Quarter Second and Third Shifts



SECOND and THIRD SHIFT - Pictured above left to right are: Macien Jean-Gilles (Woodward), Hamp Brown (Library), Bonnie Peoples (East), Subhash Pandya (Colvard), Roger Alston (Steam Plant), Katherine Humphries (Friday)

Safe Teams of the Quarter First Shift



FIRST SHIFT - Pictured above left to right are: Ron Hobson (Zone 6), Lacy Brumley (Zone 2), John Heck (Key Shop), Larry Lane (Automotive), Mike Harris (Housekeeping-North), Josh Hyatt (Zone 7), Lee Arnold (Recycling), Arzella McCain (Housekeeping-South), Danny Dang (High Voltage/Fire Alarms), Rocky Germani (Zone 1), Steve Reis (Zone 4), and Sam Moore (Zone 5).

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.

Mike Camp, Zone 4

Award of Excellence



In life you find people who become your go-to person. When you need it done right and quick you turn to these people. Mike is one of those people. He takes pride in his work and is willing to go the extra mile to do it right the first time. He is courteous and wants to make sure the customer is happy. We overlook these people a lot of times; therefore, I want to take the time to say thanks for all of the last minute requests, hard work, honest answers, and care you give Housing and Residence Life day in and day out.

Two times just recently we were in hot discussions with project designers and we needed information on equipment and systems in order to proceed. Mike, with the permission of his supervisor, dropped what he was doing to assess and obtain information needed.

Additionally, day in and day out he's working directly with students to address their needs and he handles the situations right the first time, every time. He goes that additional step each time to follow up with us to make sure the work was completed to our satisfaction. He closes the loop on each assignment. He consistently provides this high level service. Keep up the great work.

Nominated by: John Storch, Housing & Residence Life

Joyce Parks, Housekeeping - South

Award of Excellence



- On September 15th, Chip Lawrence and two other Grounds staff were cutting the grass at Heck Lake. Joyce Parks, a member of the Housekeeping staff, noticed that the men seemed extremely overheated and she brought all three of them bottles of ice cold water. The men were very grateful for this kind gesture and wish for Joyce to be recognized.

Per Greg Kish, this shows great team work and caring about fellow workers.

- Nominated by: Chip Lawrence, Grounds

Dennis Campbell, Joe Coleman, Tom Guenther, John Lattin, Joe Loder, Dan Mullins, Charles Schindler, Tim Smith, Paul Taylor, Arzella McCain, Steve McMiller, Shari Thompson, and Joyce Parks - Zone 1 and Housekeeping

Award of Excellence



- Bissell House is a very visible symbol of the beauty and pride that we take in our university -- we get cars that pass by the house all the time, and we hold receptions here for well over 1,000 people a year who are friends, supporters, and donors to our institution. The house has been in disrepair and need of renovation for quite some time. The team that I have nominated for the Award of Excellence spent a good part of the summer restoring Bissell House to its original beautiful state. The entire house was pressure washed, all exterior surfaces were repainted, the windows were cleaned, cracks in the molding were repaired, false panels on the bay windows were replaced, brick pavers were power washed, the kitchen was fully repainted, crown molding/cornice cracks were repaired and repainted as necessary, all wall cracks were tended to and repainted as necessary, and the doors were repaired and painted as necessary. In addition, Shari and Arzella supervised the entire interior/exterior operation (it was a mess!), and Steve McMiller has done an unbelievable job in restoring the hardwood floors -- they now shine like they never have! No one could figure out how to restore the hardwood floors until Steve. What makes all these efforts so extraordinary is that they were done with the utmost diligence and care and professionalism. I would put our university team up against anyone for the high level of craftsmanship and expertise displayed. Please consider the Bissell House team for the Award of Excellence. They richly deserve it!

- Nominated by: Lisa Dubois, Bissell House

Leon Baker, Lacy Brumley, Anthony Cresenzi, Edward Diaz, Neal Eudy, Joe Gibbs, Charles Kraus, Tommy Pressley, Bob Smith, Steve Tillman, and Wade Ward - Zone 2

Award of Excellence



Zone 2 Staff, as a team, managers and associates, have consistently provided excellent customer service. They are always a pleasure to work with and have a great attitude. We have had several planned and unplanned activities on the Millennial Campus when long or evening and weekend hours are required. The Zone 2 Team is on the job early and late and they pull together to get the problem resolved, not maybe, not late, but resolved and in short order. They are an integral part of our operation and without them, we could not manage the Millennial Campus for our business partners and the Grigg Hall faculty and staff. They are excellent consistently and very hard working individuals for UNC Charlotte.

During a recent power outage at Duke, the guys stayed over late into the evening to make sure that the building was secure. During outages, the first floor door flies open. Being close to Highway 29, we have homeless people and others who wander into our location. The team members walked the floors to make people aware of what was happening and made sure that everyone and everything was okay. They do all this with great attitudes and they work as a strong, cohesive group. This is just one example of the quality of service the guys provide.

It is my honor to recommend them for your consideration for the "Team Award for Excellence".

Per Larry Howell

This is the level of service that we expect from all our Zones. This Zone has had some challenges associated with the transformer problem, the campus wide power outage, and other actions. This customer is extremely happy with the service and that is what customer service is all about.

Nominated by: Gail Keene, Charlotte Research Institute

Robert Braun (Zone 4), Sam Moore, and Eric Walcott - Zone 5 Award of Excellence



- Robert took the lead in a lot of the changes for the branding change at the Fretwell and Atkins Ritazza to the new Peets. He took the Chartwells concept, procured materials and supplies, brought in outside help as appropriate, and made it happen. He organized coordination meetings with our department and contractors, communicated schedules, and expectations. If it were not for Robert, this transition would not have been a smooth one. My hat is off to his concern and dedication to the tasks at hand. A great team player!

Two other people that made this happen were Eric Walcott and Sam Moore of Zone 5. They were actually brought in at the last minute because of some unknown or not understood plumbing needs after the equipment installers came on site. Eric and Sam worked with the concept equipment installer to find solutions to change old plumbing to accept the new machines. Site surveys were made, they created parts lists, secured parts, and installed working with the concept equipment installer. Coordination and willingness to make it happen was truly the order of the day with these two which made this installation a success.

- Nominated by: T. L. Smith, Business Services

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Per Phil Meacham

This work was not our responsibility, but Sam and Eric said that they would do the work because it was an emergency situation. They worked late, beyond their regular working hours in addition to doing their regular assigned work. If anyone ever deserved an award for going above and beyond their regular job duties, it is these two men.

Sam Moore and Eric Walcott - Zone 5

Award of Excellence



- Eric and Sammy have been quite professional and helpful to me over the past several months. I have had several plumbing projects that they have completed for the College that have brought compliments to my office from faculty and staff. In particular, they worked diligently over the summer to complete installation of two water service lines by a certain deadline despite many obstacles presented to them that were out of their control. I also appreciate and enjoy their friendly demeanor, even when faced with a tough or aggravating situation. They are genuinely committed to a high level of customer service and are certainly worthy of the Team Award for Excellence.

- Nominated by: Jon Finn, College of Business

Per Phil Meacham

Several of the jobs that Jon Finn was talking about were not just every day maintenance or PM (preventive maintenance) jobs. These were difficult construction jobs running water lines and drain lines from one side of the buildings to the other, having to work around class schedules while still doing their assigned trouble calls and PM work

Individual Who Received Applause Cards

- Individuals:
-John Reid Castor, Steam Plant



**Congratulations
Everyone!**