

Facilities Management

...Creating a Campus of Distinction



First Shift



Second and Third Shifts

*All Employees Awards Presented
October 13, 2011 (First Shift)
October 18, 2011 (Second & Third Shifts)
Fiscal Year 2012 First Quarter Recognition*

Ronnie Bell, Facilities Operations Key Shop 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

- Ronnie Bell is a campus hero after taking action to help a student in distress on September 9, 2011.
- Ronnie was in the Storrs building conducting regular door lock inspections, when he observed architecture student, Jake Coltrane, choking. According to Ken Lambla, Dean of the College of Arts & Architecture, a number of students were present in the main lobby where Coltrane was eating his lunch. Apparently, a piece of Coltrane's sandwich became lodged in his throat, and he began jumping around to dislodge it.
- Bell immediately came to his aid and performed the Heimlich Maneuver. "I could tell he was choking, so I just did what we've been trained to do. I was glad to be able to help out," said Bell. Dean Lambla, who came upon the scene as Coltrane was sitting to regain his breath, said the student "looked up at Ronnie and tried to extend his hand to thank him, and said, 'You just saved my life. I thank you.' Ronnie was nonplussed; he didn't say it, but you could tell it was 'just doing my job.'" Dean Lambla added his appreciation for Bell's efforts and noted, "It is good to know one student will be able to continue his college education."
- Nominated by: Dorothy Vick, Capital Projects via Ken Lambla



Team of the Quarter

Mary Chavez, Sam Coleman, Lisa Miller, David Adams,
Darrell Steele, Bonnie Peoples, and Greg Kish
Housekeeping



Pictured above from left to right are Mary, Lisa, Bonnie and Greg.

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 Monday, August 22, 2011, Jerry Coughter, Executive Director of the Center City Building, wrote the following to Brian Guns, Director of Housekeeping and Recycling:
- “Hi Brian, Thanks to you and your staff for pulling off something close to a miracle. The difference in the building since I left Thursday evening as compared to this morning is nothing short of amazing.” Gratefully, Jerry
- On the previous Friday, August 19, 2011, the new Center City Building, pictured below, hosted its first ever social event for the College of Business. The guest list numbered around 300 attendees. Having the building ready for guests on Friday evening and classes on Monday morning was extremely challenging because the contractors were all over the place finishing up last minute punch list items. As soon as an area was swept and mopped, a contractor would walk out of a mechanical room and track white dust on the clean floor.
- The event set up and tear down was equally challenging because the permanent furniture for the first and second floor lobbies had not arrived and furniture had to be moved from other floors on Thursday and Friday and returned to its proper location for classes on Monday. The first through eleventh floor hallway and lobby floors had to be scrubbed and the carpets from fourth floor down had to be vacuumed between the Friday evening event and Monday morning classes.
- All members of this team were completely focused on the mission at hand and worked extremely hard to get the job done for the customer. I am very proud of how each one of them handled the added workload while delivering exceptional customer service.
- **Brian Guns, Housekeeping and Recycling**

Safe Teams of the Quarter

First Shift—Facilities Operations, Housekeeping & Recycling



Pictured above left to right are: Joyce Parks (South), Katherine Humphries (North), Lacy Brumley (Zone 2), Dot Munson (Recycling), Rocky Germani (Zone 1), Bobby Robinson (Automotive), Randy Hudson (Steam Plant), Lewis Jackson (High Voltage/Fire Alarms), Steve Reis (Zone 4), and Mary Smith (Zone 7).

Safe Teams of the Quarter

Second and Third Shift – Facilities Operations & Housekeeping



Pictured above left to right are: James Crump (East), Danica Pauler (Woodward), Mario Moore (Library), Jonathan Bell (Kennedy), Subhash Pandya (Colvard), Tomasa Bonilla (Charlotte Research Institute), Tony Menton (Friday), and Loretta Cooley (West)

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)

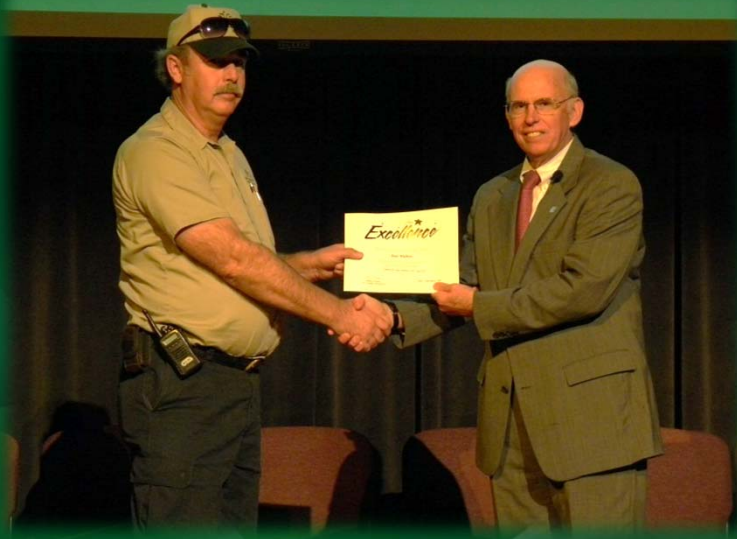
If the nomination does not meet any of these criteria, the nominee receives an applause card signed by Phil Jones acknowledging recognition of doing their job well. Employee will receive the card prior to the All Employees Meeting. All who receive applause cards for the quarter will be noted on a slide during the All Employees Meeting.



UNC CHARLOTTE

Dan Mullins, Zone 1

Awards of Excellence



- On Thursday April 21, there was a meeting to discuss the ground breaking for the 49ers football stadium. Zone 1 was involved with electrical support to provide power to the various places that were needed. The events committee had a contractor to paint strips on recreation field 8 to make it look like a football field. They also wanted to have the 49ers logo painted in the center of the field but could not afford to pay the contractors high price. They asked if Dan Mullins could do this because of the awesome job that he did at the Belk track. This gave Dan four working days to complete the job. Dan had to order paint and other material.
- A tunnel for the coach and others to run thru, stadium seats were moved in, tents were erected, bulldozers were on the field. Dan's 49er logo was the center of attention and the icing on the cake. Hats off to Dan Mullins for his artistic ability and his willingness to go the extra mile. Thanks Dan!
- Nominated by: Lance Anderson, Zone 1 Supervisor

Pamela Duff, Facilities Information Systems

Awards of Excellence



- I have been working with Pam Duff over the past year on a space management project to update space utilization in ARCHIBUS. I would just like to take a moment and say Pam has been phenomenal through this process. From the projects infancy, Pam scheduled training sessions, reserved training locations, prepared training manuals and PowerPoints, monitored attendance, and scheduled meetings and took minutes. What I'm most impressed about with Pam is her follow through. Whatever I ask of her she jumps right on it and sees it through to completion. Not only that she always follows up with an email or phone call to ensure issues have been resolved. She has worked not only with me but 60 plus space managers in the Division of Academic Affairs and I know she has provided them the same quality customer service when I have referred them to her for assistance.
- Nominated by: Kathy Whaley, Academic Affairs

John Garst, Zone 1

Awards of Excellence

- I would like to nominate John Garst for the employee of the quarter for his work in developing the electrical training circuits, and for installing problems in the circuit which can be inserted with the flip of a switch. This will allow our FM employees who are willing to advance, the opportunity to learn how to properly trouble shoot in a safe, and controlled environment.
- Nominated by: Bob Smith, Zone 2 Supervisor

Award for Excellence Electrical Training Room



- *Kathy Brown, Lacy Brumley, Anthony Cresenzi, Ed Diaz, Neal Eudy, John Garst, Joseph Gibbs, Dennis Herr, Tommy Pressley, Wade Ward (Zone 2)*
- Zone 2 employees took it upon themselves to construct the electrical training room in a reasonable and professional manner. Kathy Brown, Zone 2 processing assistant, ordered, tracked, and kept all material flowing to keep the project going. The work was accomplished in a timely manner by every Zone 2 craftsman whether it was running conduit, installing drywall, painting, etc. The only hold up was waiting for the state electrical inspector who visited us weekly and certified the room, and the back order of a critical panel which was needed for electrical safety and can be utilized for lock out training in the future. This gives FM employees the potential to advance if they are willing to attend an outside training course, and follow the electrical matrix developed by the training department and the electrical team assigned to help develop the matrix.
- Nominated by: Bob Smith, Zone 2 Supervisor

Award for Excellence

Noella Paquette and Sonia Perez



- *Noella Paquette and Sonia Perez, Facilities Business Office*
- In August 2011, the FBO has been operating one team member short on its Finance/Business side. During this time, Sonia and Noella have stepped up to the plate, not only managing their daily responsibilities but also that of Ms. Rhona Jackson (Medical Leave). Each have taken on added responsibilities without complaint. They have done an excellent job working together to split the additional assignments tied to procurement for all of FM. This is no small task! They demonstrated initiative and willingness by doing this without assistance from their immediate supervisor. Their efforts have ensured no service interruption. Sonia and Noella take immense pride in their work and are truly dedicated to FM and its mission. I am proud to have them both as members of the Business Office team!.
- Nominated by: Melanie Witherspoon, Facilities Business Office

Individuals & Teams

Who Received Applause Cards

Teams

- Dan Mullins, Dennis Campbell, Dee McFadden, Tom Guenther, Tim Smith, Joey Johnson, Greg Barnes, John Lattin, Joe Coleman (Zone 1)
- Kathy Brown, Lacy Brumley, Anthony Cresenzi, Edward Diaz, Neal Eudy, John Garst, Joseph Gibbs, Dennis Herr, Tommy Pressley, Wade Ward, Robert Smith, (Zone 2)

You Deserve A
Round of Applause



**Congratulations
Everyone!**



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