

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented October 22, 2009  
Second & Third Shift  
Fiscal Year 2010 First Quarter Recognition*



# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented October 23, 2009*

*First Shift*

*Fiscal Year 2010 First Quarter Recognition*

# Steve Burt, Design Services 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

- Steve has been the project manager for well over a year on the \$1 Million Brocker Renovation for the Aerospace Studies and Military Sciences Departments. - Over the past year, Steve's leadership has been critical to the successful completion of this multi-purpose facility opening on 6 June 2009. Incredibly, he easily adapted to constant budget cuts during a period of extreme university economic crisis to complete the project on schedule. - Steve's likeable personality was the perfect glue that blended university staff, external contractors, and military customers into a highly cohesive project team! - He constantly coordinated conflicting schedules and competing demands to ensure each milestone was reached. - His service-oriented attitude encouraged customer satisfaction with the end product by including the customers in the decisions from beginning to end. - He was always open to changes and improvements to the original plan and provided outstanding flexibility. - Amazingly, there were no major disruptions to the entire operation. When one problem did develop concerning a failure on the carpet contractor's part, Steve worked around the clock to develop a solution and ensure customer agreement. - Steve ensured frugal use of university funding for the project, promoting recycling, reuse, and conservation to enable additional building improvements that were passed onto the university customer. - To promote good relations, Steve attended functions hosted by the customer. - Steve work tirelessly to ensure the funding, renovation, and installation of the facility interior design, mechanical equipment, smart classroom technology, and classroom furniture. - Over the course of this project, I have become a lifelong friend of Steve, which says volumes of his personality and work ethic!
- Nominated by: Lt. Col. Scott A. Rose, Aerospace Studies

# Team of the Quarter

**Randy Baucom and Brent Offenberger (Zone 7 – Kannapolis)**  
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 would like to nominate Randy Baucom and Brent Offenberger for the team award. Randy Baucom researched a replacement "single header" filter to replace the current "double header" filters for the AHU's at the North Carolina Research Campus for the UNC Chapel Hill and NC State buildings. This new filter was much easier to install. Randy also researched a "D-Ring" clip which made the filter change out progress go smoothly. Brent Offenberger contacted an individual that removed all the filters from our site free of charge. Randy's research saved the universities approximately \$1000.00 in labor fees and allowed the job to be completed much faster than expected. Brent's actions saved approximately \$500.00 in disposal fees. Thanks to both of you...you guys are definitely an asset to the Zone 7 maintenance team!
- Nominated by: John Garst, Zone 7 Supervisor

# Safe Teams of the Quarter

Maintenance & Operations, Housekeeping & Recycling

**THE FOLLOWING TEAMS HAD NO ACCIDENTS JULY—SEPTEMBER 2009**

**Maintenance & Operations**

Zone 2, Zone 5, Zone 7, Automotive, Key Shop, Steam Plant

**Housekeeping & Recycling**

Housekeeping East, North, West, Colvard, Woodward, CRI, Kennedy, Friday, Library,  
Recycling



# Safe Teams of the Quarter

Maintenance & Operations, Housekeeping & Recycling – First Shift



**Pictured left to right are:** Douglas Murdock, Zone 7; David Roman, Zone 5; Wade Ward, Zone 2; Debra Mayfield, Housekeeping - North; James Mechum, Steam Plant; Walter Edwards, Recycling; Andy Lavoie, Key Shop; and Larry Lane, Automotive.



# Safe Teams of the Quarter

Maintenance & Operations, Housekeeping & Recycling – Second & Third Shift



**Pictured left to right are:** Billy Poston, Steam Plant; Subhash Pandya, Colvard Area; Raymond Duckett, Charlotte Research Institute (CRI) Area; Bonnie Peoples, East Area; Katherine Humphries, Friday; Essie Spears accepted for Kennedy Area; Franjo Pauler, Library Area; Lisa Miller, West Area; and Clara Crawford, Woodward Area.

# 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.

# Dot Munson, Recycling

## Award of Excellence



- Dot is always helping when we have a special request. She was able to help me when the budget was a problem by getting me recycled index inserts for a project I was working on. Thanks to her, I was able to complete the project on time. Thank you for all the hard work.
- Nominated by: Jessica Deal, Maintenance & Operations - Central Operations



# Jose' Palacios, Grounds

## Award of Excellence



- Jose has been the head grounds keeper at Bissell House for the past two years. The grounds have never looked so lovely -- from the beautiful flower selections at each season, to the meticulously manicured lawns, and to the artistic passion that he displays in his choices of color and arrangement of plants, I am proud every time I drive into the driveway that this is the Chancellor's residence for everyone to admire. Before Jose came, this was merely a big house with a fountain and grass around it. After Jose came, Bissell House was transformed into a thing of beauty -- like the White House! Jose always has a smile on his face and the kindest demeanor. He takes obvious pride in his work and strives at every opportunity to become even better -- he is a perfectionist and no job is too small. Please consider Jose for the Customer Service Award..

- Nominated by: Lisa Dubois, Bissell House

# Wayne Pickler, Zone 4

## Award of Excellence



- I would like to take the time to thank Wayne for volunteering to give up his weekend and assist us in opening the residence halls. Wayne did a great job making sure we had enough staff to cover the demands of opening. We were able to leave no student without HVAC over the weekend. He had a great attitude and interacted well with our students and parents. We are fortunate he was willing to go the extra mile and help another department. Thanks for the effort and attitude.
- Nominated by: John Storch, Housing & Residence Life

# Gloria Suarez de Chalco, Zone 7

## Award of Excellence



- I would like to nominate Gloria Suarez de Chalco for the individual employee award. Gloria has been a very valuable member of Zone 7's housekeeping staff. Since the commissioning of the North Carolina Research Campus buildings, Gloria was an independent housekeeper for the UNC Chapel Hill and NC State buildings, ensuring all areas were cleaned and the 225,000 square feet of buildings were kept in order. The building and construction personnel in the buildings were very impressed with her willingness to assist. Her great attitude and hard work at NCRC are a positive reflection on UNCC as a whole. Thanks much!.

- Nominated by: John Garst, Zone 7



# Award of Excellence Student Move In



*Kathy Boutin-Pasterz, Lee Arnold, Henry Bennett, Dot Munson, Lucile White, Pat Smith, Walter Edwards, Luis Alvarado, Bill Cavelli, Tonya Day, Rhonda Renwick, and Chris Camerino (Recycling)*

The recycling group and their volunteers worked both Saturday and Sunday to assist Housing with Opening. They came in early, worked in the heat, and made sure the campus first impression to our students and parents was first class. The team had a great attitude, and impressed students and staff with their willingness to go the extra mile. We are thankful for the attitude and effort they showed. It made our opening better. Thanks to the hard work.

Nominated by: John Storch, Housing and Residence Life

# Award of Excellence Day Care Location Clean Up

*Arzella McCain, Joyce Parks, Rena Foster, Julie Deese, Tommie Stafford, David Adams, David Smith, Armando Vasquez, Bill Adams (Housekeeping & Zone 4)*



On July 9, 2009, Arzella McCain, Joyce Parks, Rena' Foster, Julie Deese, Tommie, Stafford, and David Adams reported to work early (5 a.m.) so they could take care of their regular early morning responsibilities and load up 3 trucks with cleaning supplies and head over to the University's Endowment owned daycare center located at 8701 David Taylor Rd which is not part of their normal responsibilities.

Their mission was to clean it up so the property could be shown to potential buyers/investors. David Smith, Armando Vasquez, and Bill Adams from Zone 4 Maintenance joined the housekeepers a little later to take care of some fallen ceiling tile and insulation that resulted from a recent leak. The day care center had been empty for some time and the bugs and spiders had been having a field day throughout the building. The early morning work included the removal of the fallen ceiling tiles and insulation from two rooms that had flooded, general, overall removal of numerous cob-webs throughout the building, vacuuming of all the carpets on the 1st & 2nd floor, and a general, light broom sweeping of all other areas. The day care center was the size of a small elementary school and the work was hot and dirty but no one complained and all came together to get the job done quickly and efficiently, completing the clean up in just 3 1/2 hours.

Nominated by: Brian Guns, Housekeeping Supervisor

# Individuals & Teams Who Received Applause Cards

## *Individuals:*

- *James Campbell—High Voltage*
- *John Reid Castor—Steam Plant*
- *Gary Edwards—Grounds*
- *Alton Haskins—Zone 7 Kannapolis*
- *Pauline Simuel—Housekeeping*
- *Beverly Starcher—Housekeeping*

## *Teams:*

- *Tomasa Bonilla, Raymond Duckett, Robert Carey, Sara Brooks, Yan Yim, Gladys Baquero, Radmila Pavlovic, Terry Robinson, Hashime Wright, Crystal Mason*

*You Deserve A  
Round of Applause*



UNC CHARLOTTE



**Congratulations  
Everyone!**



UNC CHARLOTTE