

# *Facilities Management*

*...Creating a Campus of Distinction*



First Shift



Second and Third Shifts

*All Employees Awards Presented  
July 25, 2011 (First Shift)  
July 26, 2011 (Second & Third Shifts)  
Fiscal Year 2011 Fourth Quarter Recognition*

# Eric Walcott, 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

- “After the second natural gas leak within three weeks for a hot water heater at Colvard South, Eric Walcott presented a suggestion to resolve the problem. The leak was apparently due to an underground steam leak, causing the natural gas pipe to weaken and leak. It was located next to the building allowing fumes to enter the building through the air handling system. Eric suggested that we eliminate the need for natural gas to the building and install an electric hot water heater instead. We already had a used one from a 2010 project in Cone and it would fit right into place. Thank you Eric for this ‘out-of-the-box’ thinking.”
- Nominated by: Mike Burriello, Facilities Operations Central Operations Manager



# Team of the Quarter

## James Williams and Tony Williams

### Facilities Operations, Zone 6



*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

**James** and **Tony** helped Sara A. Gagne', Geography & Earth Sciences, implement her green roof pilot project on the grounds of McEniry. Since early in the fall 2010 semester, James and Tony were instrumental in helping her to locate a site for the project, coordinate meetings with interested parties, and suggesting ways in which the green roof might best be built.

More recently, they built a wooden platform for the project on the grounds of McEniry to demonstrate green roof plants and materials. They both went over and above their duties in doing this. They helped Sara design the platform, suggested ways in which the design might be improved, and provided her with materials for the project. For example, they provided PVC tubing, cut to the appropriate size, to install in the platform for drainage. Tony even drilled tiny holes in the PVC to nail each tube to the platform and provided nails for Sara to do so. This green roof project would not be a reality without the participation of James and Tony. They were a pleasure to work with.

Stanley Trulove, Zone 6 Supervisor, stated the activity of assisting with a green roof is not something they would normally do.



# David G. Smith, Facilities Operations Zone 1 Safety Slogan Contest Winner



Phil Jones presents **David Smith** with his prize.

Congratulations!! ... to David G. Smith, winner of the third annual Facilities Management safety slogan contest.

Our new slogan is...

**“Safety is No Accident”**

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

# Safe Teams of the Quarter

First Shift—Facilities Operations, Housekeeping & Recycling



**Pictured above left to right are:** Mike Harris (Housekeeping North), Arzella McCain (Housekeeping South), Lewis Jackson (High Voltage/Fire Alarms), Randy Hudson (Steam Plant), Larry Lane (Automotive), Ronnie Bell (Key Shop), Steve Reis (Zone 4), Dee McFadden (Zone 1), Josh Hyatt (Zone 7), Lacy Brumley (Zone 2), and Bob Fitzgerald (Zone 6).

# Safe Teams of the Quarter

Second and Third Shift – Facilities Operations & Housekeeping



**Pictured above left to right are:** Hamp Brown (Library), Subhash Pandya (Colvard), Tomasa Bonilla (Charlotte Research Institute), Elizabeth Browne (Friday), Marcus Brown (Kennedy), and Danica Pauler (Woodward). Not pictured - Housekeeping 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.



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# Mike Harris, Housekeeping

## Awards of Excellence



- Praise for Mike!
- This morning (June 8th, 2011) at approximately 9:00 am I locked all of my belongings, including my keys and cell phone, in my car. I found Mike in parking lot 19, where my car was and he very cheerfully encouraged me to not panic and instructed me of my options. While I did what he told me to do, he waited on me to make sure that everything was going to work out. When it did not, Mike took it upon himself to find a clothes-hanger and unlock my car, while assuring me that everything would be fine. I was blessed to have had Mike assist me and thankful that he works for this university. Mike was great and helped me when I needed it. I felt that he deserved recognition for his good work; it is encouraging to know that there are individuals like Mike around to help.
- Nominated by: Tiffany Loudermilt, Student



# Rhonda Jackson, Facilities Business Office

## Awards of Excellence



- The UNCC accounts were at significant credit risk, considering the non-payment issue. And it appeared that no one was willing to take the necessary steps toward resolving the matter (obtaining purchase orders, so that invoices could be paid). No one wants to place a client on hold or delay service; however, we were left with little recourse. Rhona was truly the light in the darkness. Upon receiving all of the data, she not only assessed the matter, but followed through with the responsible requestors, so that purchase orders could be obtained. I was grateful for her ability to hold the responsible parties accountable and put them into action. However, she didn't stop there! Upon procuring the required purchase orders, Rhona assigned them to their respective invoices and pushed them through accounting for payment. I was expecting to have to regenerate invoices with the new purchase order numbers, which is time consuming, but I was willing to do it, if it meant payments would be processed. Rhona knew our efforts and frustration in our past relentless efforts to get resolution and took it upon herself to "make it happen." The remarkable improvement in the credit/payment standing of this account is due to the efforts of Rhona Jackson.
- Nominated by: Tamara Cooper, Ingersoll Rand

# Award for Excellence

## Fretwell Chilled Water Pump Replacement



- *Eric Boice, Dan O'Donnell, Eric Walcott, and Sammy Moore (Zone 5), Jim Gilberti and Pete Altman (Zone 6)*
- This men worked late to take out a chilled water pump in Fretwell so the vendor could pick it up for repair. The pump was returned the next day and the guys installed and realigned it the next day. By doing this, we were able to get the air conditioning back up and running within 48 hours.
- During an extended period of high heat this team came together from several zones (Collaboration) and were able to remove and replace this chilled water pump in a short period of time while maintaining a comfortable environment for the staff and students who were occupying the building (Customer Service).
- Nominated by: Bob Frias, Zone 5 Supervisor



# Award for Excellence Belk Gym



- *Paul Taylor, John Lattin, Tim Smith, Tom Guenther, Joe Coleman, Zone 1 Robert Braun, Zone 4 Pete Crainshaw Zone 5*
- This team went over and above normal work requirements to expedite a last minute end of year project on the second floor room 240L of the Belk Gym. The project involved the creation of four offices out of a large existing space. This was delayed by project approval from SCO and unexpected wall removal and floor abatement. This threw everything into a much shorter time requirement for completion than originally anticipated. This team handled the last minute problems in stride, enabling the project to be finished on time and within budget.
- Nominated by: Steve Burt, Design Services

# Individuals & Teams

## Who Received Applause Cards

- **Individuals**

- Amanda Caudle, Design Services
- Cristhian Gonzales, Grounds
- Casi Shepardson, Architectural Planning

- **Teams**

- Warren Monk, David Haigler, Anthony Thurmond, Matt Bliss, Jose' Palacios, Dale Kroeze, Joey Cochran and Dennis Lubert (Grounds)
- Mark Neel, Calvin Buchanan, Robert Whisnant, Mike Jones, and Robert Braun (Zone 4)
- David Champion, Ray Dinello, Pam Duff, Nader Ibrahim, Dionte Sims, and Shu Wang (FIS)

You Deserve A  
Round of Applause





**Congratulations  
Everyone!**



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