

Facilities Management All Employees Awards

January - March 2006

Presented April 26, 2006

Employee of the Quarter

David Roman

Maintenance and Operations – HVAC

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.



David found a referent leak in a SAC cooler after several attempts by shops. This leak was in a hidden place and without David's persistence we were heading to install a new compressor which would have been costly to our department. David has done great on keeping our old equipment running in the food services areas.

Nominated by: T. L. Smith, Auxiliary Services

Team of the Quarter

Capital Projects Coordinators/Facilities Conference Team

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.



Phil Jones presents the Award of Excellence to Joyce Clay, Jacqueline Anthony, Dionte Sims, Sherry Ceallaigh, Beverly Imes and Ariel Jamison (unavailable for picture).

This team of individuals planned and executed the spring University of North Carolina System Facilities/Capital Projects Coordinators Conference. The planning required long hours of preparation for the conference including registration, compiling welcome packets, developing and contracting for the food service, contracting for signs, and arranging location and tours. During the conference this team manned the registration table, directed conference attendees; insured food service was on time, controlled the audio visual support and performed a myriad of other important tasks with a cheerful spirit. The outstanding work of this team impressed all who attended the conference and reflected credit on our entire FM organization and the University as a whole. This Team truly represented our vision of being "A leader of excellence in Facilities Management" to our colleagues at the other UNC campuses.

Nominated by: Phil Jones, Associate Vice Chancellor for Facilities Management

*Safe Teams of the Quarter
Recording No Accidents
January – March 2006*



*John Barden accepts for
Automotive Shop 16*



*John Morris accepts for
Preventive Maintenance Shop 18*



*Kathy Boutin-Pasterz accepts
for Office of Waste Reduction
and Recycling Shop 19*



Jim Kay accepts for Zone 1



Dave Jarvis accepts for Zone 2

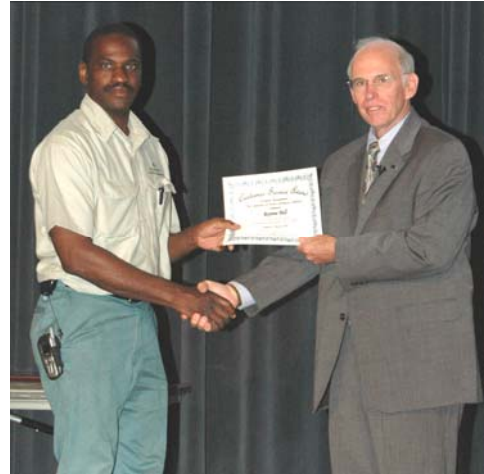
Customer Service Awards & Awards of Excellence Individual

Ronnie Bell – General Services

Customer Service Award

Nominated by: Arzella Baker, Housekeeping

I would like to thank Ronnie for always coming to work on our door locks at 1058 Colvard. It seems like someone breaks the locks all of the time. Thanks very much.



Thomas "Pete" Crainshaw – HVAC

Award of Excellence

Nominated by: Essa Dossary, Design Services

Thomas has shown a high level of dedication, responsibility, and excellence towards the Air Handling Unit for Atkins Redundant Power Project. Thomas worked late until 1:30 a.m. to ensure adequate air was available when the UPS unit went on-line.



Robert Gray – General Services

Customer Service Award

Nominated by: T. L. Smith, Auxiliary Services

Robert's hand in hand work with hood cleaning contractor Dunwell made for the smoothest, most efficient cleaning since I have been in Business Services. Robert was checking roof conditions prior to cleaning, checking daily as cleaning process took place, immediately communicating issues as they arose, which gave the contractor opportunity to correct thus not getting into litigation of quality cleaning after the fact, which has happened in the past. It was an example of good team work with contractor, our department, and FM to insure the work was done properly. Hats off to Robert!



Beverly Imes – AVC Office

Customer Service Award

Nominated by: Stevan Clifton, President,
UNC Charlotte Staff Organization

Beverly has been the secretary of the Staff Organization Executive Committee for the past 2 yrs and has done an outstanding job with that in addition to her regular work. She has kept me (president) straight and up to date on events on campus and within the organization. Her term ended 12/31/05 but has continued to help the staff of Facilities Management and the staff of UNC Charlotte.



Howard "Butch" Jaecks – Steam Plant

Award of Excellence

Nominated by: Noella Paquette, Tom Stutts, and
Melanie Witherspoon

By being observant and conscientious, Howard detected a meter reading error by Piedmont Natural Gas at McEniry Building. This resulted in a credit of \$13,435.77 to the university from Piedmont Natural Gas Co.



Larry Lane – Preventive Maintenance (Not available for photo)

Award of Excellence

Nominated by: John Morris, Preventive Maintenance

Larry organized all of the paint in the shop as well as built shelves for its storage. He developed a system where each building was identified and then the paint was matched to that building. This makes it very easy to get what is needed and saves a great deal of time.

Steve McMiller – Housekeeping

Customer Service

Nominated by: Aimee DeVor

Steve is very thorough and professional with his work in the Wachovia Fieldhouse. We appreciate his attitude and genuine concern for the service he provides.



Joyce Parks – Housekeeping

Award of Excellence

Nominated by: Arzella Baker – Housekeeping

She goes above and beyond the call of her duties, no matter what the task is. She also helps me stock and delivers supplies. I feel that she really deserves this award.



Bobby Robinson – Automotive

Three Customer Service Awards

While working with the Campus Police I have to be mobile at all times. There have been several occasions where I needed Bobby to repair something minor to my van. Each time he has responded immediately to my needs very professionally - Plus with a good attitude and smile.

Nominated by: Ed Hinson, Campus Police

During the week ending 1/28/06 my assigned Go-Cart was submitted to the automotive shop for repairs. To my surprise, within a very short time, Robert Robinson had completed all of the repairs requested. As a result, I was able to maintain and complete my daily assigned tasks without interruption.

Nominated by: Jim Elliott, HVAC



I would like to thank Robert Robinson for all of the help he gives us with our trucks and EZ Go's, no matter how busy he is.

Nominated by Arzella Baker, Housekeeping

Customer Service and Awards of Excellence - Team

Pete Altman, John Heck, Joe Coleman, John Renwick, Robert Gray, William Snyder, Chris McKinney, Walter Wild, Don Teate, Robert Whisnant and Sam Hanna

Customer Service Award

Nominated by: T. L. Smith, Auxiliary Services



Team that installed new exhaust hood at Fretwell Ritazza. Great efforts and coordination by Pete Altman. Very professional and aesthetic looking installation. Very good team effort.

Arzella Baker's Housekeeping Team : Steve McMiller, Xavies Farrar, Rena Foster, Joyce Parks, Lee A. Tisdale, Julie Deese, Beulah Shankle, Lucille Jordan, Annie Joyner, Bonnie Borthen, Beverly Hancock, Lillie McDuffie, Tommie Stafford, Elvira Smith, and Sarah Duncan

Award of Excellence

Nominated by: Arzella Baker, Housekeeping

This team has gone above and beyond the call of duty, and they continue to fulfill other added responsibility daily. I feel very strongly that they deserve this award.



Mark Neel, Walter Wild, Howard Jaecks, Pete Crenshaw, Matt Herring, Steve Reis
Customer Service Award
Nominated by: T. L. Smith, Auxiliary Services



Replacement of the hot water system at CAB under emergency conditions. Hot water holding tank sprung a leak, needed to be replaced immediately. Mark Neel and Walter Wild had cost estimate in advance after identifying this would be our next trouble spot at the CAB. They initiated the work when the tank sprung a leak with Howard Jaecks watching the contract work. The system was installed just in time for classes to start. Good effort on Matt's part doing follow up on other issues with the water system. Great group effort.

Annie Joyner, Gaynell Williams, Joyce Parks, Rena Foster, Arzella Baker - Housekeeping
Award for Excellence
Nominated by: Arzella Baker and Brian Guns, Housekeeping

This team went above and beyond the call of duty; they cleaned a locker room and restroom that had not been used in 20 years at Belk Gym. At the end of our shift it looked almost new. I feel very strongly that they deserve this award.

Brian Guns would like to add recognition to Arzella Baker. Arzella worked with the Belk Gym staff to coordinate this project and oversaw the work of her crew from start to finish. Arzella deserves the award also.



Henry Bennett, Walter Edwards, Pat Smith, Lucille White, Lee Arnold, Dot Munson, David Jones - Waste Reduction & Recycling

Award of Excellence

Nominated by: Kelly Freshcorn, Waste Reduction & Recycling



Henry and Walter discovered a strange truck on campus emptying the cardboard bin at the Woodward Building on a non-cardboard Monday, and brought the situation to the department's attention. We came to the conclusion that the truck was not suppose to be on campus and was taking our cardboard illegally, which was taking money from the University since we sell our cardboard. The following Thursday Pat and Lucille saw the same truck emptying the bin again, still not cardboard day. Thinking quickly the ladies blocked the driver and called reinforcements. Lee Arnold quickly got to the scene and asked the driver for paper work proving he should be on campus, but the driver had none. Dot Munson brought David Jones over to try and clear up the situation since David wrote the contract for all waste hauling on campus. It was then that we learned the driver did not work for our hauler, and should not be on campus. So as long as the driver doesn't come back on campus this team has saved the University a little money, and a great deal of confusion.

The Recycling Team

Customer Service Award

Nominated by: Dvora Gehring

Lee and his staff have been EXTREMELY helpful. At least 2 of us within the office have had personal residential moves recently. The Recycling Department was a "God-Send" to provide boxes when I only had 2 weeks to pack! Now, whenever I need boxes at the Alumni Office, I contact Lee. He is a delight!



James Williams, Joey Cochran, Rob Herrington, Andy Lavoie, John Carpino, John Tarleton, John Morris, Gary Edwards, Dan Mullens, Randy Walters, Tim Smith, Ted Fortner, Armando Vazquez, Rob Hobson, and Jerry Brindle

Customer Service Award

Nominated by: Stephen Hunt, Assistant Dean of Students



We in the Dean of Students Office would like to expressly thank the members of these shops who helped prepare and move members of this office to their new locations within the King Building. The team members worked very hard to effect the painting changes, reposition shelving and bulletin boards, and to actually move the tremendous amount of "stuff" we have within a very short period of time- all during the week of the Chancellor's Installation. This move was not pre-planned and the team's involved were very helpful in making it happen on such a short notice. We are grateful of their willingness to work with us to affect a smooth move to a new location and believe that they deserve the necessary recognition by the University.

William Adams, John Tarleton, Armando Vazquez, and John Morris
Customer Service Award
Nominated by: Arzella Baker, Housekeeping

We would like to thank these men for helping us to improve our offices. They did a great job.



Steve McMiller and Mario Farrar -
Housekeeping

Customer Service Award

Nominated by: Wachovia Fieldhouse Staff

Steve and Mario, working as a team, do a great job making sure all areas of the Wachovia Fieldhouse are clean. This is not an easy job given that four sports teams use the building on a daily basis. We notice a huge difference when another team cleans the building because it does not match their quality of work. They take pride in the job they do!!



Steve McMiller and Xavies Farrar - Housekeeping

Customer Service Award

Nominated by: Sari Rose

Steve and Mario have done an excellent job of maintaining our office and locker room. Not only have they kept it very clean, but they are very friendly and personable. We appreciate all their work!!



Greg Barnes, Terry Eudy, Joey Johnson, Jim Kay, Lance Anderson, and John Lattin - Zones 1&2
Award of Excellence

Nominated by: Art Sutherland, Zone 1



For the cooperation shown between Zone 1, Zone 2, and the Design Department in the efficient and speedy manner in which they completed major renovation of the Men's Locker Room in Belk Gym, while still allowing students access to the pool area.

Greg Barnes, Terry Eudy, Jim Kay, and Steve Tillman - Zones 1&2
Award of Excellence

Nominated by: Art Sutherland, Zone 1

With a high degree of professionalism and cooperation, members of Zone 1 and Zone 2 were able to complete a critical job in McEniry in a very short period of time, allowing students continued use of the classrooms and restrooms but curtailing their access to a major construction site.



Arzella Baker, Danica Pauler, Franjo Pauler, Roger McCain, Joyce Parks - Housekeeping
Customer Service Award

Nominated by: Brian Guns, Housekeeping/Recycling

On Friday March 10, Arzella Baker found out that the locker room at Belk Gym that was being renovated would not be ready for final cleaning until late on Saturday March 11. Arzella had planned to clean the area at 2 pm on Saturday March 11 but the contractor was delayed and the area was not available. Arzella quickly came up with an alternate plan to come in early on Sunday morning March 12 to clean the area so it would be ready for a move in that had to happen on Monday March 13. This last minute change of plans left Arzella without a crew to do the work, so Arzella called on the services of Danica Pauler, Franjo Pauler, Roger McCain, and Joyce Parks. These individuals gave up part of their weekend on very short notice so that Facilities Management could deliver exceptional customer service to one of our customers. They deserve a customer service award for selflessly giving up their time and helping FM meet a very tight deadline.



Photos taken by:

Kao Vang, Design Services and Sherry Ceallaigh, Capital Projects

Special Recognition
Campus Police, Parking Services and ROTC
In appreciation of their prompt response and service to the Facilities
Management employees who were injured on April 13



Recognizing:
Sgt. Burleson, Sgt. Ross, Officer Trainee Craig, Officer Trainee Hunt
Sgt. Phillips, Lt. Porter, Sgt. Craig Nance, Lt. Roger Hughes
And the entire Campus Police Department



Recognizing:
Gary Caton, Nancy Smith, Nancy Hartsell, Chris Lester, Kristen Wright, Tiffany Christenbury
Nancy Reynolds, Sharon Hurlocker, Jared Norris, Ryan Walton, Steven Kiker, Tej Raval, and
Adam Dixon
Parking Services



Recognizing:
MSgt Tracy Hux and SSgt Matthew Guffey
Airforce ROTC



Special Guest
Elizabeth A. Hardin, Vice Chancellor for Business Affairs