

Facilities Management

...Creating a Campus of Distinction



All Employees Awards Presented October 25, 2007

Fiscal Year 2008 First Quarter Recognition

Lance Anderson 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

- By his personal initiative, Lance was able to convince an outside contractor, who was working on campus to remove and replace a 50 HP, 650 pound motor on top of a cooling tower at RUP 1. This saved the University \$1,000 in rental fees. His initiative and resourcefulness is a great asset to the University.

Nominated by Art Sutherland, Zone 1 Supervisor

University Advising Center Renovation Team of the Quarter



Robert Braun, Jim Krupa, Joe Coleman, Chip Lawrence, John Heck, John Renwick, and David Skor Not pictured: Jerome Steele

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

- These gentlemen were nominated by Henrietta Thomas and Pamela Hickman in the University Advising Center. The nominated stated, “these gentlemen contributed to the wonderful space that we are currently in now. When we, the University Advising Center, were able to occupy our space and requested the services of Facilities Management, the gentlemen of Shop 14 answered the call. They brought a wonderful attitude, great customer service skills, and the physical strength needed to set up our offices. These guys answered the ‘many’ questions we had and were such a pleasure to work with. We want to nominate Shop 14 for the Customer Service Award and the Award for Excellence.”
- Although there were other shops involved with this project, Ms. Thomas stated this team stood out because they “took great pride in making sure that the renovations in the area, down to the smallest detail, were top quality. They were always cheerful and attentive to our concerns. They also took the time to follow up with us after we occupied the space to make sure everything was OK.”

Safe Teams of the Quarter



Larry Lane accepts for Automotive and Preventive Maintenance



Jason Shores accepts for Electrical



Gaynell Williams accepts for Housekeeping – North Area



Greg Kish accepts for Housekeeping – South Area



Tomas Bonilla accepts for Housekeeping – CRI Area



Bonnie Peoples accepts for Housekeeping – East Area

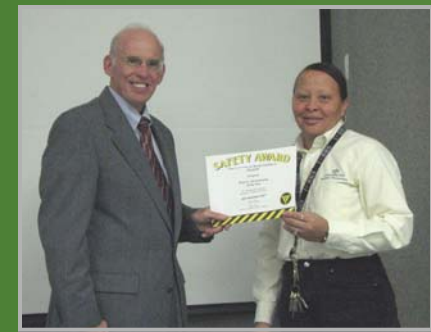
Safe Teams of the Quarter



Subhash Pandya accepts for
Housekeeping – Colvard Area



Candis Clemons accepts for
Housekeeping – Library Area



Katherine Humphries accepts for
Housekeeping – Friday Area



Robert Seedoff accepts for
Housekeeping – West Area



Clara Crawford accepts for
Housekeeping – Woodward Area



Dewey Lilly accepts for
High Voltage

Safe Teams of the Quarter



Lee Arnold accepts for Recycling



John Garst accepts for Zone 1



Wade Ward accepts for Zone 2

Individual Award of Excellence and Customer Service Awards



Lee Arnold, Recycling Award for Excellence



Lee did an extraordinary job helping to organize the Kudzu compound clean-up, the Recycling Department's original involvement in the project was to make sure that the absolute minimum was wasted. David Jones quickly determined there were no materials that needed to go to the municipal landfill, but there were plenty to go to the C/D landfill, and a great deal that to be recycled. Originally David had hoped to be out there for the clean-up to make sure all the materials got into the proper bins and when the date was confirmed David was not able to attend and Lee stepped up. Chris Gilbert was called away to a meeting and Lee expanded his original role and came out on Saturday 7/14 and Sunday 7/15 to help organize the project. Lee paid close attention to make sure no material was recycled if any shop supervisor still had a use for it. Lee does an outstanding job, this is another example of his excellent work. By sending materials to the C/D landfill and other materials to recycling, UNCC and FM saved great deal of money and resources.

Nominated by: Brian Guns, Director of Housekeeping and Recycling

Robert Braun, General Services Customer Service Award



Mr. Braun ("Bubba") was very dedicated and attentive to the detail involved in readying the physical space for the University Advising Center in Colvard. He anticipated the needs of the people who would use the Center, and made revisions and improvements based on his insight and customer suggestions. He was a rare pleasure to work with!

Nominated by: Henrietta Thomas, Advising Center

Steve Burt, Design Services Customer Service Award



As project manager for the renovation of the University Advising Center, Mr. Burt was able to accomplish an impressive task in a limited amount of time. I am grateful for his professionalism and skill in knowing what had to be done to make a viable space. He is an excellent planner, and managed every step of the work plan to successful completion.

**Nominated by: Henrietta Thomas,
Advising Center**

Yves Byron, Housekeeping Award for Excellence



Here are the reasons that I feel that Yves Bryon deserves the award for excellence. Conscientious work and work ethics - very professional. Attention to detail. Always on time. Great customer service, warm personality. Very helpful even if it is not part of his job. Trustworthy and honest.

**Nominated by: Greg Kish,
Housekeeping Administrator**

Julie Deese, Housekeeping Award for Excellence

Julie is always very courteous and professional. She is always very careful to be as quiet as she can be since we are both always on the phone with callers. Our office has never looked better. Julie pays great attention to detail and is a very conscientious employee and we really appreciate having her come to our office.

**Nominated by: Chris Garcia, Helen Mulcahey, Public Relations,
Switchboard**

Kathy Fisher, Motor Fleet Customer Service Award



Kathy has been very courteous and pleasant in providing motor vehicle services to our group. She made our work around campus tolerable during the record heat. Her planning and dedication to her assignment facilitated the comfort and safety for others.

Nominated by: Essa Dossary, Design Services

Marcia Henderson, Business Office Award for Excellence



Marcia has been with Facilities Management's Business Office Department since January 2007. In that short time she has implemented many changes that have benefited not only the FM Personnel Department, but also FM employees.

Her knowledge of FM policies, HR laws, and general day to day operations is extraordinary. I believe Marcia should be nominated for employee of the quarter.

**Nominated by: Elizabeth Haddock,
Facilities Business Office**

Beverly Imes, **Associate Vice Chancellor's Office** **Award for Excellence**



Beverly Imes has been extremely helpful to me by patiently answering all of my questions on a daily basis. I truly appreciate all of the guidance and encouragement she has given me over the past few years. The information and tips she has shared with me have saved me countless hours of researching things the hard way.

Thank you Beverly!!!

Nominated by: Monica Vasconez,
Maintenance and Operations

Marvin Mackey, Electrical Award for Excellence



Marvin works second shift and leaves at midnight Monday through Friday. On numerous occasions when we have projects that require us to work on Saturdays, Marvin volunteers to come in at 7:00 am to help us out. This is an excellent example of going the extra mile to get the work done. Fine job and thanks so much.

**Nominated by: David Smith,
Electrical Supervisor**

Safi Neshat, Design Services Customer Service Award

From the inception of the planning for the new University Advising Center location, Safi has been discerning, creative, and sensitive to customer's space needs. She has been highly attentive, and maintained constant contact through phone, email, and visits. We would not have been able to achieve the very attractive results without her artistry and expertise.

Nominated by: Henrietta Thomas, Advising Center

Uma Pandya, Housekeeping Customer Service Award



In the two months that I have been in the Kennedy building, Uma Pandya has delivered excellent customer service in my office area. The area was in a mess the day I moved in. No one had been in this office for a while and it was dusty and full of trash that needed to be thrown away. I filled every trash can in the suite. Uma came in and removed all of the trash and gave the entire suite a good cleaning. Since moving to the building, there has not been one morning that I do not know that Uma has been in the office the night before. She consistently keeps the office clean and well maintained. The faculty of Engineering Management and I are pleased to recommend Uma Pandya for a Customer Service Award. Uma is very conscientious, polite, and a joy to work with.

Nominated by: Sharon Green, Engineering Mgmt.

Bobby Robinson, Automotive Award for Excellence



- Bobby takes care of all the motor Fleet cars and the Police cars in addition to other University vehicles. I realize this is basically his job but he does it with a positive attitude. He takes great pride in his work and will not let a car back on the road until he is sure it is in good condition. Recently he had a problem with one of our 15 passenger vans that he could not figure out. Instead of putting band aids on the problem he stuck with it until he figured it out and fixed it properly. I feel more confident letting our university community take this vehicle on long trips, than I do with any other of the large vans. I appreciate his efforts and hope that each one of you that use our motor fleet vehicles does too.
- Bobby has a memory for repairs also that saves the campus money. He remembered replacing the battery on a police car several months ago that saved us having to pay for a new battery on a police vehicle, since it was still under warranty. Bobby goes the extra mile to provide the best service to our campus and motor fleet vehicles.

Nominated by: Kathy Fisher, Motor Fleet

Pauline Simuel, Housekeeping Customer Service (3 entries)



Friendly attitude and helpful in doing things I have asked for.

Nominated by: Gary Addington

Pauline does an excellent job of keeping our floor & building clean & tidy. And, she is always friendly & helpful while working it. The facilities look great.

Nominated by: Ken Chilton

Pauline constantly displays a dedicated service oriented attitude. Beyond that, she does the little things that brighten our day. She is an asset to our department and our university.

Nominated by: Tyrel Moore

Velton Singletary, Housekeeping Customer Service Award



Velton Singletary did an excellent job of cleaning my carpet. It had some very hard to remove spots on it, but he got it back to looking new.

Nominated by: Martha Miller

Mary Smith, Housekeeping Award for Excellence



I would like to nominate Mary Smith for an award for excellent. Here are the reasons:

1. Conscientious work and professionalism.
2. Attention to detail. Sometimes I joke with her and tell her to stop cleaning windows since they look too clean!
3. Always on time.
4. Great customer service with a warm personality.
5. Very helpful even if it is not her job.

Nominated by: Safi Neshat, Design Services

Beverly Starcher, Housekeeping Customer Service Award



Beverly keeps Grigg Hall looking good. She is very friendly and willing to help when we need it. I appreciate her professional attitude towards her work and her customers

**Nominated by: Shirley Joyner,
Optoelectronics Center**

Daryl Steele, Housekeeping Customer Service Award



I have not actually observed Mr. Steele work, but I have seen the results of his work. The floors in CHHS shine. Mr. Steele is obviously conscientious about his work

**Nominated by: Jeff Adams-Davis,
International Programs**

Gina Tellus, Housekeeping Customer Service Award

Very pleasant and keeps the restrooms looking good.

Nominated by: Cleo Wilkerson, Institute for Social Capital

Shari Thompson, Housekeeping Customer Service Award (3 entries)

On behalf of the Office of International Programs, we would like to formally commend the work of Shari Thompson, Facilities Management staff member for the College of Health & Human Services (2nd floor). She does a very nice and through job and with a pleasant attitude.

Nominated by: Catherine Thompson, International Programs

Shari is such a pleasure to work with. When she is here, the floor she is responsible for always looks wonderful - a place I want to bring guests to. Since building relationships with donors is a part of my job, it is important that I always have a clean place to bring them - Shari makes sure this happens every day. She is such a friendly co-worker too. She always has a smile and a happy word for me. She makes being at work a fun place. When there is someone new in the building, she makes it a practice to bring them around and introduce them. That way they feel more comfortable and so do we. The person is no longer a "stranger". Shari does a great job - I look forward to working in this clean environment and coming in to get a bright "hello" from her. Thank you for helping to make my work environment a happier place by hiring people like Shari.

Nominated by: Susan Ingle, Health & Human Services

Shari always has a positive attitude and is super friendly to all of us. She does a great job of keeping us informed with what's going on with housekeeping items for our area. I appreciate her positive attitude and I always enjoy her friendly smile.

Nominated by: Kimberly Neill, Education Abroad

Linda Wiley, Housekeeping Customer Service Award



Linda has once again proven to be an asset to Facilities Management and Housekeeping. There has been a huge amount of maintenance going on in Cato Hall. Departments have moved. Office layouts have changed physically as well. This involved construction. Construction by its very nature generates dust and dirt. Linda did a great job minimizing the impact of this work. Our offices and spaces were always kept spotless. She again went the extra mile in order to make sure Cato Hall looked perfect.

**Nominated by: James M. Thomas,
Graduate School**

Team Award of Excellence and Customer Service Awards



Customer Service Award Housekeeping



Robert Seedoff, Lyvie Aluinzy,
Michael Brown, Cynthia Campbell,
Paul Dilgard, Roger Forney, Daryl
Steele, Gina Tellus, Shari Thompson,
and Erich Weaver

My job involves building relationships with donors and potential donors to the College of Health & Human Services. As a part of building relationships, I often take donors on a tour of the building. Because Robert's team does such a great job, I never worry that the building won't be clean and presentable. In fact, I know that it will look wonderful and present a positive and lasting image for the donor. Robert's crew is always pleasant and friendly quick to smile and say hello. His crew makes me and the donors feel welcome and they make our donors and visitors feel as if they are visiting a happy positive workplace. Thank you so much for allowing me to work with such an incredible group of people who understand the importance of their job.

Nominated by: Susan Ingle, Health & Human Services

Customer Service Award

"Baseball Project"

- Al McCool, Capital Projects
- Casi Shepardson, Facilities Planning

Al & Casi have been involved from day 1 of our stadium project. Learning "The Business" of building a facility has been an "Eye Opening" experience. Al & Casi have done a great job of staying on top of every detail and making sure things are done correctly. They have become part of our 49er family and we have a facility that we can be very proud of. Thanks to Al & Casi for a job well done

Nominated by: Loren Hibbs, Athletics

Customer Service Award Housekeeping



Mary Smith and Yves Byron

I want to personally thank Mary & Yves for keeping our FM building in great shape. They have a wonderful, positive attitude and always perform their jobs in a timely & professional manner. In addition to their work they seek out recycling information and pass it to others.

Nominated by: Kathy Boutin-Pasterz, Recycling

Award for Excellence Electrical



- ☐ Josh Hyatt
- ☐ Mike Camp

Mr. Camp & Mr. Hyatt came to fix an electrical problem. They came promptly, analyzed the problem, talked with me about how the problem occurred and how their possible solutions would meet my needs. They did a great job and conducted themselves professionally all the way. I commend them for their work, their communication and their pleasant attitude throughout.

**Nominated by: Jim Cash,
Psychology**

Award for Excellence Housekeeping



Mary Smith and Yves Byron

Ms. Smith & Mr. Byron do an excellent job keeping the new FM building clean. They are always cheerful and offer kind words of encouragement. They take great pride in their job and it shows in the work they do.

**Nominated by: Melanie Hill,
Business Office**

Award for Excellence Housekeeping & Recycling



Recycling was doing a trash audit of Reese Bldg. It took the combined effort of Housekeeping & Recycling to get the trash out of the building, had it off to Recycling and get it out of the way before the building opened in the mornings from July 9 through July 12. Great Team Work.

**Nominated by: Greg Kish,
Housekeeping**



Devin Hatley, Lee Arnold, Kathy Boutin-Pasterz, Lucille White, David Jones, Kelly Freshcorn, Rhonda Renwick, Essie Spears, Subhash Pandya, Pershell Leak, Diana Parks

Award for Excellence Housekeeping



James Brown and Elsie Neely

Mr. James Brown and Elsie Neely have been demonstrating superior performance above expected duties. They never complained about an assignment, whether housekeeping work, delivery work, opening up the Facilities for employees at start of shift, and at the same time maintaining their floor work. They continue to maintain a smiling mentality and friendly behavior in face of difficulties. These are the kinds of employees that the University is striving to keep.

**Nominated by: Dorothy Knotts,
Housekeeping**

Award for Excellence Housekeeping



Garlina Neyf'ld, Lotoia Young

Garlina Neyf'ld and Lotoia Young have demonstrated superior performance in their job performance, maintaining impressive cooperation among themselves, no moaning and groaning about the work and work load. When Garlina went out of the country, Lotoia Young maintained her job, Garlina's job without complaint, Garlina also does the same. The Supervisor did not even have to send an employee to our Robinson Building to assist with any cleaning. They also help to maintain the floor when the Floor Tech was pulled to another area by the Supervisor. These ladies performed the Floor Tech duties by spot moping, dust moping the floor.

**Nominated by: Dorothy Knotts,
Housekeeping**

Award for Excellence Housekeeping



Gladys Baquero, Tomasa Bonilla,
Hashime Wright, Crystal Mason,
Huey Craig, Shariffe Samuels,
Linwood Sanders, Kennedy Williams,
and Steve McMiller

With short notice and a lot of coordination, the Housekeepers and Floormen from 1st, 2nd and 3rd Shifts were able to make Motor sports workshop shine for their event.

**Nominated by: Greg Kish,
Housekeeping**

Award for Excellence Housekeeping



Maurice Eustache, Steve Patterson,
Linwood Sanders, and Kennedy
Williams

For a job well done in the McEniry building Teaming together for stripping and waxing the whole building and getting it ready for the first semester. Great team work guys thanks for a job well done.

**Nominated by: Johnnie Doyle,
Housekeeping Supervisors**

Award for Excellence Housekeeping



Thanking you guys for a job well and going beyond the call of duty and getting the buildings up to par for the school semester. Keep up the good work

**Nominated by: Johnnie Doyle,
Housekeeping Supervisors**

Denise Lee, Madia Smith, Kathy Thomas, Chiquina Barden, Annette Anderson, Leona Davis, Barry Bryon, and Jean Macien

Award for Excellence Housekeeping



Sarah Chie, Pershall Leak, Diana Parks, Lotoia Young, Debra Deese, Galina Neyf'ld, and Rosilyn Douglas

Team award for excellence. The following people demonstrated superior performance above expected duties as they as a team cleaned COA, The Complex, Robinson Building, Reese Building, and the Rowe Arts Building, maintaining professional interaction with fellow team mate to complete the job with no complaint from our customers. All this job was done on Sunday, March 4, 2007. (Original award submission was lost; therefore it was re-submitted)

**Nominated by: Dorothy Knotts,
Housekeeping**

Award for Excellence HVAC



David Roman and Tim Overcash

Tim and David's response to ATKINS G67 draining problem was performed efficiently and expeditiously saving the area from flooding and possible electrical hazard.

G65 chronic water issue could have caused ATKINS L36 electrical shutdown and the cost to UNCC would have been in the \$100K range. Urgent response from Tim and David made it happen.

Nominated by: Essa Dossary, Design Services

Award for Excellence HVAC



Eric Walcott, Arnold Vanhoy, and
Tim Overcash

Tim, Arnold, and Eric supporting ATKINS L36 400KW Generator Gas line installation. The Team shall be recognized for the excellent hard work expended working against a time line on 9-14-2007. The installed the and pursued experienced pressure leak relentlessly until the problem leak for the gas line was resolved. Without their support, Piedmont gas would have not been connected nor the Outage on 9-16-2007 would have not been met. Thanks for the team work and excellence pursuit of the 2" gas line and testing.

Nominated by: Essa Dossary, Design Services

Award for Excellence

"Kudzu Compound Clean Up"



Jim Campbell, Dewey Lilly, John Godfrey, Phil Meacham, Chris McKinney, David Smith, David Jones, Larry Lane, Dot Munson, Luis Alvarado, Henry Bennett, Pat Smith, Lucille White, Bill Cavelli, Walter Edwards, Rhonda Renwick, Lee Arnold, Chris Gilbert, Kathy Boutin-Pasterz, Gary Edwards, Robert Murray, Phil Leonard, Tom Eudy, Randy Walter, Lanny Caudle, Barry Andersen, and Dan Barrier

All of the team members cleared out sections of the kudzu compound or coordinated some part of the process prior to the July 14th weekend to make it easier for the soldiers from 878th Engineer Company, 505th Engineer Combat Battalion (H) to process the rest of the items that needed to be removed from the compound. By sending materials to the C/D landfill and other materials to recycling facilities, UNCC and FM saved a great deal of money and resources.

Nominated by: Brian Guns, Director of Housekeeping and Recycling

Award for Excellence Zone 1 Maintenance



Greg Barnes, Terry Eudy, John Garst, Joey Johnson, and Lance Anderson (not pictured)

During the week of August 6 – August 10 with the temperatures at 100+ degrees, these men were able to remove a 650 pound, 50 HP motor from the top of a cooling tower at RUP 1. The motor was then rewound and reinstalled with very little down time. Many long hours were put in to insure the needs of our customers were met. This kind of teamwork needs to be applauded.

**Nominated by: Art Sutherland,
Zone 1 Supervisor**

Congratulations Everyone!