

# *Facilities Management*

*...Creating a Campus of Distinction*

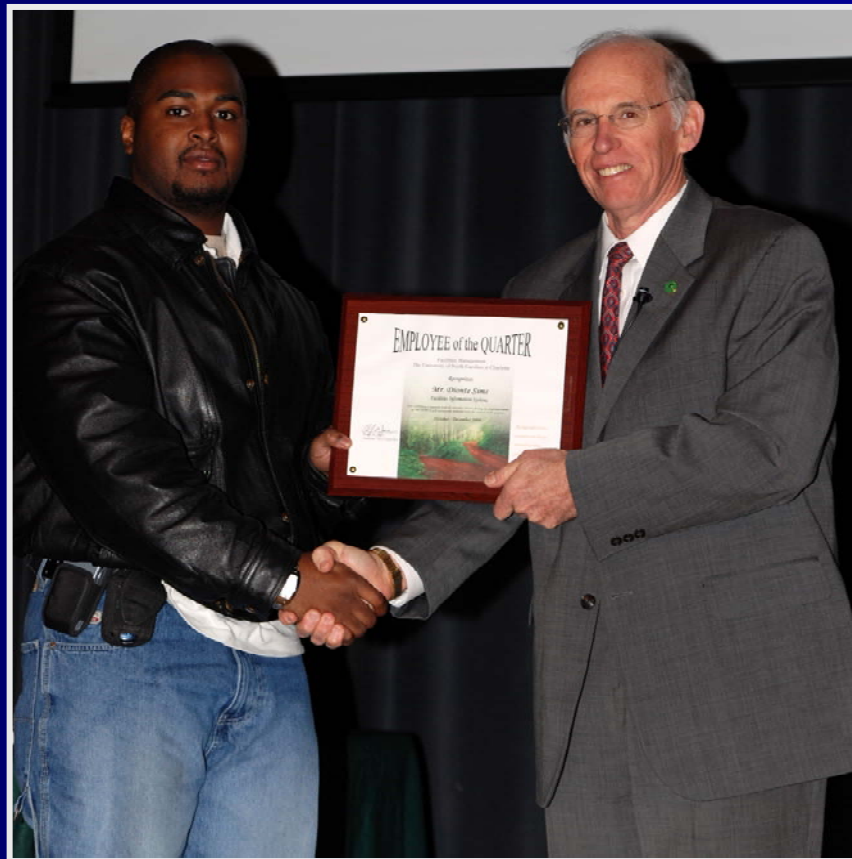


*All Employees Awards Presented January 25 & 26, 2007*

*Fiscal Year 2007 Second Quarter Recognition*

# Dionte Sims

## 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

- Diente deserves an award for the work preformed the week before Christmas break. While most of FIS were out of the office that week, one week into Archibus implementation, Diente was here everyday trying to clean up any issues we had with the program.

He arranged for conferencing with Ray and AOS to solve problems, and worked tirelessly to help us muddle through that last week of the year.

Nominated by: Kathy Fisher, Motor Fleet



# Harris Alumni Center Team Team of the Quarter



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

The new Harris Alumni Center held its first event on Saturday, November 11, 2007. The brand new facility was just coming out of the final phase of construction and not really ready for an event hosting 200 people. Nonetheless, the show must go on and the process of taking care of all the last minute details came to a fever pitch on November 9th and 10th. With contractors still trying to finish last minute punch list items, Arzella Baker-McCain and Greg Kish, housekeeping, went about the task of cleaning, and re-cleaning, and re-cleaning the inside of the Alumni Center. No sooner would they sweep a floor then someone would drill a hole or cut a board or open a door and track in razor fine grit from the paver project that the contractor had not had time to clean up yet. Customers were nervous about their first event, and even questioned Arzella's and Michael Brown's mopping methods on their beautiful hardwood floors. Al McCool, Capital Projects, happened to be in the building and was asked about cleaning specs on the floor.

Al immediately made a call and found out that Arzella and Michael were doing the right thing and were able to continue with their work. To address the tracking in of grit, David Adams, housekeeping, cut and installed four walk off mats and Joey Cochran sent Bryan Lewis, Grounds, out with a blower to clean all the brick areas around the Alumni Center. Rob Herrington and Andy Lavoie, Key Shop, noticed that I was swiping my card through the card readers and called me on my direct connect to see if the doors were working properly. As I was driving away, they pulled up to work on the doors (without me even asking them to come out). This was one of those situations where everyone knew that extra effort and cooperation was the only way to pull it off and everyone just stepped up and did what had to be done because it was good for the University.

Even though Housekeeping, Grounds and the Key Shop had covered everything they could possible think of in the week preceding the big event, they still had to do one final interior and exterior clean up more on Saturday November 11 so that the facility would be in top shape even though it was not fully out of the construction phase. This was an extraordinary FM team effort.

**Nominated by: Brian Guns, Housekeeping/Recycling Administrator**

# Safe Teams of the Year Reporting No Accidents January – December 2006



Pictured clockwise: Automotive, Recycling, Zone 2 and Zone 1



# Safe Teams of the Quarter



Chris McKinney (Electrical)



Tim Overcash (HVAC)



David Hillard (General Services)

- Automotive
- HVAC
- Preventive Maintenance
- Zone 1

Electrical  
General Services  
Recycling  
Zone 2

**Individual  
Award of Excellence and Customer  
Service Awards**

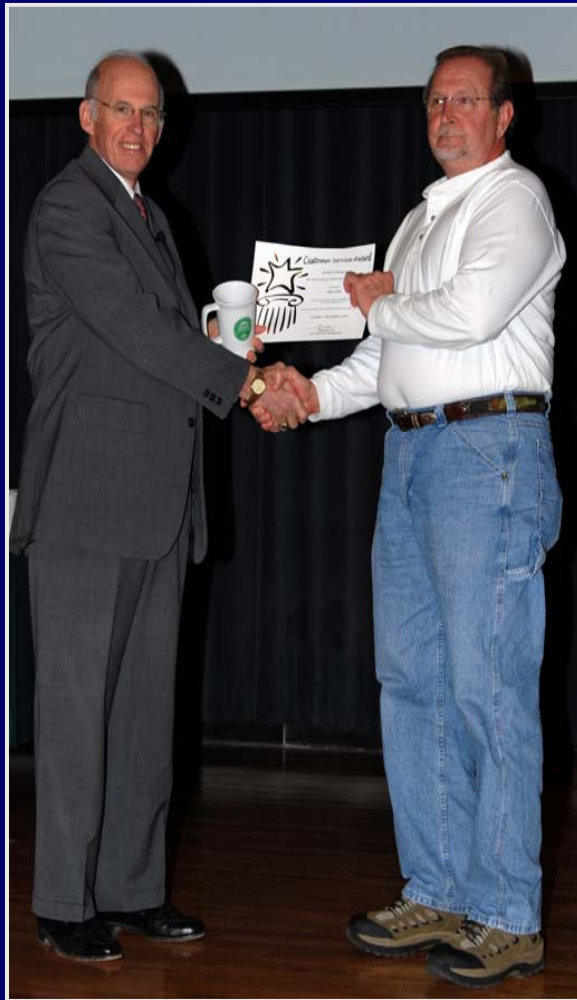


# Lisa Casey, Grounds Customer Service Award



- The landscaping around the campus is beautiful and well thought out. I loved the flowers at the main entrance this summer, but even more, I love the way the plants now are arranged to show such a variety of the color green. It is a nice welcome to the campus and I think it is important because that is the first thing that visitors see. Great job!
- **Nominated by: Jenna Duncan, College of Architecture**

# John Conn, Preventive Maintenance Customer Service (Two entries)



■ I would like to take this time to thank John for all the things he does to help us here at Parking Services. John helps us in maintaining our vehicles by keeping us informed when the PM's are due. As well as, issuing work orders to have our office space maintained and repaired. John has always been very respectful to me and my employees, and with his courteous nature and smiling face, always makes our day with his presence. I would like to recognize John for his dedication for customer service, and for getting our PM's and work orders processed efficiently. He will always take the time to help our department with problems that might arise and offer suggestions, if needed, on how to solve them. **Nominated by: Nancy Hartsell, Parking Services**

■ John has taken exceptionally good care of our vehicles - we are powerless to work without them, and he has taken extra efforts to ensure the mail vehicles run safely at all times. He has been an ever present and source of help and of information regarding our vehicles. As you know, the mail does not move without our wheels, and John has gone the extra mile in making sure we are fully equipped to do our job on the campus of UNC Charlotte. In the past, some of our employees have not been checking oil and water levels in the trucks (because of unfamiliarity with the vehicles) - John has made arrangements to come in and teach the employees some basics about preventative maintenance with their vehicles. We appreciate the extra time and effort he takes to ensure we are able to make the mail rounds - "neither rain, nor hail, nor sleet, nor snow" nor broken-down vehicle will stop the mail from being delivered at UNC Charlotte - thanks to John Conn. **Nominated by Laura Rice, Mail Services**

# Rob Kennedy, Grounds Customer Service Award



- I wanted to nominate Rob because I think he is in charge of or involved in the landscaping around campus. I really enjoy looking at the flowers and plants that are arranged around the entrances, signs, and other places. The green plants at the entrance were obviously planned because it is like a rainbow of green. I think it is a great welcome to UNCC. I think all visitors notice the landscaping on some level, and this contributes to a positive impression of the university. Thanks for making our environment so beautiful.
- **Nominated by Jenna Duncan, College of Architecture**

# Greg Kish, Housekeeping Award of Excellence



- During the preparations for the dedication of Grigg Hall and Duke Centennial Hall, I would not have been able to make sure that everything was covered on our part had it not been for Greg. He came in early to team up with me to make sure that we had all of our bases covered, and together, we were able to pull it off without a hitch. (The housekeeping staff did a super job). Because of the super job that Greg did to help cover these events, I feel that he deserves an Award for Excellence.
- **Nominated by: Essie Spears, Housekeeping**



# Pauline Simuel, Housekeeping Customer Services (10 entries)



1. Pauline always does a great job taking care of our "little department". She pops in from time to time to check on us and makes sure that everything is clean, neat and tidy. **Nominated by: Beverly Guessford, Center for Transportation Policy Studies**
2. Pauline is always a smiling face, pleasant to talk to and happy in her job. She always interacts with both graduates and staff whether to say hello or to have a quick chat. She is a welcomed face in our building and I hope to continue to see her through my time in Charlotte. **Nominated Russell Slade, Student**
3. Happy and cheerful every time I see her. When I ask her to clean my blackboard, she does without complaints. **Nominated by Zach Telersa, Student**
4. Pauline is a fabulous person. She is honest and hard-working and has a kind and joyful spirit. Our offices and rooms are kept immaculate. She always has something cute, funny or sweet to say to brighten my day. **Nominated by Laurie Garo, Geography/Earth Science**
5. Pauline is absolutely delightful! She always has a kind word to say and is also very friendly and interested in chatting. She also brings flowers from her own yard or garden to brighten up the 4th floor! The Geography Dept. would definitely miss her if she were gone and we'd love to see her recognized by her great work! **Nominated by: Emily Livingston, Geography/Earth Science**
6. Pauline is always doing her very best to keep our floor clean and does so with a great big smile. She always says hello and has a way of cheering one up even during the hectic period. Not only does she do a great job, she is a great person too! **Nominated by: Andrew Goodall, Student**
7. Good job. **Nominated by: Ed Hauser, Metro Studies and Extended Academics**
8. She is very friendly and I have yet to have any problems with my area. **Nominated by: Patrick Jones, Geography/Earth Science**
9. She keeps my office clean. It is a pleasure to come in each morning. **Nominated by: Sherry Elmes, Metro Studies and Extended Academics.**
10. Excellent work consistently! **Nominated by: Dennis Rash, Center for Transportation Policy Studies**

**Team  
Award of Excellence and Customer  
Service Awards**

# Johnnie Doyle's Kennedy Team Housekeeping Customer Service



- Annette Anderson, Leona Baker-Davis, Barry Byron, Maurice Eustache, Bernetta Lee, Steven Patterson, Madia Smith, Kathy Thomas, Sherry Thompson
- Johnnie Doyle's crew has been keeping the computer lab and the reading room at Burson (Chemistry Dept.) very clean and organized - making the environment very inviting. **Nominated by: Dung Van Trans, Student**



# Shem Logan's Team Housekeeping Award for Excellence



- Elizabeth Browne, Jonathan Breckenridge, Marijan Pavlovic, Alene Owens, Catherine Harris, Winford Springs, Delores Green, George Lemus, Chano Boyd, and Dwight Smith.
- The listed employees go above and beyond expected duties, consistently maintain a high level of work, no call ins, arrive to work on time, consistently exhibit acceptable behavior, maintain outstanding customer service, and safety habits. I am proud and pleased to nominate as the Friday Zone in the Housekeeping department. **Nominated by: Shem Logan, Housekeeping**

# Unsung Hero New Category

This **peer** award is presented to non-managerial and non-supervisory employees who, throughout the year, have been someone who could truly be depended upon in every aspect of the job, but may not have done anything out of the ordinary boundaries of the job. This employee will have the reputation of being at work everyday (excluding vacation), doesn't use excessive sick leave, always perform his/her duties exceptionally well, and is a trusted team player.



## **Amenities include:**

- Unsung Hero lapel pin
- Essential Piece Certificate
- Supervisor notation in annual performance review

# Unsung Heroes 2006

- Automotive - John Barden
- Business Office - Noella Paquette
- Capital - Joyce Clay
- Design - Marisa Elston
- Electrical - Lewis Jackson
- General Services - Robert Gray
- Grounds - Jose' Palacios
- Heating Air Conditioning & Ventilation - Arnold VanHoy
- Housekeeping Administrative Office - Jacqueline Anthony
- Housekeeping Arzella's Team - Joyce Parks
- Housekeeping Bonnie's Team - Linda Wiley
- Housekeeping Candis' Team - Radmila Pavlovic
- Housekeeping Clara's Team - Huey Craig
- Housekeeping Confort's Team - Sherby Price
- Housekeeping Crystal's Team - Tomasa Bonilla
- Housekeeping Johnnie's Team - Bernetta Lee
- Housekeeping Shem's Team - Marijan Pavlovic
- Housekeeping Subhash's Team - James Brown
- Maintenance & Operations Administrative Office - Jessica Deal
- Planning - Casi Shepardson
- Preventive Maintenance - Ken Cranford
- Recycling - Yonette (Pat) Smith
- Zone 1 - Carolyn Hinkle
- Zone 2 - Steve Tillman



# Perfect Attendance 2006

## First Shift

- Business Office
  - Noella Paquette

- Capital Projects
  - Jack Chastain
  - John Neilson

- Design Services
  - Steve Burt
  - Mac Fake

- Electrical
  - Lewis Jackson

- HVAC
  - Jimmy Keller
  - Donald Teate

**February 6 at 7:30 a.m.**  
Buffet Breakfast for  
Perfect and Excellent Attendance  
Prospector F/S Dining Room

- Housekeeping
  - Confort Al-Arashun
  - Gaynell Williams
  - Sherby Price

- General Services
  - Robert Braun

- Grounds
  - Robert Bailey
  - Joey Cochran
  - Gary Edwards
  - Frank Milone
  - Ralph Necaise
  - Isaac Nelson
  - Virgil Torrence

- Recycling
  - Kelly Freshcorn
  - Dot Munson



# Perfect Attendance 2006

## Second and Third Shift

### ■ Electrical

- Marvin Mackey (2<sup>nd</sup> shift)
- Steve Reis (2<sup>nd</sup> shift)

### ■ Steam Plant

- Ted Tucker (2<sup>nd</sup> shift)
- Billy Roy Poston (2<sup>nd</sup> & 3<sup>rd</sup> shift)

### ■ Housekeeping

- Essie Spears (3<sup>rd</sup> shift)
  - 5 consecutive years
- James Brown (3<sup>rd</sup> shift)
- George Lemus (3<sup>rd</sup> shift)
- Shem Logan (3<sup>rd</sup> shift)
- Yves Byron (2<sup>nd</sup> shift)
- Bonnie Peoples (2<sup>nd</sup> shift)

#### ***PERFECT ATTENDANCE***

*Persons who used no sick leave  
during the calendar year.*

# Perfect Attendance

## 5 consecutive years 2002-2006

- Business Office
  - Noella Paquette
- Capital Projects
  - John Neilson
- Electrical
  - Lewis Jackson
- Housekeeping
  - Confort Al-Arashun
  - Essie Spears (3<sup>rd</sup> Shift)
  - Gaynell Williams
- Grounds
  - Frank Milone
  - Gary Edwards
- Recycling
  - Dot Munson

**New Recognition!**

# Perfect Attendance 2006



First Shift is pictured above.  
Second and Third Shift are  
pictured right.



# Twenty Plus Club

- As a result of an idea submission, the awards committee distributed a plaque to each employee who have served in Facilities Management for 20 plus years. The state of North Carolina and the University of North Carolina at Charlotte recognize employees for every five years of service; however, we have employees who have made a long term commitment within Facilities Management.
- *Daniel Barrier, Grounds, 21 years of service*
- *Joyce Clay, Capital Projects, 21 years of service*
- *Robert Gray, General Services, 21 years of service*
- *Isaac Nelson, Grounds, 21 years of service*
- *Diana Parks, Housekeeping, 22 years of service*
- *Albert McCool, Capital Projects, 23 years of service*
- *Christopher Shores, Preventive Maintenance, 24 years of service*
- *Willard Brown, Housekeeping, 25 years of service*
- *Ralph Necaise, Grounds, 25 years of service*
- *Terry Pennell, Grounds, 26 years of service*
- *Jerome Steele, General Services, 26 years of service*
- *Rena' Foster, Housekeeping, 29 years of service*



# Twenty Plus Club



Dan Barrier, Grounds



Robert Gray, General Services



Al McCool, Capital Projects



Willard Brown and Diana Parks, Housekeeping



Jerome Steele, General Services, and Rena' Foster, Housekeeping



Ralph Necaie, Grounds

*Congratulations Everyone!*