

*Letter from the Associate Vice Chancellor for Facilities Management*

*Dear Facilities Team,*

*In* light of the recent economic downturn, we face a **tough budget year** ahead. State tax revenues are down. Therefore, our budget will be significantly constrained. However, as I talk to our colleagues in other universities around the country, I find that North Carolina and UNC Charlotte are in a much better position than most. Higher Education institutions in other states are experiencing cuts of 10, 15 and 20 percent in some cases. Ours will be much less. The good news is that we do not anticipate having to cut any positions unless the situation gets much, much worse. I do ask that everyone be good stewards of the taxpayer's money. Spend only what you absolutely need to get the job done. UNC Charlotte will weather this storm as will America. And we will be stronger for it.

As I discussed at the last All Employees Meeting, our three Task Forces designated to work on improving employee satisfaction have completed their recommendations. The Task Forces worked to find recommendations for improvement in **Training and Promotional Opportunities,**



**Facilities Management's Leadership Team** from left to right: Larry Howell (Director-M&O), Ray Dinello (Director-FIS), Melanie Witherspoon (Director-Business Office), Peter Franz (Director-Planning), Chris Gilbert (University Long Range Planner), Phil Jones (Associate Vice Chancellor), Mac Fake (Director-Design Services), Beverly Imes (Executive Assistant to the Associate Vice Chancellor), Brian Guns (Director-Housekeeping & Recycling), and John Fessler (Director-Capital).

**Communication and Teamwork, and Race and Gender Equal Treatment.** The Task Forces have now made fifteen specific recommendations to the FM Leadership Team. We are in the process of determining the best way to implement these recommendations. Some can be implemented fairly quickly. Others will take time and thorough development. Standby for more details in the near future. I want to compliment all members of these task forces for their hard work and dedication to making Facilities Management a great place to work. Your work will make a difference.

In other news, we continue to grow as an organization. We are in the process of negotiating an

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## EMPLOYEE OF THE QUARTER

***Congratulations*** to Frank Milone, Grounds, who was honored with the “Associate Vice Chancellor’s Employee of the Quarter” award. Below Phil Jones presents the plaque to Frank at the quarterly All Employees Meeting on October 24, 2008.



*This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative resulting in outstanding measurable outcomes during the quarter.*

This was not Frank Milone’s first time to be voted Employee of the Quarter. In 2002 he was named Employee of the Quarter for similar reasons as this time. A couple of years after Frank joined the Grounds team he was approached by a gentleman who had just cleared some land and wondered if the college could use some mulch. As mulch was selling for about \$400 a load (at that time), Frank was more than happy to coordinate delivery of as much mulch as the college could handle, which involved having a place big enough to store it until needed.

As time progressed, Frank’s contacts for mulch increased and, fortunately, there was a lot of land being cleared within a reasonable radius of our

campus, so this became a “win-win” situation all the way around. The land clearers were able to dispose of their mulch for just the cost of delivering it to our campus and our campus was saved the expenditure of having to purchase it.

Today’s price is \$700 per load. So far this year we have received about 65 loads and are only limited by our ability to store it. At one point in time, we were able to receive and store 145 loads, so you can see that over the past eight plus years the college has saved somewhere between \$300,000 to \$400,000.



On a personal note, Frank has always been a NASCAR enthusiast and through the years worked part-time at several NASCAR locations, while working full time in a landscaping business. When in 1993 a series of circumstances convinced him to leave the hustle and bustle of Connecticut, he selected Charlotte, where he continued working part-time for NASCAR.

In 1999, Frank was made aware of an open position in Grounds and he plans to continue here until he retires. While we don’t offer him much in snow plowing, what we do offer Frank keeps him satisfied with being on staff at UNC Charlotte and in the Grounds section, as evidenced by his many Customer Service Awards and awards for Perfect Attendance over the years.

**Carolyn Hinkle**  
**Zone 1**

## TEAM OF THE QUARTER

***Congratulations*** to Dan Mullins, Terry Eudy, Tom Guenther, John Latin, Joe Coleman, and Dennis Campbell (Zone 1), John Surace and Pitone Taosoga (Grounds) who 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 during the quarter.*

**M**ike Klemmer, Grounds Supervisor, noticed that the shrubbery in front of the Candy Shoppe entrance at the Cone building had become overgrown and needed some major pruning. At the same time he also noticed that the flower beds around Cone needed to be refreshed.



Pictured left to right are: Dan Mullins, Dennis Campbell, Tom Guenther, Phil Jones, and John Surace

When he approached Donna Merck, Assistant Director for Operations of the Cone Center, and made her aware of this need, she agreed.

Grounds began the process by pruning the shrubbery, replacing existing shrubs with new ones, and planting new flowers. Because of the battle going on between the shrubs and the fencing, when the shrubs were trimmed back, the fact that the fencing was deteriorating was revealed. When Grounds removed part of the fencing, they were able to see that the concrete had become weather worn.

At this point the Zone 1 team joined in the beautification project. Dan Mullins, point-man, who had come to Zone 1 from Grounds, knew exactly how to interface with the Grounds efforts. Assisting Dan from Zone 1 was Tom Guenther, Dennis Campbell, Terry Eudy, John Lattin, and Joe Coleman. While they were there, they also repaired pits and chips in five or six columns in the front of the building and around the flower beds. Scaffolding had to be built, the concrete poured, finished, and stained in coordination with

*(Continued on page 12)*

## FOCUS ON STAFF

### SAFE TEAMS OF THE QUARTER

*(Statistical Information provided by UNC Charlotte Safety Office)*

**THE FOLLOWING TEAMS HAD NO ACCIDENTS JULY - SEPTEMBER 2008**

#### Maintenance & Operations

Zones: 1, 2 and 5; Central Operations: High Voltage, Key Shop, Renovations, and Steam Plant

#### Housekeeping & Recycling

Housekeeping: Colvard Area, North Area, Woodward Area, Library Area, West Area, CRI Area, and Recycling



Pictured left to right are: Chip Lawrence (Renovations), Barry Kirkman (High Voltage), Andy Lavoie (Key Shop), Rocky Germani (Zone 1), Debra Mayfield (Housekeeping-North), Jim Kay (Zone 2), Wes Wright (Steam Plant), Henry Bennett (Recycling), Don Teate (Zone 5), and Phil Jones.

#### **\*FRIENDLY REMINDER\***

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt

*(by January 16, 2009).*

**If you do not use it, you will lose it!**



Pictured left to right are second and third shift Housekeeping safe team recipients: Robert Seedoff (West), Clara Crawford (Woodward), Candis Clemons (Library), Crystal Mason (Charlotte Research Institute), and Subhash Pandya (Colvard).

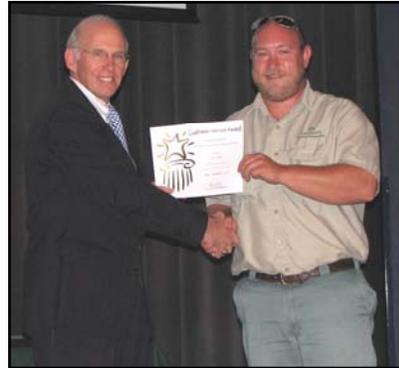
## FOCUS ON STAFF

### INDIVIDUAL AWARDS

#### *Customer Service*

*(nominated by Campus or Internal Customers)*

Wanda Alhizer, Business Office (pictured below)  
John Conn, Automotive (2 nominations)  
Ruth Cook, Housekeeping  
Savararia Harrison, Housekeeping  
Jim Kay, Zone 2  
Christopher Martin, Grounds (pictured second from top)  
Uma Pandya, Housekeeping  
Bobby Robinson, Automotive  
D. J. True, Zone 4 (pictured top right)



#### *Awards for Excellence*

*(nominated by Facilities Management Staff)*

David Allen, Housekeeping (pictured right)  
Lee Allsbrook, Housekeeping (pictured bottom right)  
Hamp Brown, Housekeeping  
John Conn, Automotive (2 nominations)

*The goal as a company is to have  
customer service that is not just  
the best, but legendary.*

*Sam Walton*

## FOCUS ON STAFF

### TEAM AWARDS

#### *Customer Service*

*(nominated by Campus or Internal Customers)*

- \* Nelly Lezema, Lisa Miller
- \* John Avery, Chris Camerino, Shannon Caveny-Cox, Kelly Freshcorn, Luis Alvarado, Bill Cavelli, Walter Edwards, Rhonda Renwick
- \* Lee Arnold, Henry Bennett, Kathy Boutin-Pasterz, Bill Cavelli, Shannon Caveny-Cox, Tonya Day, Walter Edwards, Kelly Freshcorn, Devin Hatley, Yonette Smith, Rhonda Renwick, Lucille White (pictured right)
- \* Bobby Robinson, John Barden, John Conn
- \* Gary Edwards, Robert Murray
- \* Lyvie Alvinzy, Michael Brown, Edison Cobos, Paul Dilgard, Roger Forney, Karl Scott, Darrell Steele, Wendell Brown, Shari Thompson, Gregory Towne



Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

-Andrew Carnegie

#### *Awards for Excellence*

*(nominated by Facilities Management Staff)*

- \* Radmila Pavlovic, Closel Macena, Agnes Douglas, Sintanis Joline, Betty Clawson, Danica Pauler, Salvador Garcia (pictured below)
- \* Dana Harris, Cristhian Gonzalez, Nora Carothers
- \* John Surace, Pitone Taosoga
- \* Kenny Leazer, Adam Thompson
- \* Hamp Brown, Willard Brown, Franjo Pauler
- \* Bernetta Lee, Steven Patterson, Kathy Thomas, Waide Redwood, Chikina Barden, Shariffe Samuels, Annette Anderson, Madia Smith, Linwood Sanders, Leona Baker-Davis, Aida Jimenez, Horace Blakeney



## FOCUS ON STAFF

### PROMOTIONS

#### Grounds

Donald Ramsey; Grounds Supervisor III

#### Zone 1 Maintenance

John Garst; Maintenance Mechanic V

#### Zone 6 Maintenance

Dave Weimer; HVAC Mechanic



### NEW HIRES

#### Capital Projects

Jennifer Evans; Facilities Construction

Engineer I

Larry Nelson; Facility Electrical Engineer II

#### Central Operations - High Voltage

Barry Kirkman; High Voltage Distribution

Specialist

#### Central Operations – Steam Plant

Wesley Wright; Boiler Operator II

#### Design Services

Drew Averitt; C&R Design Technician II

#### Facilities Information Systems

Dana Xiao; IT Technical Support Analyst

#### Facilities Planning

Elizabeth Frere; Facility Planner III, Landscape Architect

Richard La Liberte; Facility Planner III, Real Estate Advisor

#### Housekeeping – 2<sup>nd</sup> Shift

Aida Jimenez; Housekeeper

Edison Cobos; Housekeeper

Sam Coleman; Housekeeper

Wendell Brown; Housekeeper



Aida Jimenez



Alton Haskin

#### Housekeeping – 3<sup>rd</sup> Shift

Alton Haskin; Housekeeper

Ollabell Stafford; Housekeeper

Sara Brooks; Housekeeper

Walky Louis; Housekeeper

#### Zone 1 Maintenance

Paul Taylor; Maintenance Mechanic III

#### Zone 4 Maintenance

Rebecca Hefti; Administrative Support Associate

#### Zone 5 Maintenance

Richard Lingerfelt; Plumber II

#### Recycling

Shannon Caveny-Cox; Administrative Support Associate

# *Congratulations!*

*Beulah Shankle*

*Facilities Management - Housekeeping*

*Pictured below with Chancellor Phil Dubois on October 1.*



*Recipient of the State Employees' Award for Excellence*

*Human Relations*

*Awarded in Raleigh, North Carolina on October 20, 2008*

## **Housekeeping Chair Counting Initiative**

**By: Brian Guns, Director of Housekeeping & Recycling**

The Housekeeping division, in conjunction with Senior Associate Provost, Jay Raja, has begun a chair counting initiative for the purpose of keeping track of the number of chairs in the academic classrooms. In the past, chairs have been moved from classroom to classroom by professors and students, resulting in a crisis situation at the beginning of class due to insufficient seating.

A new process will ensure that any change in the number of classroom chairs is reported to the Office of Classroom Support on a nightly basis.

A checklist is placed on the back of each classroom door indicating the correct chair count for that room. Discrepancies are reported to the Office of Classroom Support and work tickets issued for corrective action by the staff in the Office of Classroom Support.



Faculty along with staff in the Office of the Vice Chancellor for Academic Affairs in the Reese building are greatly appreciative of the efforts being made to coordinate this new chair counting initiative. The initiative was undertaken because of numerous complaints from professors made over the years to the Office of the Vice Chancellor for Academic Affairs of insufficient seats for the students assigned to their classes.

## ***You Can Make A Difference...***

**El Puente del Caribe** is a grassroots non-profit organization located on the fringes of the rainforest in southern Costa Rica. Here, the BriBri people have access to a soup kitchen, educational grants, microloans and a health clinic. Go to [www.elpuente-thebridge.org](http://www.elpuente-thebridge.org) to access El Puente's website and learn more about the work that is being accomplished.



**This holiday season, help support El Puente.** When doing your online shopping, use [GoodSearch](#). Choose *El Puente-La Mesa, CA* as your non-profit, and then click on the icon for the store you wish to shop. It's as simple as that. **Each purchase you make will result in a direct donation to El Puente!** No cost to you! Just a few extra minutes to link purchases you would be making any way through [GoodSearch](#). Real people will benefit, children and families will thrive and you will enter the holiday season with the knowledge that **You Have Made a Difference!**

**Michele Kohan**  
Housekeeping

**Jungle Prints, Adventure Stories and more...**  
at the [El Puente online store!](#)

## **Chris Moose: More Than a HVAC Controls Technician**

If the building temperature feels too cold or hot, the chances are Chris Moose will be the first person called to control the temperature. As the air conditioning, heating, and ventilation controller, Moose monitors the mechanized system that controls the HVAC equipment on campus.

Whether out in the field or in his office, Moose can access each system using the Internet. All HVAC units have had a Java Application Control Engine (JACE), manufactured by Tridium, added. JACEs make available a graphical depiction of the HVAC system that can be observed and supervised by means of the Web and one of the major challenges of his job is keeping up with this technology. Regardless of the challenges, Moose is glad to be at UNC Charlotte.

When not managing the campus' temperature, Moose participates in Civil War reenactments, living history programs and movies. Over the years, he has emerged on to the screen



as an extra in various films including "The Love Letter," "Gettysburg," "The Patriot," "The Last of the Mohicans" and "Gods and Generals." He has participated in reenactments and history programs for several years and his favorite pastime has even become a family experience with his wife Danyel and children playing a part. As an important component of the endeavor, Moose owns the only two horse-drawn Civil War artillery pieces in North Carolina. Currently, Moose is making plans to participate in a sequel to "Gods and Generals."

**Christy Case**  
Maintenance and Operations

# RECYCLING CORNER

## Volunteers make a huge impact!

The Office of Waste Reduction and Recycling along with Keep Charlotte Green would like to thank the more than 200 staff, faculty and students that volunteered to make UNC Charlotte's bi-annual campus cleanup a success. At the end of the day, 149 bags of trash, 84 bags of recyclables, 150 pounds of construction and demolition material, and seven tires were recovered from campus! The next official cleanup will be held in April, 2009. However, if any individuals or groups would like to volunteer before then, they can contact Devin Hatley at [dlhatley@uncc.edu](mailto:dlhatley@uncc.edu) or 7-4283. For more information about upcoming events, please visit the recycling department website at [www.uncc.edu/recycling](http://www.uncc.edu/recycling).



**Pictured right: Registration table (top), Dorothy Vick and Joyce Clay from Capital Projects (second from the top), Camera man from WSOC (third from the top), and Scott Wickersham from WSOC (bottom right).**

***Capital Projects Introduces...  
Larry Nelson***

Larry Nelson is the newest member of Capital Projects. He came on board October 1<sup>st</sup> as the Facilities Management Energy Manager. Larry is responsible for reducing campus energy consumption and minimizing utility costs.

He grew up in Kannapolis, North Carolina, and received an Engineering degree from UNC Charlotte. He started as a Project Engineer with Cannon Mills but has spent the past 25 years in Florida working for Florida Power and Light.

Larry and his wife, Janice, have a son and a daughter and are moving here from the Daytona Beach area. As one would expect, they



are big NASCAR fans who are looking forward to attending races at Lowe's Motor Speedway! Larry also happens to enjoy motorcycling – on a Harley Davidson, of course!!

Welcome Larry!

**Dorothy Vick**  
**Capital Projects**



**America Recycles Day**

**FREE STUFF!!**

November 13 from 11:00 a.m. - 2:00 p.m.

Location: Belk Tower

For more information contact Devin Hatley at 704-687-4283 or dlhatley@uncc.edu

(Continued from page 1)

agreement for our organization to provide maintenance and operation of two buildings on the **North Carolina Research Campus at Kannapolis**. These two buildings have over 225,000 square feet of research space and will house researchers from five different Universities in the UNC System. Initially, we expect to have about five maintenance and five housekeeping positions in the new “Zone 7”. Everyone will have an opportunity to compete for these positions. They will be advertised on the UNC Charlotte HR web page as with other university jobs. Keep an eye out if you are interested. In the late spring of next year, we again will add more people to our team when the Bioinformatics Building and the new Student Union staff up. Watch for those opportunities as well.



North Carolina Research Campus, Kannapolis, NC

As we approach the Holiday Season, I want to wish all of you a great Thanksgiving and a joyous Christmas, Hanukah Holiday Season. We have many blessings to be thankful for, not the least of which is living in the greatest country on earth. During this holiday season, take time to remember our Soldiers, Sailors, Airmen and Marines who are in harm’s way, far from their families, protecting our country. Keep thinking **TEAMWORK, CUSTOMER SERVICE, and CONTINUOUS IMPROVEMENT** while **“Creating a Campus of Distinction.”**

**Philip M. Jones**  
**Associate Vice Chancellor for Facilities Management**

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the cleaning out of the flower beds and other plantings. When the concrete had set, plantings had to be reset and trimmed, the area needed to be cleaned up, and pressure washed, all accomplished by John Surace and Pitone Tasosoga of Grounds.

Donna Merck’s nomination for the Team Award stated “I was very impressed by the communication between these two separate FM units in coordinating this improvement process. When one area was complete and ready for the other unit, they notified each other. This enabled the process to be smooth and seamless. Thanks to these teams we were able to complete all of the renovations prior to the last, and one of the largest, SOAR events and well before the beginning of school.” In speaking with Donna later, she further stated that she was even more impressed with the fact that the team did the work when they had said they would do it and almost perfectly matched the existing stain. This work was accomplished below the estimate.

**Carolyn Hinkle**  
**Zone 1**

*Effective teamwork will not take the place of knowing how to do the job or how to manage the work. Poor teamwork, however, can prevent effective final performance and it can also prevent team members from gaining satisfaction in being a member of a team and the organization.*  
**Robert F. Bales**

## HEALTH & SAFETY ZONE



Reuters – The music group The Bee Gees (L-R) Robin, Barry and Maurice Gibb are pictured in this undated publicity ...

WASHINGTON (Reuters) – U.S. doctors have found the Bee Gees 1977 disco anthem "Stayin' Alive" provides an ideal beat to follow while performing chest compressions as part of CPR on a heart attack victim.

The American Heart Association calls for chest compressions to be given at a rate of 100 per minute in cardiopulmonary resuscitation (CPR). "Stayin' Alive" almost perfectly matches that, with 103 beats per minute.

CPR is a lifesaving technique involving chest compressions alone or with mouth-to-mouth rescue breathing. It is used in emergencies such as

cardiac arrest in which a person's breathing or heartbeat has stopped.

CPR can triple survival rates, but some people are reluctant to do it in part because they are unsure about the proper rhythm for chest compressions. But research has shown many people do chest compressions too slowly during CPR.

In a small study headed by Dr. David Matlock of the University of Illinois College of Medicine at Peoria, listening to "Stayin' Alive" helped 15 doctors and medical students to perform chest compressions on dummies at the proper speed.

Five weeks after practicing with the music playing, they were asked to perform CPR again on dummies by keeping the song in their minds, and again they kept up a good pace.

"The theme 'Stayin' Alive' is very appropriate for the situation," Matlock said in a telephone interview on Thursday. "Everybody's heard it at some point in their life. People know the song and can keep it in their head."

The findings will be presented this month at a meeting of the American College of Emergency Physicians in Chicago.

(Writing by Will Dunham; Editing by David Storey)



In August, Hurricane Fay visited the Charlotte area. Here are some photos of what she left behind near and on Phillips Road. The caption for these photos? ***"Bridge Under Troubled Waters"***



# Active Listening

## *Hear What People Are Really Saying*



Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others.

- ◆ We listen to obtain information.
- ◆ We listen to understand.
- ◆ We listen for enjoyment.
- ◆ We listen to learn.

Given all this listening we do, you would think we'd be good at it! In fact we're not. Depending on the study being quoted, we remember a dismal 25-50% of what we hear. That means that when you talk to your boss, colleagues, customers or spouse for 10 minutes, they only really hear 2½-5 minutes of the conversation.

Turn it around and it reveals that when you are receiving directions or being presented with information, you aren't hearing the whole message either.

Clearly, listening is a skill that we can all benefit from improving. By becoming a better listener, you will improve your productivity, as well as your ability to influence, persuade negotiate.

What's more, you'll avoid conflict and misunderstandings – all necessary for workplace success. The way to become a better listener is to practice "active listening". This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, to try and understand the total message being sent.

### **Becoming an Active Listener**

There are five key elements of active listening. They all help you ensure that you hear the other person, and that the other person knows you are hearing what they are saying.

- 1. Pay attention.** Give the speaker your undivided attention and acknowledge the message. Recogn-

- o nize that what is not said also speaks loudly.
  - o Look at the speaker directly.
  - o Avoid being distracted by environmental factors or thoughts
  - o "Listen" to the speaker's body language.
- 2. Show that you are listening.** Use your own body language and gestures to convey your attention
  - o Nod occasionally and smile.
  - o Note your posture and make sure it is open and inviting.
  - o Encourage the speaker to continue with small verbal comments like 'yes', and 'continue'
- 3. Provide feedback.** Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.
  - o Reflect what has been said by paraphrasing. "What I'm hearing is..." and "Sounds like you are saying..." are great ways to reflect back.
  - o Ask questions to clarify certain points. "What do you mean when you say..." "Is this what you mean?"
  - o Summarize the speaker's comments periodically.
- 4. Defer judgment.** Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.
  - o Allow the speaker to finish.
  - o Don't interrupt with counterarguments.
- 5. Respond Appropriately.** Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.
  - o Be candid, open, and honest in your response.
  - o Treat the other person as he or she would want to be treated...respectfully.

Start using active listening today to become a better communicator and improve your workplace productivity and relationships.

**Source: [www.mindtools.com](http://www.mindtools.com)**

## The Ten Commandments of Customer Service

Susan Friedmann, Certified Speaking Professional

- ✓ **Know who is boss.** When you truly listen to your customers, they let you know what they want and how you can provide good service.
- ✓ **Be a good listener.** Effective listening and undivided attention are particularly important on the show floor where there is a great danger of preoccupation - looking around to see to whom else we could be selling to.
- ✓ **Identify and anticipate needs.** Customers don't buy products or services. They buy good feelings and solutions to problems.
- ✓ **Make customers feel important and appreciated.** Treat them as individuals. Always use their name and find ways to compliment them, but be sincere. Thank them every time you get a chance.
- ✓ **Help customers understand your systems.** Your organization may have the world's best systems for getting things done, but if customers don't understand them, they can get confused, impatient and angry.
- ✓ **Appreciate the power of "Yes".** Always look for ways to help your customers. When they have a request (as long as it is reasonable) tell them that you can do it. Figure out how afterwards.
- ✓ **Know how to apologize.** When something goes wrong, apologize. It's easy and customers like it.
- ✓ **Give more than expected.** Since the future of all organizations lies in keeping customers happy, think of ways to elevate yourself above the competition. Consider the following:
  - What can you give customers that they cannot get elsewhere?
  - What can you do to follow-up and thank people even when they don't buy?
  - What can you give customers that is totally unexpected?
- ✓ **Get regular feedback.** Encourage and welcome suggestions about how you could improve. There are several ways in which you can find out what customers think and feel about your services.

Listen carefully to what they say. Check back regularly to see how things are going. Provide a method that invites constructive criticism, comments and suggestions.
- ✓ **Treat employees well.** Employees are your internal customers and need a regular dose of appreciation. Thank them and find ways to let them know how important they are. Treat fellow employees with respect and chances are they will have a higher regard for customers. Appreciation stems from the top. Treating customers and employees well is equally important.

"Here is a simple but powerful rule - always give people more than what they expect to get."

Nelson Boswell

## Horticulture Tips for the Quarter

Prepared by: Donald E. Breedlove, Iredell County Horticulture Agent  
Janice Runkles, Iredell County Volunteer Master Gardener

### NOVEMBER

- Keep lawn free of fallen leaves
- Water shrubs thoroughly before soil freezes
- Fertilize lawns around Thanksgiving
- Start compost pile with leaves
- Replenish mulch

- Collect evergreens for decoration
- Check holiday plants and gift plants for insects before locating them near your other plants
- Keep the poinsettia healthy by watering regularly and keeping the plant out of drafts

### DECEMBER

- Make a list of repairs needed on lawn equipment
- Plant trees & shrubs

### JANUARY

- Prune evergreen & late blooming shrubs
- Control onion in lawns
- Prepare plant beds
- Mulch shrubs & trees

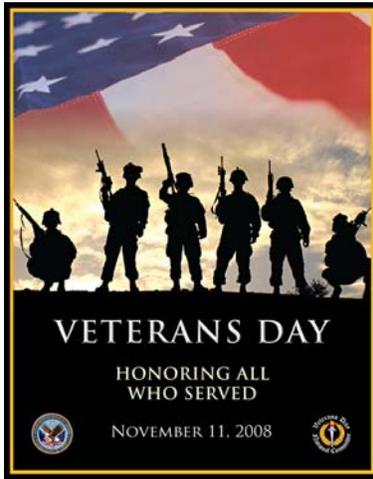
## Fall Tips

- ◆ Check all window and door locks for proper operation
- ◆ Check your home for water leaks
- ◆ Review your fire escape plan with your family
- ◆ Make sure there are working nightlights at the top and bottom of all stairs
- ◆ Have a heating professional check your heating system every year
- ◆ Protect your home from frozen pipes
- ◆ Replace your furnace filter
- ◆ Run all gas-powered lawn equipment until the fuel is gone
- ◆ Test your emergency generator
- ◆ Have a certified chimney sweep inspect and clean the flues and check your fireplace damper
- ◆ Remove bird nests from chimney flues and outdoor electrical fixtures
- ◆ Inspect and clean dust from the covers of your smoke and carbon monoxide alarms
- ◆ Make sure the caulking around doors and windows is adequate to reduce heat/cooling loss
- ◆ Make sure that the caulking around your bathroom fixtures is adequate to prevent water from seeping into the sub-flooring

Source: State Farm Insurance



## REMEMBER IN NOVEMBER



Many people confuse Memorial Day and Veterans Day. Memorial Day is a day for remembering and honoring military personnel who died in the service of their country, particularly those who died in battle or as a result of wounds sustained in battle.

While those who died are also remembered on Veterans Day, Veterans Day (Formally Armistice Day) is the day set aside to thank and honor ALL those who served honorably in the military - in wartime or peacetime. In fact, Veterans Day is largely intended to thank LIVING veterans for their service, to acknowledge their contributions to our national security are appreciated, and to underscore the fact that all those who served for any length of time - not only those who died - have sacrificed and done their duty for the country they love.

**Ray Dinello, Facilities Information Systems**  
**US NAVY Information Systems Technician First Class Petty Officer (IT1)**

## Thanksgiving Day Food Safety Tips

Thanksgiving is upon us and with it comes the traditional turkey dinner. However, the improper storing, cooking, and serving of roast turkey can lead to the growth of harmful bacteria like salmonella which can cause food borne illness. Safe food handling of turkey and other holiday foods is essential in preventing food borne illness. Here are some tips to share with your family for preparing a Thanksgiving bird safely.



- Thaw the frozen turkey in the refrigerator. Allow one day for each five pounds of turkey. A twenty-pound turkey will take about four days to thaw. Hint: Remove neck & giblets from inside the bird as soon as possible to hasten thawing.
- Do not thaw on the kitchen counter. If you do not have time to thaw in the refrigerator, you may thaw it in cold water, provided that the turkey is in a leak-proof packaging, it is submerged, and the water is changed every half-hour. Allow 30 minutes per pound of turkey to thaw in cold water.
- Cook fresh turkeys within two days, thawed ones within four days.
- Wash your hands with hot, soapy water before and after handling raw poultry. Wash all knives, cutting boards and utensils also after using for raw poultry.
- Read and follow the cooking directions on the label. Cook turkey until it is done (165°F). Some turkeys come with pop-up thermometers. They are to be used only as a guide to doneness. Take the temperature with a meat thermometer to be sure the temperature is over 165°F.
- Eat the meal as soon as it is prepared. Do not leave leftovers out on the counter or table after dinner. Cut the meat off the bones and put it in shallow containers in the refrigerator. Reheat all leftovers to 165°F. (Use your meat thermometer.) Gravy should be brought to a rolling boil.

Follow these simple tips to help assure your family and guests have a safe Thanksgiving Day.

**Source: DuPage County Health Department, Illinois**

# Happy Birthday To You

11/1	Robert Kennedy	Grounds	12/10	Charles Schindler	Z-1
11/2	Jose Palacios	Grounds	12/13	Essa Dossary	Design
11/3	Crystal Mason	Housekeeping	12/13	Richard LaLiberte	Planning
11/4	Hamp Brown	Housekeeping	12/17	Tommy Pressley	Z-2
11/4	Rosilyn Douglas	Housekeeping	12/18	Mingji Jin	Housekeeping
11/4	Art Sutherland	M&O - Area B	12/19	James Gilberti	CO-Steam Plant
11/7	Willard Brown	Housekeeping	12/20	Maria Lopez	Housekeeping
11/7	Gary Edwards	Grounds	12/24	Elizabeth Brown	Housekeeping
11/8	Phillip Meacham	Z-5	12/25	Joseph Johnson	Z-1
11/10	Ronnie Hobson	Z-6	12/25	Clozel Macena	Housekeeping
11/10	Mario Moore	Housekeeping	12/25	Yan Yim	Housekeeping
11/11	David Hillard	Z-5	12/26	Joseph Clay	Z-1
11/12	Sarah Duncan	Housekeeping	12/28	Christy Case	M&O Admin
11/12	Wesley Wright	CO-Steam Plant	12/29	Noella Paquette	Business Office
11/13	Shariffe Samuels	Housekeeping	12/29	Roosevelt Speaks	Grounds
11/16	Rhonda Renwick	Recycling	12/30	Erik Boice	Z-5
11/16	Eric Walcott	Z-6	12/30	Arnold Vanhoy	Z-6
11/17	Fred Brillante	Design	12/31	Craig Fox	Capital
11/19	Carolyn Hinkle	Z-1	1/2	Annette Anderson	Housekeeping
11/19	Elzy Neely	Housekeeping	1/2	Katherine Humphries	Housekeeping
11/19	John Surace	Grounds	1/3	Edison Cobos	Housekeeping
11/22	Clara Crawford	Housekeeping	1/3	Tammie Farr	Housekeeping
11/23	Ruth Cook	Housekeeping	1/3	John Morris	Z-5
11/24	Thomas Guenther	Z-1	1/4	James Krupa,	CO-Renovations
11/26	Paul Taylor	Z-1	1/4	Philip Leonard	Grounds
11/28	David Roman	Z-4	1/4	Essie Spears	Housekeeping
11/30	Debra Mayfield	Housekeeping	1/5	Bob Frias	CO-Renovations
11/30	David E. Smith	Z-4	1/7	Agnes Douglas	Housekeeping
12/1	Jerome Steele	CO-Renovation	1/9	Jacob Atkinson	CO-6
12/2	Walky Louis	Housekeeping	1/10	Cristhian Gonzalez	Grounds
12/2	Kathy Thomas	Housekeeping	1/11	Dennis Campbell	Z-1
12/3	Sonia Perez	Business Office	1/12	Timothy Overcash	Z-6
12/5	Donald Ramsey	Grounds	1/13	David Haigler	Grounds
12/5	Linda Wiley	Housekeeping	1/18	Rocco Germani	Z-1
12/6	Drew Averitt	Design	1/20	Lyvie Alvinzy	Housekeeping
12/7	Cannise Evans	Housekeeping	1/20	Anthony Horn	CO-High Voltage
12/7	Robert Smith	Z-2	1/20	John Neilson	Capital
12/8	James Crump	Housekeeping	1/21	Tonya Day	Recycling
12/8	Lisa Miller	Housekeeping	1/25	Joyce Clay	Capital
12/9	Steven Singer	Z-6	1/29	Sam Coleman	Housekeeping
12/10	Charles Adams	Housekeeping	1/29	Nicholas Fulton	Grounds
12/10	Beverly Hancock	Housekeeping	1/30	Madia Smith	Housekeeping
12/10	David Huntley	Z-5			

# SILENT AUCTION

In an effort to raise money for our Social Fund, which is used to offset the expenses for our Holiday Party and Spring Picnic, the event committee is hosting a Silent Auction. It is tentatively scheduled for **December 9 from 10:30 a.m. until 1:30 p.m.** Everyone will be notified via e-mail when the location is finalized. The auction is open to all on campus.

**Pictured here are some of the items donated for the auction:** Kevin Harvick Race Used Tire Card, Ward Burton Auto Card, David Robinson 23 Karat Gold Card, Emmit Smith Game Worn Jersey Card, Jermareo Davidson Rookie Card, 145 piece mechanics tool set, Golf club and balls, and two die cast trucks. These items are valued over \$500. Our goal is to raise at least \$600.



**Rules:** Bidders view the items on site and write their name and bids on the bid sheet. A minimum bid will already be on the sheet. Bidders may check back during the bid time frame to see if they have been outbid. You may continue to bid on the item until the end of the event. The highest bidder is the winner. The winning bid must be paid for with a check. For more details please contact Howard Jaecks at 7-2199 or Jen Evans at 7-6285.

## Facilities Management **TRIVIA!**

Complete the trivia below and return this half sheet to Beverly Imes, FMAVC Office, by November 24. All correct entries will be eligible for a **prize drawing (\$20+ value)** at the Holiday Party on December 11. All FM employees are eligible to participate. You must be present to win.

List Facilities Management's Six Values.

**UNSCRAMBLE**

NUSSIBE YUTTONNIC

Name two of the four Employees of the Quarter for 2008?

TSLIIIFECA SOFCU

ASKT EFORC

What is Business Affairs' Motto?

LPIH JOESN

Name \_\_\_\_\_ Unit/Zone \_\_\_\_\_ Phone \_\_\_\_\_

**Facilities Management  
Annual Holiday Party  
December 11, 2008  
11:30 a.m. - 1:30 p.m.  
Student Activity Center (SAC) Salons**

**Catered meal by Chartwells  
\$6 per person**

**Deadline to pay is December 1**

Please sign up to bring a dessert  
See your representative for questions  
(Housekeeping please see Michele Kohan)  
Meal tickets will be distributed after December 1.  
Write your name on the back of the ticket for door prizes.

**Our Emcees**

Jen Evans (Capital) and Jim Kay (Zone 2)

**Entertainers!**

Please share your talents  
Contact Elizabeth Frere (Planning) via e-mail or extension 7-2046 by December 1 if you would like to participate.

**"Secret Santa"**

Those who wish to participate will exchange gifts via "Secret Santa"

Gift amount limit is \$5. Please wrap and label gift "male," "female," or "anyone".

Only those who bring a gift will receive a gift.

**Parade of Carts**

Decorated FM vehicles or mobile equipment will parade a short distance and park for judging prior to lunch on December 11. Deadline for entries in November 21  
Prizes for the top three winners.

**We look forward to seeing everyone there!**

**ALL EMPLOYEES MEETINGS**

**FIRST SHIFT  
January 22, 2009**

10:00 AM  
Cone Center, McKnight Hall

**SECOND & THIRD SHIFT  
January 22, 2009**

10:00 PM  
Cameron Applied Research Center  
Room 101

**Topic of Interest:  
Employee Satisfaction Survey Results**

**Please submit questions for Phil  
to Beverly Imes (7-3154)  
or [brimes@uncc.edu](mailto:brimes@uncc.edu)  
by January 15.**



*Facilities Focus* is a [communication tool](#) for the benefit and enjoyment of all Facilities Management employees. Your ideas are welcomed and appreciated for future issues.

Staff: Denise Brown-Hart, Carolyn Hinkle, Elizabeth Haddock, Beverly Imes, Michele Kohan, and Casi Shepardson

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Photographers: Amanda Felock, Kelly Freshcorn, Mike Klemmer, Michele Kohan, Al McCool, John Neilson, Tara Vogelien

Please look online for the newsletter at: <http://fmbld02.uncc.edu/AVC/Newsletter/default.asp?link=Issue27.pdf>