

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented*

*July 2008*

*Fiscal Year 2008 Fourth Quarter Recognition*

# Uma Pandya

## 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

- Uma is one of the hardest working people I have seen here at UNC Charlotte. She constantly goes out of her way to help whenever she is needed and always has a smile and kind word every day. She has made working here a real pleasure. She always shows the dedication to duty and self less service I only wish others I work with showed.
- Nominated by: Harold Hill, Student

# Team of the Quarter

***Congratulations*** to Pat Smith and Lucille White in Recycling 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 over the course of the quarter.



## Team of the Quarter

- ❑ I am writing this email on behalf of Dr. Bill Chu and Pearl Brown of The Software and Information Systems Department, to let you know how much we have really appreciated all of the help Lucille White and Pat Smith have been to our department. They have gone above the call of duty to help Dr. Chu and I with the many requests we would ask. They are always friendly and eager to help. They always have such great attitudes about anything we would ask them to do for us. Lucille and Pat are wonderful, and we just wanted to take this opportunity to let you know that you have two of the best people working on your staff and because of them they make our day a little bit easier. I hope you show them this email because they deserve to know how much we appreciate all they have done. Thank you for you time.
- ❑ Nominated by: Pearl Brown, Software and Information Systems Department

# Safe Teams of the Quarter

THE FOLLOWING TEAMS HAD NO ACCIDENTS APRIL - JUNE 2008

## Maintenance & Operations

Central Operations Office, Fire Alarms/High Voltage, Key Shop, Renovations, Steam Plant, Zone 1, Zone 2, Zone 4, and Zone 6

## Housekeeping & Recycling

Colvard Area, CRI Area, East Area, Kennedy Area, North Area, South Area, West Area, Woodward Area, and Recycling



**First Shift Staff - Pictured left to right are:** John Garst - Zone 1, Christopher Moose - Central Operations, Henry Bennett - Recycling, Bob Lewis - Fire Alarms, Jim Campbell - High Voltage, Jim Kay - Zone 2, Gaynell Williams - Housekeeping (North), Andy Lavoie, Key Shop, Robert Braun - Zone 5, James Mechum - Steam Plant, Bob Fitzgerald - Zone 6, Tim Smith - Zone 4.

# Safe Teams of the Quarter



**Second and Third Shift Safe Team Awards**

# Individual Award of Excellence and Customer Service Awards





## David Adams, Housekeeping Award for Excellence

- On occasion the Recycling department encounters very heavy tilt trucks overloaded with small, hard to handle pieces of wood generated by the Art Department's sculpture classes. David Adams has saved the recycling department many man-hours and vehicle fuel by utilizing the lift gate option to his work vehicle. When asked David has never refused to assist our department and when he says he will be at the location at a certain time he is there reliably and in great spirit. Thank you David for your excellent service to our department and to the University as a whole. Great Job and attitude!
- Nominated by: Recycling

# David Allen, Housekeeping Customer Service



- David gives service with a smile. He goes beyond expectations as far as keeping the shop area, outside parking lot and offices clean. There are times when I have asked him to clean something for me and he jumps right on it. He even has surprised me by doing cleaning that I have taken on cleaning myself because of my system.
- Nominated by: Margaret Sawyer, Zone 6
- Since day one on the job, David has been professional, courteous & concerned about our needs. He keeps everything immaculately clean. He has no problems going out of his way to help others & with specific requests. I can't say enough about how he keeps the restrooms so clean and he even mops! He's a great asset to the department.
- Nominated by: Michelle Edwards, Lock Shop

# David Allen, Housekeeping Customer Service



- Specifically, he has a great personality and it reflects through his job performance. He does an excellent /outstanding job cleaning & sanitizing all the shops (including shops 11 & 12) in our area. He makes good use of his time and automatically goes the extra mile.
- Nominated by: Patricia Teal, General Services
- Mr. Allen, since he started servicing our area, it truly shines. He is dedicated and through in his duties. This is one of your shining stars.
- Nominated by: David Roman, HVAC



## Candis Clemons, Housekeeping Award for Excellence

- Candis goes over and above what is expected of her. She has been faced with many on the spot emergency work orders, that had to happen right away, and she just stepped right up to the plate and made sure it happened. All of the special events that she has been faced with have been successfully handled, and has received a lot of positive feedback from the event planners. I truly feel that she deserves an Award of Excellence.
- Nominated by: Essie Spears, Housekeeping Manager

# Ruth Ann Cook, Housekeeping Customer Service



- In my interactions and observations Ruth has been a hard worker. Our department, especially bathrooms, are always clean. She has a pleasant and positive attitude while at work and her communication with staff is always nice.
- Nominated by: Kesha Williams, Dean of Students

# Clara Crawford, Housekeeping Award for Excellence



- Clara goes over and above what is expected of her. She has been faced with many on the spot emergency work orders, that had to happen right away, and she just stepped right up to the plate and made sure it happened. All of the special events that she has been faced with have been successfully handled, and has received a lot of positive feedback from the event planners. I truly feel that she deserves an Award of Excellence.
- Nominated by: Essie Spears, Housekeeping Manager

# Jerome Crawford, Automotive Customer Service



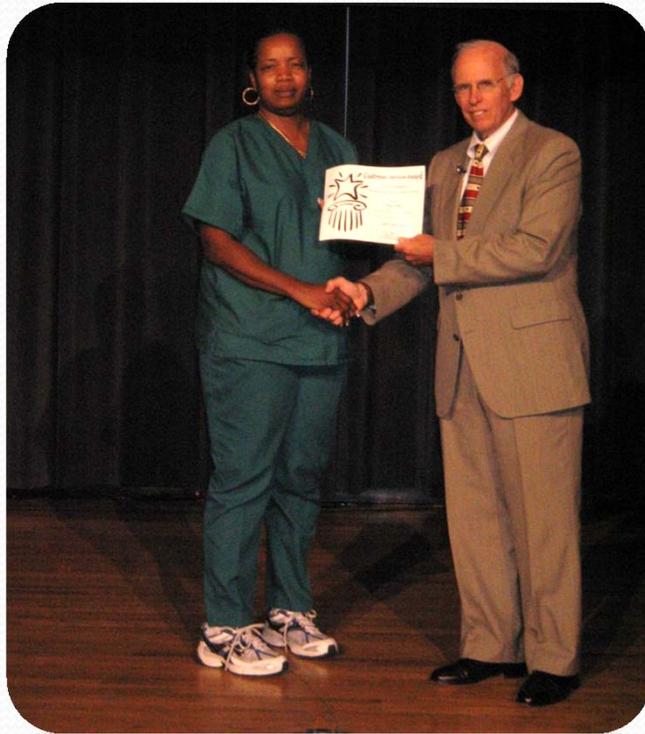
- I am pleased to nominate Jerome Crawford for a customer service award. Whenever the Chancellor's car needs to be serviced, Jerome is the person who handles this task. Because of the Chancellor's tight schedule, lead time is sometimes very short. After I schedule an appointment with Hendrick Acura, Jerome will pick up the keys and take the car to be serviced. Depending on what needs to be done, Jerome either waits for the car or brings back a loaner. Once everything is complete, Jerome brings back the car and delivers the keys and invoice to me. I appreciate the professional courtesy that Jerome demonstrates in dealing with the Chancellor's Office. He is often called on short notice, but he always handles our requests in an efficient manner and with a cheerful attitude. He does a great job in providing customer service.
- Nominated by: Juli Dwiggin, Chancellors Office

# Johnnie Doyle, Housekeeping Award for Excellence



- Johnnie goes over and above what is expected of him. He has been faced with many on the spot emergency work orders, that had to happen right away, and he just stepped right up to the plate and made sure it happened. All of the special events that he has been faced with have been successfully handled, and has received a lot of positive feedback from the event planners. I truly feel that he deserves an Award of Excellence.
- Nominated by: Essie Spears, Housekeeping Manager

# Annie Joyner, Housekeeping Customer Service



- Annie Joyner has been an exceptional employee who goes beyond the expected job requirements to insure a safe, OSHA compliant student health center. She has created logs and updated them to meet our current new building quality accreditation requirements and is pro-active on safety awareness. She is respected by all of are staff at the student health center. She is currently serving on our safety committee. We value her opinion. She deserves recognition very much by her co-workers and the University.
- Nominated by: Eileen Apke R.N., Student Health Center

# Savararia, Housekeeping Customer Service



- Savararia always keeps my office clean and when I have made special requests from her as it pertains to clearing my office she has always obliged. In addition to my room is always impeccable. Her customer service is wonderful. She always is doing her job with a smile.
- Nominated by: Kesha Williams, Dean of Students

# Katherine Humphries, Housekeeping Award for Excellence



- Katherine goes over and above what is expected of her. She has been faced with many on the spot emergency work orders, that had to happen right away, and she just stepped right up to the plate and made sure it happened. All of the special events that she has been faced with have been successfully handled, and has received a lot of positive feedback from the event planners. I truly feel that she deserves an Award of Excellence.
- Nominated by: Essie Spears, Housekeeping Manager

# Neely Lezama, Housekeeping Customer Service



- Ms. Lezama deserves this award for the outstanding job she does in the Friday Building. She goes over and above what is expected of her.
- Nominated by: MBS Staff

## Crystal Mason, Housekeeping Award for Excellence



- Crystal goes over and above what is expected of her. She has been faced with many on the spot emergency work orders, that had to happen right away, and she just stepped right up to the plate and made sure it happened. All of the special events that she has been faced with have been successfully handled, and has received a lot of positive feedback from the event planners. I truly feel that she deserves an Award of Excellence.
- Nominated by: Essie Spears, Housekeeping Manager



## Phil Meacham, Electrical Award for Excellence

- Phil directed an end of the year Electrical project to set up a charging station for a new ADA Shuttle for Parking Services. The RFP Vendor process was protracted, causing a rush for end of year completion. The vendor improperly wired the charger, and wiring was not to code. Phil and his staff, despite the looming Zone move, tackled the work quickly, efficiently and professionally, getting the Shuttle up and charging as the materials arrived. This was a critical first step installation in an expanding service being inaugurated by Parking Services. Thank you Phil and staff.
- Nominated by: Steve Terry, Design Services

## Subhash Pandya, Housekeeping Award for Excellence



- Subhash goes over and above what is expected of him. He has been faced with many on the spot emergency work orders, that had to happen right away, and he just stepped right up to the plate and made sure it happened. All of the special events that he has been faced with have been successfully handled, and has received a lot of positive feedback from the event planners. I truly feel that he deserves an Award of Excellence.
- Nominated by: Essie Spears,  
Housekeeping Manager

## Bobby Robinson, Automotive Award for Excellence



- Bobby Robinson does very outstanding work and it amazed me how quickly he had my vehicle PR7004 back in service. I want to thank him for a job well done! THANK YOU BOBBY!
- Nominated by: Marvin Mackey, Electrical
- Bobby is always attentive to the immediate needs of our department's vehicles. He will take a moment to fix a tire, listen to a motor, or replace a wiper blade. His customer service is noted throughout Facilities Management shops/zones and we would like to recognize Bobby for the great service he provides on campus. Bravo!
- Nominated by: Recycling

## Darrell Steele, Housekeeping Award for Excellence



- Thanks Darrell for helping out in the Student Health Building when the sewer was backing up in the restrooms. Darrell came over two days; he cleaned and sanitized the restrooms both days. Thank you for all your help.
- Nominated by: Bonnie Peoples, Housekeeping Supervisor

## Shari Thompson, Housekeeping Award for Excellence



- As restroom specialist Shari has set high standards in restroom cleanliness. Keep up the good work.
- Nominated by: Robert Seedoff, Housekeeping Supervisor

## Greg Towne, Housekeeping Award for Excellence



- Greg time & time again has stepped up to the plate to take on extra work or hours to get the job done. He is an outstanding team player who is cheerful & customer friendly. A good addition to the area west team.
- Nominated by: Robert Seedoff, Housekeeping Supervisor

## Justin Widenhouse, Grounds Award for Excellence



- I would like to nominate Justin for the award for excellence for his ability to always keep the campus looking its best. In the short time I have known Justin, he is always working hard at keeping our campus nice and green, and with a wonderful personality, and a great work ethic he is always on the job whether it is moving, weed eating, or running equipment. I think he is a great asset for Grounds and for the University.
- Nominated by: John Conn, Automotive

Team  
Award of Excellence and  
Customer Service Awards



# Ruth Ann Cook and Savararia Harrison, Housekeeping Customer Service



- Savararia and Ruth Ann are simply wonderful. They always perform their duties with a positive and upbeat attitude. They make it a point to befriend and assist everyone in this building. It is always a boost whenever I get to see them. They are truly a joy to work with.
- Nominated by: Hannah Harrell, Registrar's Office
- Ms. Harrison and Ms. Cook have always gone above and beyond the call of duty to keep our facility clean and well maintained. They also, provide us with this great service with professionalism and congeniality.
- Nominated by: Monique Wilson, Registrar's Office
- Ruth & Savararia always do an excellent job. They are very friendly, have positive attitudes, and are a joy to talk with. They provide superior customer service by doing those extra small things. I highly recommend Ruth & Savararia for the Customer Service Award for their outstanding performance & level of service.
- Nominated by: Todd Delp, Dean of Students
- I am recommending Ms. Ruth Cook and Savararia Harrison of the customer service award. I am always greeted with a friendly welcome and smile each and every time I encounter Ms. Cook and Ms. Harrison. Their work is always exceptional, and I have never had any issues with their work or any concerns. These two are wonderful representatives of the Facilities Management team.
- Nominated by: Curtis Morgan, Dean of Students

# Housekeeping East Award for Excellence



*Pauline Simuel, James Crump, Ruth Cook, Savararia Harrison, Uma Pandya, Elvia Salvador, Velton Singletary, Linda Wiley, David Allen, Mae Harris, Mary Smith, Yves Byron*

- Thanks second shift for getting more motivated with team efforts. We as a team have gotten stronger. Thanks to each and everyone of you.
- Nominated by: Bonnie Peoples, Housekeeping Supervisor

# Housekeeping – Colvard Award for Excellence



*Diana Park, Pershell Leak, Lotoia Young, Sarah Chie, Rosylin Douglas, Deborah Dees, Galina Neyfel'd, Tammie Farr, Maria Lopez, Reginald Fils-Aime*

- All of these employees have performed their job functions in certain events and projects and earned the good credits for the zone.
- Nominated by: Subhash Pandya, Housekeeping

## Award for Excellence



*James Brown, Mario Moore, Jeffrey Adams, Elzy Neely*

- These employees have done a great job over and above their job duties on certain events in Rowe Arts, COA and Reese Buildings when needed.
- Nominated by: Subhash Pandya, Housekeeping

## Award for Excellence



*Mary Smith and Yves Byron,  
Housekeeping*

- My team moved 500 33 gallon trash cans from a hot attic in Woodward Hall in a few hours.
- Nominated by: Robert Seedoff, Housekeeping Supervisor

## Idea of the Year Award



# Jessica Deal

## Idea of the Year Award



- This award is presented to an individual or group of individuals who reflect thinking “out of the box”. The idea should be reasonable and provide Facilities Management cost-savings and/or improve overall productivity, in support of Facilities Management’s strategic management goals and the University’s mission.
- Other employees who submitted an approved idea were Noella Paquette, Business Office; Casi Shepardson, Planning; Kathy Fisher, Motor Fleet; Carolyn Hinkle, Zone 1; Jim Kay, Zone 2, and Lanny Caudle, Grounds. Each employee received their choice of a Facilities Management/UNCC engraved pen or key chain.



**Congratulations  
Everyone!**