

THE UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE
FACILITIES MANAGEMENT AWARDS

April 2004

EMPLOYEE OF THE QUARTER – John Heck

Award for Excellence - Individual

Nominated by: Kao Vang and Phil Meacham

At the risk of his own life John pulled William Snyder (shop 11) loose from 277 volts that had Snyder hung up in the ceiling of the Cone ID office, thus saving his life.

Without thinking of his of his own safety, John responded to an emergency situation and saved William Snyder's life so he truly deserves the Employee of the Quarter Award.



TEAM OF THE QUARTER – Belk Tower Repair Team

Award for Excellence – Team

**Lance Anderson, Tracy Bevins, Mark Gault, Dewey Lilly
James Manley, Ed Seamon, Phil Meacham, Lewis Jackson
Nominated by: Jason Schultz**

During the demolition of the Belk Tower concrete, the lightning protection for the tower was damaged. Once Shop 11 was notified Mark Gault, immediately provided a temporary fix for the tower and Ed Seamon and James Manley started researching for the appropriate materials to provide a permanent and code compliant repair for the damage. Due to the specialized nature of the materials, couplings and cable, Tracy Bevins had to search several places finally finding the couplings in Atlanta. Once the couplings were delivered to Charlotte Tracy immediately drove to the supply house to pick up the couplings along with the cable. Early the next day Lance Anderson and Dewey Lilly installed the cable and couplings providing the Belk Tower with lightning protection.

Because they worked so fast, the repair was made at minimal cost and did not delay the contractor from finishing the project. I would like to thank them all for a job well done and the professional manner in which they worked with me and the contractor to fix the problem with no delays to the contractor.



AWARDS FOR EXCELLENCE AND CUSTOMER SERVICE AWARDS - Individual

**Pete Altman
Customer Service
Nominated by: Jeffrey Davies
VC General Administration**

A letter was received from Mr. Davies commending Pete for his support, expertise, commitment, and willingness to travel from home during Operational Assessment.



John Barden

Award for Excellence

Nominated by: John Carpino & Howard Jaecks

On Sunday, January 25, 2004 (during inclement weather), Oak Hall had a hot water boiler go down that supplies the showers and sinks to the residents. John went beyond his normal duties and welded the broken burner assembly back together so the students would have all the hot water they would need.

John responded to a Safety Dept. request to repair a hand rail behind the Bookstore which had been hit by a truck at the loading dock. John volunteered to do this repair which was not in his job description as a Mechanic II for Automotive. Mobile welding of this type is expensive and needs time to set up. John's response to this problem saved money, but most of all provided a safe walkway used by students.

John has gone above and beyond his duties during the February snow storm by performing extensive welding and repair on a snow plow which was a critical piece of snow removal equipment. Once these repairs were completed, this equipment went back into service and cut man hours. Repair of this vehicle was voluntary on John's part.



Greg Barnes

Customer Service

Nominated by: Judeith Ryan, Brocker Health

Just wanted all of you to know what a great job Greg did on putting the legs on the physical therapy table at Brocker.



Steve Conder
Award for Excellence
Nominated by: Beverly Imes

On separate occasions Tiny has gone out of his way to assist me whether it is running an errand to a building he is not going to or doing a non urgent request in a matter of moments. He has a great disposition and doesn't mind going the extra mile. He is very deserving of this recognition.



Angela Davis
Customer Service Award
Nominated by: Karen Worthy/Purchasing

I would like to nominate Angie because she is very responsible in keeping the Purchasing Office in top condition. She goes the extra mile to dust the desk in the main office and vacuums the floors often. She makes sure our trash is out everyday in the front office.



Jessica Deal
Award for Excellence
Nominated by: Pat Sinclair

When Kelly Nash left the University, Jessica volunteered (without being asked) to take over the lead role in the CPR training program. This includes tracking employees who have received CPR training, scheduling employees who need training which also requires scheduling trainers, recruiting new trainers, purchasing needed supplies, and successfully requesting that we include a new first aid component within the CPR program and determining the cost, etc. for that program. Under Jessica's guidance, 63% of our active employees have been now received CPR training



Dorothy Knotts
Customer Service
Nominated by: Patrick Moyer, Physics & Optical Science

Dorothy Knotts is one of the housekeeping staff in Burson. She is very professional and very pleasant. I typically come to work early and she is often the first person I see after arriving to work. She is always smiling and polite, I really enjoy starting my day this way. She does a great job keeping our building nice. I never hear her complain (despite the effort that students seem to go in making messes).

Al McCool
Award for Excellence
Nominated by: John Neilson

Al McCool is a dedicated employee and excels in his job performance.

As the University's Construction Manager for the CID Roads and Utilities Project he coordinated seven outages for new electrical circuits feeding the RUP1, Phase 8, and Charlotte Research Institute projects in a manner which minimized the impact to the University and Shop 11 activities. This required arriving on campus at 4:30 am on three occasions or working until 3:00am on others to assist with these outages.

On short notice and with the cooperation of the shops, Al has coordinated and participated in numerous requests for underground utility locates in order to prevent damage to utilities and to prevent construction delays on capital projects.

Because of Al's knowledge of the campus electrical and telecommunications infrastructure he is a valuable information resource to contractors, designers, and in-house design staff as well as assisting them in resolving problems on the CID Roads & Utilities, Residence Hall Phase 8, and Academic Wings projects.

As a licensed electrician, Al has identified non-compliant work and alerted the designer before problems were covered up. He has performed follow-up inspections for the designer during critical stages of the project when the designer was not available. He has helped the Department of Insurance by providing the State Electrical Inspector with photographic



documentation of electrical corrective work. This has saved the DOI electrical inspector numerous trips to the University.

Al received a letter of appreciation from Duke Power for assisting with the installation of the new transformer for the Recreational Field Lighting project.

As a former member of the asbestos abatement team he has assisted in recent abatement projects and provided advice and leadership responsibilities.

He assists with the New Employee Orientation Program.

He is not classified as an Essential Person for Facilities Management emergencies, yet he shoveled snow during recent snow removal activities.

Al has an exceptional work ethic and is an excellent team player. He has a perfect attendance record; he reports to work on most days around 6:30am and typically works 9 ½ hour days. He is very dependable, honest, punctual, and responsive.

These qualities have earned him the utmost respect from his co-workers, contractors, the state electrical inspector, and designers.

Isaac Nelson
Customer Service
Nominated by: Dr. Martin Kane, Civil Engineering

Over the past several years I have observed Isaac maintaining the area in front of the Smith Engineering Building. He does good work; he always greets me and others with a wave and a smile. I appreciate his effort and his attitude. He makes the University a better place to work because of his positive contributions.



Joanne Pearson
Customer Service
Nominated by: Dr. Jeffrey Leak, English Department

Ms. Pearson is a very trustworthy person. She always responds when someone in the department needs assistance. I have sought her assistance on numerous occasions and though I'm sure she has other duties, she has always responded promptly and courteously. I'm not focusing on one particular situation, because I think she should be awarded for her excellent performance on a daily basis.



Bobby Robinson
Award for Excellence
Nominated by: John Carpino

During the February snow storm, Bobby assisted the Grounds Department by repairing snow emergency equipment. One large spreader truck had broken down and was removed from service. Bobby repaired this truck and got it back in service. Team efforts help us all.



Gwen Sasser
Customer Service
Nominated by: Crystal Carmichael and Kieffer Gaddis
Human Resources

Gwen was recognized by the Student Employment Office of Human Resources for going out of her way to provide donations for the Student Employee Luncheon and for the good work she does with all Facilities Management student employees.



T. L. Smith
Award of Excellence
Nominated by: Noella Paquette, Administration

I would like to nominate T.L. Smith for the Award of Excellence. T.L. gives his very best and has been a valuable employee for Facilities Management. He gives excellent customer service and communicates well with our customers that have on-going projects. T.L. has had challenging projects and has taken these on without hesitation. His motivation is admirable. He strives to do better than he is even expected to do. If T.L. is having a bad day, it rarely shows because he always has a pleasant and friendly attitude and walks with a smile. If we can all follow T. L.'s example of high standards and dedication, then we will meet our vision of creating a campus of distinction.



Hedy Talley
Award of Excellence
Nominated by: Joey Cochran, Grounds Supervisor

Hedy went way out of her way to assist me yesterday. I wanted to say this was greatly appreciated and her customer service was excellent. Hedy always has a smile and a kind word to share. Perhaps she could receive some recognition for her customer service.



Shari Thompson

Customer Service

Nominated by: Pat Leebrick, Communication Studies, Carolyn Brieger, Enrollment Management, Kirk Duthler, Communication Studies, Shawn Long, Communication Studies

I wanted to take this opportunity to tell you what a great job Shari is doing in the new Admissions Building. She is a fairly new employee but she goes beyond her job responsibilities to do a good job. Shari always asks if there is anything we need taken care of in the office. Shari always has a pleasant attitude with a smile on her face.

Shari is always very courteous and helpful and it is obvious that she has a sincere interest in making our building look the best that she can. The new Admissions Building is a very high traffic area but she works hard to keep our facility clean and a pleasant place to work. Shari is a true asset to the University, and we need more people like her working here and keeping the buildings on our campus as nice as they should be.

Shari performs her job very well for our department. She provides personal attention to all of us and goes well beyond her responsibilities for each of us. She jokes with me that if I would clean the clutter off my desk, she could clean the surface underneath it. Shari works very hard. She makes an effort to know our names and frequently asks about the well-being of my pregnant wife. We are pleased to have Shari providing the services of housekeeping for our department.

Shari is an ideal employee of UNCC. She is competent, personable, and willing to go the extra mile in all of her efforts. Shari always has a great smile and conversations each and everyday. She is always pleasant and willing to assist in anyway. I write this recommendation because I feel on deserves this award more than Shari.



Teri Weaver
Customer Service

Nominated by: **Randy Duncan, Purchasing**

We in Purchasing appreciate working with Teri. She always does good work. Her work is timely and accurate.



SPECIAL RECOGNITION

Dot Munson won the Carolina Recycling Association (CRA) 2003 Behind the Scenes Award at the Carolina Recycling Association Annual Conference awards ceremony on March 23, 2004. The **Behind the Scenes** award honors one individual at the staff level who has advanced solid waste reduction and recycling at work or in the community.



Office of Waste Reduction & Recycling won one of Five CRA Spotlight Awards for the program promotional items created by **Shannon Caveny-Cox**.

CRA **Spotlight Awards** are given for items or events selected for honorable mention. Shannon Caveny-Cox is the OWR&R sign and web master. She has created several signs, flyers, and refrigerator magnets designed by Shannon help to gain the attention of the students and therefore assist in promoting waste reduction and recycling. The CRA awards committee recognized the creativeness and educational value of Shannon's work and honored her for these efforts by putting



her in the Spotlight.

Lanny Caudle, Grounds

Certificate of Achievement

Certified Electrical Engine Technician



AWARDS FOR EXCELLENCE AND CUSTOMER SERVICE AWARDS - Team

John Barden and Bobby Robinson

Award for Excellence – Team

Nominated by: Teri Weaver

This morning a Motor Fleet customer was slated to go out in the Caprice, and he was not comfortable taking that vehicle to Atlanta. I noticed in my reservation book, if I could have PM6053 I could switch his reservation and have him in a safer vehicle. So I called your Automotive Shop and talked with John Barden. John said that PM6053 had not had its pretrip but he could have it done in an hour, and Bobby gave me the spare set of keys to give to the customer so he could come back in an hour. The customer was very happy with coming back in an hour, and I really appreciated their extra efforts. Thank you for the great teamwork



from Shop 16.

Lisa Blakeney, Dorinda Calhoun, Sarah Chie, Candis Clemons Deborah Deese, Debora Houser, Sylvester Jones, Sandra Luckey, Closel Macena, Roger McCain Subhash Pandya, Danica Pauler, Franjo Pauler, James Brown Terrell Patton
Award for Excellence – Team
Nominated by: Essie Spears, Housekeeping Supervisor

This is the first team of its kind in Facilities Management. Specialists are just what they are. They are faced with a different method of cleaning. They are making a difference. Anytime there's a special event going on, they go above and beyond what is expected of them, and they always come through. Because we are third shift employees, we don't have a chance to interact with our customer's, so most of them are not aware of who cleans their areas, but when there are no complaints it makes me know that we have satisfied customers. So I feel that my Team deserves a special thank you, and what better way than being Team of the Quarter.

No Picture Available for Third Shift Team
Accepting on their behalf was Confort Wilson Al-Arashun



Willard Brown and Mario Moore
Award for Excellence – Team
Nominated by: Recycling Department

On the evening of Sunday, March 7th, a severe windstorm blew two empty paper totes, used by the Recycling department and owned by the vendor who services our paper account, were blown into an empty trash bin adjacent to the paper totes. Knowing that the trash would be picked up prior to 8 a.m., the two nominees "dumpster dived" and pulled the totes out of the bin and saved them from certain destruction. Thanks for the extra effort!

Accepting on their behalf was Confort Wilson Al-Arashun



CPR Trainers: John Conn, Jessica Deal, Donnie Leak, Ed Seamon, James Williams
Award for Excellence – Team
Nominated by: Managers and Supervisors

These five trainers have certified 145 Facilities Management employees in CPR, and they have received excellent reviews following each class. Because of their efforts, 63% of our employees are now competent in CPR.



Robert Frias, John Heck, Chip Lawrence
Steve Terry
Customer Service – Team
Nominated by: Donna Merck, Cone Center

I just wanted to take a moment to express my appreciation for the work several Facilities Management staff persons recently performed in installing sheetrock to two walls in Cone 380K. There were several barriers to completing this relatively simple job and if not for the diligence and prompt action of Steve Terry and the assigned Shop 14 staff, we could easily have missed our window of opportunity to complete this project.

This job was handled professionally from the moment it was assigned. The continual communication levels from project start to finish by Steve and all Shop 14 personnel was commendable and very much appreciated.

The biggest challenge came when the snow began and the University closed at noon. John Heck returned to discuss the situation and to advise us that this will push the project past the target completion date of March 2nd. We discussed our options and agreed that they would begin the project either the next day or Monday depending upon weather conditions.

Even though they did were not able to begin this project until Monday because of the snow, John Heck, Robert Frias, and Chip Lawrence had almost completed the job by the time we returned from our conference. The job in progress was organized and the area of clean of



unnecessary debris.

The workmanship on this project was first rate. All staff involved were customer service oriented and communicated any necessary changes or questions immediately. This work was performed in a very professional manner and was well coordinated.

Rosa Howard
Diana Parks
Fred Wilborn
Award for Excellence
Nominated by: Essie Spears, Housekeeping Supervisor

I am recommending Rosa Howard, Diana Parks and Fred Wilborn for an Award of Excellence. They have been the caretakers of the Reese Building for a long time. Reese is one of the most high profile buildings on campus and the three of them do an excellent job of keeping it maintained the way it should be. There's always something going on in the Chancellor's area, and I never get a complaint about anything not being taken care of. Anytime I see anyone from that building, I always get a compliment or thank you about the cleaning and up keep of the building. I owe it all to Rosa, Diana and Fred.



Accepting on their behalf was Confort Wilson Al-Arashun

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