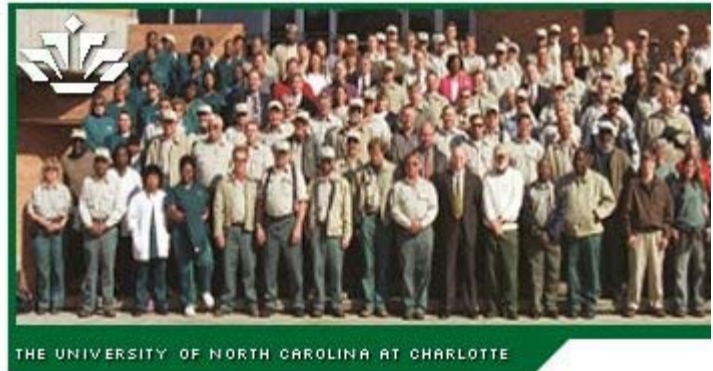


# FACILITIES MANAGEMENT AWARDS

THE UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE

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## EMPLOYEE OF THE QUARTER – Mary Harris

### Customer Service Awards

**Nominated by: Geography**

Mary routinely goes above and beyond her normal cleaning duties to make our work and teaching environments better places for everyone. She is hard-working, reliable helpful and very friendly. When I first moved into my office in McEniry, Mary brought me a plant to brighten my office. She is very respectful of our personal work spaces/ time too. Dr. David H. Griffing

Mary is almost like part of the family. She provides the extra touches, such as looking over classrooms on the fourth floor, keeping our kitchen spotless and even watering plants in offices, or prodding us to get it done. She does exceptional work far beyond what is required. She deserves special recognition. Gerald Ingalls

Mary Harris is the hardest working women I know. She keeps the fourth floor of McEniry building looking better than many I have inspected in the army. She accomplishes this with grace, charm, and courtesy. I am deeply impressed with Mary's work and work ethic. I strongly recommend her for the Facilities Management Customer Service Award. Ann Angelheart

She does a great job. She is always friendly and in a good mood. She does lots of stuff that is above and beyond the call of duty. She has provided everyone plants and keeps them alive. Mary always brightens my day. Bill Graves

Mary is a lovely person. She goes out of her way to do extras for us, like watering plants, helping find lost keys, cleaning the fridge, etc ,etc, Mary even shares food and listens to our stories. She is honest and trustworthy and keeps our department looking professional. She is most deserving of this award. Laurie Garo

Mary is a bright spot I look forward to seeing near the end of my day everyday. She is consistently thoughtful, courteous and extremely professional. She goes above and beyond the call of duty in keeping our offices in order and as clean as we let her! It is not unusual for Mary to help take care of neglected plants, a less than positive break room, etc. I can think of no one more deserving of recognition.  
Jamie Strickland

Mary is an excellent housekeeper. She is very helpful. She goes above and beyond what she is supposed to. I don't believe our "departmental" plants would survive if Mary did not give them TLC (water) them for us! Lisa Newman

Mary does an excellent job keeping our floor clean and neat ( McEniry 4th floor). She goes above and beyond what is expected of her and she always does it with a smile and a good attitude. Teresa Cleveland




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## TEAM OF THE QUARTER – Facilities Information Systems

**Award for Excellence – Team**  
**Nominated by: John Faison**

The Facilities Information Systems team (Ray Dinello, Mike Cao, and Andre King) have all worked consistently well past what would seem as routine day-to-day expectations. All three of these individuals arrive to work, ready to work. All three work until the task at hand is accomplished, not paying attention to the "8-hour day." Whatever it takes to get the job done; they will do it, and smile while doing it. All three are responsible for managing extremely important individual applications/slices of the Facilities Management pie, that they each individually keep function at 100% accuracy and efficiency; but the best part is that they all talk to each other, thereby keeping all Information Systems within Facilities Management purring like a big fat happy kitten. As a result, all staff members, both Facilities Management, and University-wide, are able to be assured of up and running information systems equipment, and as a result, they are able to do their duties effortlessly and efficiently. They are always standing by to assist and all consistently look to the future.




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## AWARDS FOR EXCELLENCE AND CUSTOMER SERVICE AWARDS - Ind

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**Tracy Bevins**  
**Award for Excellence**  
**Nominated by: John Conn**

I have interacted with Tracy through our shop since I have taken on the new job as processing asst. for shop 16 & 18. Tracy has always been available for me to answer any questions and always lending me a helping hand to make my job go smoother and to help acclimate me to my new job. She always has the team attitude and always shows compassion and love for her team players. That is why I am submitting this request. Thanks.



**Mike Cao**  
**Award for Excellence**  
**Nominated by: John Faison**

While I do not personally think that individuals should be nominated for doing their assigned tasks, I believe that Mike Cao should receive recognition for the outstanding manner in which he has personally accepted ownership of the University's CMMS, FacilityFOCUS. Since almost having to force me to let him run the program last year, Mike has made significant progress in bringing FacilityFOCUS up to where it should have always been: a usable application. While there is still much work to be done, Mike's progress thus far has been impressive. Mike has thoroughly researched this application, discussed it with MAXIMUS personnel in Texas, and had numerous conversations with Facilities Management staff personnel who are involved on a daily basis with said application. Mike has taken in all of this information, analyzed it, and is now in the process of aligning said application to function in a user-friendly manner. Mike has also been deeply involved with a daunting task of ramping up Residence Life as an integral operator of this application in the management of their in-house work-request/inventory/PM operation. While this application was not specifically designed to do this task, Mike, in conjunction with MAXIMUS and Housing and Residence Life, has made this vision a reality. Mike has also seemed to bring a better working relationship between all users of FacilityFOCUS and Facilities Information Systems; void of the previous pre-conceived notions that have surrounded this application in the past. Mike also has great visions for the route Facilities Management should take in the future with its CMMS application. Again, while the above is exactly what is expected of Mike, he is deserving of recognition for his continued high degree of professionalism in going about his day-to-day tasks. Also, Mike should be recognized for creating a better work environment between all who work with FacilityFOCUS.



**Ray Dinello**  
**Award for Excellence**  
**Nominated by: John Faison**

While I do not personally feel that individuals should be nominated for doing their day-to-day tasks, I feel that Ray's consistent day-to-day work output deems some sort of recognition. Ray has

consistently, over the past year not only accomplished his basic day-to-day tasks, but has also worked diligently with TTS staff, University Staff, and Facilities Management Staff in ramping up the University's CAFM. Ray has consistently researched all aspects of the CAFM application to ensure that no stone has been left unturned; that the University will get the maximum benefit of this application. Ray consistently involves himself within all departments of the university; making sure that not only he understands what the department wants, but that the department itself fully understands what is available and then he helps that department focus on exactly what CAFM can do for them. Ray consistently educates all that will listen to him about the pros, and cons, of the CAFM. Ray consistently looks to the future and envisions how to tie all of our applications together to get the best functional use of all applications; all functioning as close to one as possible. Ray consistently works with all Technology-Based departments on campus to ensure that Facilities Management is following the strategic planning of those departments; ensuring that Facilities Management is fully engaged in the future development of the University's Information Technology plan; not only fully engaged, but a leader. Ray consistently looks to the future to see what devices will better enhance the overall performance of Facilities Management staff. He looks to see what is not only currently in the market, but what is planned; can it help us, is it affordable, and is it more than a "passing fad." Ray consistency lends assistance to the other Facilities Management Information Services staff; sharing not only his knowledge and insight, but also his fever in getting a job done. Again, while the above is Ray's assigned tasks, I feel that he should be recognized for his continued undaunted fervor in accomplishing such myriad tasks.



**Andre King**  
**Award for Excellence**  
**Nominated by: John Faison**

Since Andre King has been assigned to Facilities Information Systems, he has been tasked with one of the most important aspects of ramping up the University's CAFM: that of validating all building spaces. The simple fact that we expected one individual to undertake this task, an almost unbelievable task of physically re-measuring all building space on campus, and ensuring that it was accurately reflected on campus drawings, bordered on lunacy. But, after months and months of dedicated work, the task is almost complete. Andre comes to work daily, ready to work. Never sick, never missing in action, always quietly on the job. Andre's dedication and work ethic is one of the best that I have seen in all my working days.



**Bonnie Peoples**  
**Customer Service Awards**  
**Nominated by: Biology Department**

Bonnie is cleaning my lab and office in McEniry and she always does a very good and thorough job of it. She is always very friendly and helpful and willing to do extra work if it is needed. Our bathrooms on the 3rd floor that she is doing, are always in an excellent shape too. I believe she truly deserves a customer service award for the good work. Dr. Inna Sokolova

**Picture not available**

Bonnie is always cheerful and helpful – good worker. Dr. Menhinick

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**Noella Paquette**  
**Award for Excellence**  
**Nominated by: Pat Sinclair**

Noella noticed that Accounts Payable was not doing a particularly good job of unnumbering project funds that were not needed when we brought projects in under budget, and this meant that departments were not aware that they had more money available to spend on repairs (and thus increase Facilities Management's labor services account). Noella took it upon herself to do this step herself and to let campus customers know they had additional funds available. This is time consuming and requires more effort on her part, but this is an excellent service for our customers and should make the end of the fiscal year much easier because each department will have current information concerning exactly how much money that have for repairs, maintenance, and projects.

Noella Paquette  
 Customer Service Award  
 Nominated by: Barbara Greene/Human Resources

Noella took care of our extra encumbrances. She was kind to help us track this, and I really appreciate her attention to the details involved.




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## AWARDS FOR EXCELLENCE AND CUSTOMER SERVICE AWARDS –

**William Adams & Ronnie Bell**  
**Customer Service Award - Team**  
**Nominated by: (unknown)**

Several customers have commented on the good job that the above men continuously do. Work area is organized, clean and job is done in a timely manner. (Copy of a work request was attached which says "Good job" and was signed by Lisa Smith).



**Lora Aricco, Jessica Deal, Jodi Case, Teri Weaver & Noella Paquette**  
**Award for Excellence – Team**  
**Nominated by: John Conn**

I just wanted to give a personal thanks to all of the girls in the front office and Noella as well. They are really great!!! They are always there for me carrying the team effort to an extra level. But I just thought you should know what a great group they are and to feel very fortunate to have them on staff. They really bring back all the things that Phil wants us to grasp at these meetings on being TEAM players.

I also want to thank you and the girls for being patient with me. It means a lot.



**Robert Braun, Sam Feeback & Ron Hobson**  
**Customer Service Award – Team**  
**Nominated by: unknown**

The above mentioned have continuously received excellent comments from customers for service performed. (Two work requests were attached – one which said “Great job” and was signed by Calvin Miller and another one which said, “The guys were great and worked very quickly” which was signed by Jessica Deal.



**James Elliott & Mark Neel**  
**Customer Service Award – Team**  
**Nominated by: Matt Davies/Mechanical Engineering**

I was working in CARC on Saturday and soon realized that they had overlooked turning the HVAC back on after the fire alarm Friday. I had some important work to get done and so I called campus security. They sent Mr. James Elliott to fix the problem and he and a colleague were very prompt in doing so. I thank you very much for the response of the Facilities Management personnel in this case...it certainly made for a much more productive afternoon. It probably also saved significant wear and tear - or failures - of computer equipment. I assume it is nice to hear compliments when things do work rather than only complaints when things aren't working. Thanks again.





## **Facilities Management Home Page**

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