

Facilities Management All Employees Awards January 27, 2005

Employee of the Quarter Mark Neel, Interim HVAC Supervisor



This award is presented to an individual who goes above and beyond expected duties, consistently maintains a high level of work, exhibits outstanding customer service and/or demonstrates creativity, safety, and noteworthy behavior over the course of the quarter.

Mark Reynolds, Atkins Library, recognized Mark Neel and others who stayed to repair the library's water line until after midnight on 10/27/04. Their concerted effort ensured that we were able to open the following morning with no interruption in service. On behalf of myself and Atkins Library, I want to thank him for excellent customer service in resolving this critical problem.

Team of the Quarter

RDH Fall Opening Design & Renovation Team



This award is given to a team what goes above and beyond expected duties and/or demonstrates creativity, initiative, heroic action, and/or emergency responsiveness over the course of a quarter.

Nominated for providing an excellent finished product in the renovation for the **RDH Opening for Fall 2004**. Staff and supervisors put in extra hours, suggestions, and ideas that really changed the appearance of the facility. It was a show of team work, diligence and caring attitudes that was apparent in the final product.

Nominated by: Ray Galleno and T. L. Smith, Auxiliary Services

Safe Team of the Year Automotive



Pictured left to right: Phil Jones, John Conn, Bobby Robinson, Elizabeth Mace and John Barden.

This award is presented to a team with the best safety record during one year. Safety records will be measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee during the year.

Automotive had no accidents in 2004.

Safe Team of the Year Preventive Maintenance



Pictured left to right: Phil Jones, John Carpino, Chris Shores, Charles Kraus, John Morris, John Tarlton and Ken Cranford.

This award is presented to a team with the best safety record during one year. Safety records will be measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee during the year.

Preventive Maintenance had no accidents in 2004.

Safe Teams of the Quarter

This award is given to a team with the best safety record during the quarter. Safety records will be measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee in a quarter.



Bobby Robinson accepts for Automotive



Bob Frias accepts for General Services



John Morris accepts for Preventive Maintenance



Albert Reynolds accepts for Electrical



Lee Arnold accepts for Recycling

Customer Service Awards & Awards of Excellence Individual

Jerry Brindle, General Services Customer Service Award

Jerry Brindle came to the SAC and alerted them about a loose piece of roof insulation on the east side of the SAC roof. From the offices, we could see the insulation panel standing up against the edge of the rook and it was rocking back and forth in the wind. They immediately contacted Capital to get someone to remove it. Jerry took it upon himself to stay on that side of the building and directed pedestrians around the area until the issue was resolved. Unfortunately, a lot of people would have seen the situation and kept going. Jerry's actions were commendable. He deserves a bid Thank You and a pat on the back for taking the initiative to correct this safety issue.

Nominated by: Forest Shook

Casi Shepardson, Capital Customer Service Award

Presented a 3.5 hour program on CM@Risk at the 3rd Annual ACUHO-I/APPA Housing Facilities Workshop. She represented UNC Charlotte and Capital with extreme pride and distinction. UNC Charlotte and Facilities Management should be proud of the professionalism she demonstrated and respect she bestowed on our institution in front of participants from all over the US and abroad. The program she presented received the highest evaluations for the type of presentation given. I appreciate her willingness to support me and my organization in its efforts to educate Housing Facility Managers nationally. She did a great job.



Nominated by: John Storch, Residence Life & Charles Rust, Capital

**Elizabeth Haddock, Admin Part-time
Award for Excellence**

Although Elizabeth only works part time, she is one of our most valuable employees. She has been with FM more than 6 years. Elizabeth has worn many hats. When a dept. within FM has been short-handed and in need of help, there is Elizabeth ready and able to wear that particular hat for awhile. While the Personnel Coordinator was on leave recently, Elizabeth worked extra hours to help our HR dept stay on track. She is very knowledgeable in this area and works well with FM employees. Talk about dedication; Elizabeth was home one night and remembered she had not printed a report out for a meeting the next day. This was 8:00 p.m. when she should have been relaxing. She left a message on my work phone so I would know how to get to the report and be prepared for the meeting. Elizabeth is well deserved of some recognition.



Nominated by: Noella, Paquette, Admin

**Margaret Sawyer, HVAC Processing Assistant
Award for Excellence**

On numerous occasions, Margaret has pitched in and helped us with processing our paperwork when our processing assistant has been out due to sickness. Every time she helps us, she does it without complaining. She does this work in addition to her normal job duties. Margaret is a great asset to the Facilities Management Department.



Nominated by: David Smith, Electrical

Art Sutherland, Zone 1 Supervisor Award for Excellence

If you saw first hand, the volume and diversity of the maintenance section of General Services, Shop 14, you would see a small portion of why I feel Art deserves a little limelight. Since my start of employment here, Art has been a constant source of support, encouragement, and strong partnership. He always does beyond his area of responsibility to “get it done”, no matter what the scope of work is.



Nominated by: Steve Terry, General Services

Hedy Tally, Admin Award for Excellence

While our Personnel Coordinator has been out on extended leave, Hedy took on extra tasks to keep things moving and on track in the HR dept. Hedy always has a smile even if she is under pressure. With a heavier work load, she still has maintained a friendly and kind personality which is important in her position. I commend Hedy on her hard work and dedication.



Nominated by: Noella Paquette, Admin

**James Williams, General Services
Award for Excellence**

James extends himself beyond the basics on each and every assignment. He requires minimum oversight, as his work ethics and dependability are his best tools. To top it all off, he always has a cheerful greeting each day for all. All of his project contacts say good things about him.



Nominated by: Steve Terry, General Services

Customer Service Awards & Awards of Excellence Team

**Albert Reynolds, Bob Fitzgerald
Bruce Schmitt, Chip Lawrence
Dan Barrier, David Huntley
David Smith, Dewey Lilly
Greg Barnes, James Mechum
Jerome Steele, Jerry Brindle
Joey Cochran, Joey Johnson
Mark Neel, Phil Meacham
Randy Walter, Robert Braun
Ron Hobson, Sam Feedback
Terry Pennel, Tim Smith
Tony Lambert and William Snyder**
Customer Service Award - Team



Nominated for providing an excellent finished project in the renovation for the **CAB Opening for Fall 2004**. Project was a design/build/renovate project where a lot of innovative ideas came from the Shop staff and supervisors. Again a great show of team work, initiative, diligence and caring attitudes apparent in the final product.

Nominated by: Ray Galleno and T. L. Smith, Auxiliary Services

**Chip Lawrence, Dan Mullins
David Huntley, David Smith
Frank Milone, James Williams
Lanny Caudle, Lewis Richards
Mark Neel, Penny Franki
Pete Altman, Pete Crainshaw
Phil Meacham, Ron Hobson
Tim Smith and William Snyder**
Customer Service Award - Team



Nominated for providing an excellent finished product in the renovation for the **Main Street Market Opening for Fall 2004**. Shop staff and supervisors worked closely with food contractor developing ideas and concepts into a very nice finished product. A great show of teamwork, initiative, diligence and caring attitudes apparent in the final product.

Nominated by: Ray Galleno and T. L. Smith, Auxiliary Services

**Bob Frias, John Heck, Ronnie Hobson
and Tim Smith**
Customer Service Award – Team

Nominated for work done in the creation of the addition in Fretwell 330. The entire staff of the University Center for Academic Excellence was impressed with speed at which men worked and how sensitive they were to needs of the students studying.

Nominated by: Charlynn Ross



Lee Arnold, Will Rust and Community Service Students
Customer Service Award – Team

This staff has gone out of their way to make the campus behind the bookstore on the loading dock look clean. They took it upon themselves to clean the dock and remove all the broken items and discard them for all parties that use this dock. It was not their job to do but they did it anyway. I just feel that they should be awarded for doing such a good deed. They could have just left it just like everyone else has in the past. I really do appreciate what they have done and how well they have made the loading dock look. This group of workers has also been working very hard in keeping p with our recycling needs.

Nominated by: Susan Kline



Sam Feedback and Robert Braun
Award for Excellence – Team

Nominated for their quality of work, along with the long hours (after shift) encased in those “hot” protective suits, along with a lot of hard removal work, goes virtually unnoticed by most all.

Nominated by: Steve Terry, General Services



**Steve Conder, Jacob Atkinson,
Rob Herrington and Ronnie Bell**
Award for Excellence – Team

Handling the huge volume of daily service tickets isn't enough. A re-keying of several buildings, accepting and keying Robinson Hall, adding new card entries, and handling last minute “lockouts” or emergencies just as they were about to go home for the day – all “with a smile” says volumes about how they feel about their work and jobs.

Nominated by Steve Terry, General Services



Tracy Bevins, John Conn, Margaret Sawyer and Melissa McLaughlin
Award for Excellence – Team

This group asks to reschedule their lunches to cover the Front Desk or to cover when I am out sick and they do this without complaints. They are hard workers and should be recognized for all they do.

Nominated by: Jessica Deal

