

# Facilities Management All Employees Meeting

Cone University Center – McKnight Hall

July 29, 2005



Photo by: Wade Bruton

# Employee of the Quarter

## Armando Vazquez-Montalvo



***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.***

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Customer Service Award

Nominated by: Elsie Byrd, African-American and African Studies Dept

On Thursday, June 9, 2005, while working in the AAAS department, Armando gave invaluable assistance to a faculty member, Dr. Loy Witherspoon who took ill. I noticed Dr. Witherspoon not "walking" the way he normally does. I asked if he was okay; he clearly wasn't, and got him to his office and sat him down. While I stayed with Dr. Witherspoon, Armando came to check to see if everything was okay. Dr. Witherspoon was using his phone to try and reach his doctor. At that time, it was critical that I stay with Dr. Witherspoon--but it was more critical that emergency personal be called. Armando went and called security. Without his invaluable assistance precious time and maybe, just maybe, one of the most revered persons on campus could have been lost to UNCC. It would have been so easy for Armando to continue on with his work, as though he had seen nothing and nothing had transpired. However, he went the 10 extra miles to come to the aid of his fellow human being, which is becoming rare in today's society. With all of that said, Armando completed his work to the highest level of a craftsman.

# Team of the Quarter GROUNDS



*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.*

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Every member of the Grounds Dept. was involved in the landscaping project for the new FM Building. From unloading the nursery trucks, creating a temporary nursery area with irrigation and delivering mulch and amended soil, to planting, watering, fertilizing all the trees and shrubs, everyone contributed something to this project. This was a project that was basically “dumped” on the Grounds with very little forewarning. The end result exhibits the dedication and professionalism of the department’s members. Thanks for a job “Well Done”.

Award for Excellence  
Nominated by: Bob MacDonald, Grounds Supervisor

## Safe Teams of the Quarter

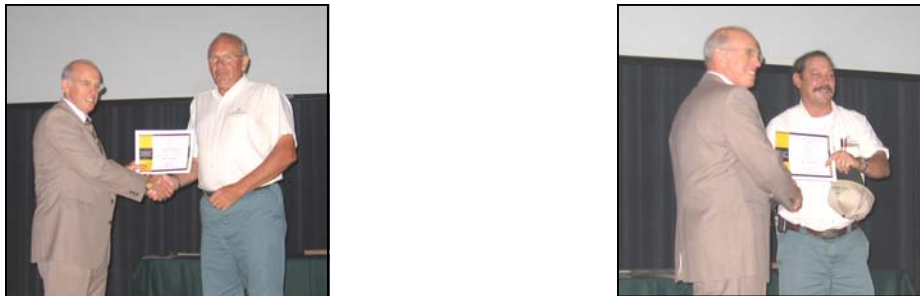
*This award is given to a team with the best safety record during the quarter. Safety records will be measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee in a quarter.*

**Electrical, Automotive, Preventive Maintenance and Zone 1 reported no accidents**



**Lewis Jackson accepts for Electrical, John Conn accepts for Automotive and Preventive Maintenance, and Joev Johnson accepts for Zone 1.**

**HVAC and General Services had no OSHA recordable accidents**



**David Hillard accepts for General Services and Howard Jaecks accepts for HVAC.**



## *Customer Service Awards & Awards of Excellence Individual*

### **Lewis Jackson, Electrical Customer Service Award**

He went the "extra miles" to ensure that the dishwasher being repaired for the Civil Engineering Environmental Laboratory was done properly. It was very apparent that he is dependable and responsible in doing maintenance repairs. His follow up with appropriate vendors, other maintenance team members, and clients ensured that the proper work was completed.



He responded to problems that occurred throughout the repair process and helped to get the new motor that had been installed replaced because it did not work properly. His quick follow-up when the noise level of the new motor was loud and interrupted work in the laboratory, enable Walter Wild to be able to contact the vendor and get a replacement one under the warranty. The work of Lewis Jackson was extremely appreciated and needed. He is worthy of a customer service award for the dependable and all encompassing repair work done with responsiveness and follow-up.

Nominated by: Regina C. Guyer CE / GIEES

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### **Walter Wild, HVAC Customer Service Award**

He went the "extra mile" to ensure that the dishwasher being repaired for the Civil Engineering Environmental Laboratory was done properly. It was very apparent that he is dependable and responsible in doing maintenance repairs. He responded to problems that occurred during the repair process and helped to get the new motor that had been installed replaced because it did not work properly. His quick follow-up when the noise level of the new motor was loud and interrupted work in the laboratory, enable UNC Charlotte to get a replacement one under the warranty. It was installed quickly after arrival. The work of Walter Wild was extremely appreciated and needed. He is worthy of a customer service award for the dependable and responsible follow-up that enabled getting a replacement motor under warranty.



Nominated by: Regina C. Guyer CE / GIEES

**L. Jerome Crawford, Automotive  
Award of Excellence**

The new employee who details the Motor Fleet vehicles is doing a GREAT job! Noticed over the past 2 weeks the outside of the vehicles look great. It's the best I've ever seen the vehicles in almost 5 years! It makes a grand statement for our department as the campus community uses these vehicles on a daily basis.

Nominated by: Beverly Imes, AVC Office

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**Mark Neel, HVAC  
Award of Excellence**

Mark has improved the efficiency and attitude of the employees in Shop 12. Our year-end projects are on time, our PM program and work requests are being completed effectively. Mark has the personality and leadership ability to follow policies and procedures while leading Shop 12 into the 21st Century. Mark has first hand experience in residential design, Renovation, Electrical, Construction, Plumbing and HVAC. He is well qualified in Chillers and all aspects of commercial Climate Control. Mark takes PRIDE in his work and leadership ability.

Nominated by: Jim Barrier, HVAC

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**Galina Neyfel'd, Housekeeping (3<sup>rd</sup> Shift)  
Award of Excellence**

Nominated for performing assigned duties above expectations.

Nominated by: Shem Logan, 3<sup>rd</sup> Shift Housekeeping Supervisor

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## *Customer Service Awards & Awards of Excellence Team*

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### **James Williams, Jerome Steele, Adam Thompson, Ron Hobson and Bob Fitzgerald - General Services Customer Service Award**

Team worked on the painting of the Chancellor's suite of offices. They did a great job, were very courteous, quiet and helpful under conditions that were not always ideal. James Williams checked with staff before, during and after the project. The team used their painting skills to produce a clean, bright room with minimal intrusion into daily office activities.

Nominated by: Julia Dwiggins and Cris Hill (Chancellor's Office)

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### **Ron Hobson & Ted Fortner - General Services Customer Service Award**

Performed the work order to prepare and paint the office walls in Rm# 226-A of Belk Gym precisely, promptly, and conscientiously. Ron took extra care to check the paint color with me. Ron also discussed with me the re-arrangement of furniture. When the bookcase showed dry rot, he cautioned me of the hazard. Ted was on time, worked quietly but efficiently

Nominated by: Marge Raitz, Kinesiology

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### **Pershall Leak and Dorothy Knotts – Housekeeping (3<sup>rd</sup> Shift) Award for Excellence**

These staff members were nominated for working beyond expectations.

Nominated by: Shem Logan, 3<sup>rd</sup> Shift Housekeeping Supervisor

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### **Jeffrey Adam, James Brown and Elzy Neely – Housekeeping (3<sup>rd</sup> Shift) Award for Excellence**

These staff members were nominated for their response to emergency situations and for working above expectations.

Nominated by: Shem Logan, 3<sup>rd</sup> Shift Housekeeping Supervisor

**Paul 'Eddie' Yost, Ralph NeCasie, Jose' Palacios and Rob Kennedy – Grounds  
Award for Excellence**

These employees were the major contributors to the Landscaping project for the new FM Building. They kept the Arborvitae removed from the Chancellors Residence alive until they could be replanted as part of the project. Rob Kennedy led the team and was instrumental in getting the layout of the shrubs arranged and approved by the appropriate managers. Eddie, Ralph, Jose and Rob were all actively involved. Their combined efforts resulted in an outstanding landscape that is representative of their pride in the work they do for the Grounds and Facilities Management.



Nominated by: Bob MacDonald, Grounds Supervisor

**Adam Thompson and Kenny Leazer – General Services  
Award for Excellence**

As a result of the move, we realized that there was no mail center in the new FM Building. Kenny and Adam were tasked to build a mail center within a very short time frame. They rose to the challenge and created a beautiful center for the new building. They were able to match not only the color of the existing lobby furniture but also design down to the last detail. Their work exhibits not only their impressive skills but also their dedication and professionalism. Thank you both for an outstanding job!



Nominated by: Melanie Witherspoon (Admin) and Peter Franz (Planning)

**Zone 1 Maintenance Team: Art Sutherland, Greg Barnes, Terry Eudy and Joey Johnson  
Award for Excellence**

These 4 core members were responsible for the start up of Zone 1 maintenance shop in addition to but not limited to:

1. Designed and created a shop and offices to house the maintenance team.
2. Purchasing tools and materials to support the shop.
3. Responded promptly to all work request associated with the College of Education.
4. Participated in 140+ man hours of training associated with the new buildings being built.
5. Completed over 200 work orders while building new shop.
6. Numerous emailed compliments from our customers concerning the quality and promptness of work being done.
7. Maintained all shop paper work without a processing assistant.
8. Completed renovation projects in the College of Education.
9. A major project was to install a unisex restroom for shop personnel.
10. Another major project was plumbing and installing a large shop heater for personnel comfort.



Nominated by: Larry Griffin, Zone Plant Maintenance Supervisor



**Mike Camp/ Jack Hartsell, Electrical  
Award for Excellence**

Mike and Jack provided invaluable support on the Rowe Renovation Project assisting with correction of code deficiencies. This being a short term, fast paced project required support from the university to stay on schedule for Department of Insurance above ceiling inspections. As a direct result of Mike and Jack's knowledge of the National Electric Code, willingness to work with the on site contractor and innovative resolution correcting

Nominated by: Al McCool, Capital



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**Awards photos were taken by Noella Paquette**