



Facilities Management
P.O. Box 8795
Williamsburg, VA 23187-8795
(757) 221-2275

February 2017

KUDOS NEWSLETTER

So, according to Punxsutawney Phil, spring will arrive 6 weeks late this year....here's hoping he's wrong! As you can see in the comments below, the hard work during the snow event did not go unnoticed. We appreciate all you do to keep our campus beautiful and safe for students, faculty, staff, and visitors!!

DID YOU KNOW? Located in the School of Education Building is a community outreach program called Literacy for Life. Literacy for Life is an adult education program that provides several educational services. Services are free and include: Adult Basic Education focusing on reading, writing, and math; English as a second language; tutoring for struggling high school students; Work Skills Program to assist with interview skills, resume writing, etc.; HEAL program to give you skills regarding healthcare topics, medical terminology, and standard processes and procures. Please visit www.literacyforlife.org for further information and resources or call 221-3325.

Multiple e-mails were received recognizing individuals and teams that went above and beyond to insure the mission of Facilities Management was upheld to the highest degree possible. We would like to thank you for your hard work and dedication.



KUDOS TO YOU!!

John Buck - "I want to extend a KUDOS to you for your genuine and infinite support over the years. Most recently, you willingly completed business with a contractor at Small Hall for the EH&S team - THANK YOU. Overall, your interaction with contractors on campus is paramount and authentic. In addition, your zeal to share institutional knowledge and processes has assisted me during inspections and sampling. Thank you for taking the time to provide me hands-on training on completing project permits. Last, I appreciate you and your team (**Mack W., Duke P., Kevin D., David M.**) communicating status updates of corrective actions from safety concerns on campus. This ongoing communication enables EH&S to provide feedback to customers, and track findings to closure. A massive KUDOS to you for extending optimal SERVICE to ALL."

- Cori Harris
EH&S Specialist

Andrew Gilstrap - "One of my analysts left and in the process of preparing for the on-boarding of a replacement, I discovered a roach infestation in the empty office space. Andrew Gilstrap showed up within

hours, inspected the area personally, and launched a full-scale cleaning and pest control application early the next morning. The service left the room clean and move-in ready. Andrew was genuinely concerned, professional, and most importantly, effective.”

- Evan Davies
Director, Office of Institutional Research

Alice Manis & Lynette Fleming – “Thanks so much for your superhuman efforts to get this difficult payroll in so we could approve and get folks paid as much of their additional pay as possible. I am indebted to you and I hope that the staff understand what you accomplished.”

- Tina Sinclair
Director of Business Services

Tim Russell – “Both Paul H. and John F. wanted to give a particular thanks to Tim Russell for his help with finding drawings and other information.”

- Paul Brown
Project Manager, Accruent

Rena Zrakovi – “Thank you for your help. I also want to add that you are doing a fantastic job setting up the EH&S Officer/Specialist phone interviews. I am grateful for you today and every day for all your support!”

- Sandra Prior
Director of EH&S

Building Services Staff at Jefferson, Barrett, Chandler, Landrum, Lemon, Hardy, and Green and Gold Village - “On Wednesday (1/25/17), EH&S alongside Residence Life Staff conducted fire drills in these buildings. During the fire drills, Building Services personnel assisted students with evacuation, and promptly proceeded to the muster point. At GGV, Annis Hicks ensured that all of her staff were out of the building, and gathered them together at a central location. I was amazed at the relationship between students and Building Service Staff, as they spoke on a first name basis and shared “small talk” during the evacuation. The paramount connection between Building Services and students was solidified, when I saw an inspirational bulletin board displaying an interview between the RA and Melinda Cooke at Hardy Hall. Last, the resident halls were well maintained and a pleasant, clean smell was noted in the atmosphere. I even saw my reflection in the floors at Jefferson Hall. Once again, a special KUDOS to your staff working in these resident halls. The supervisors and staff I met exuded the quote, “kindness and courtesy are at the root of a positive customer service experience.”

- Cori Harris
EH&S Specialist

Facilities Management Team –

“I think Facilities Management has been doing a fine job in Small Hall. Thank you for your efforts to keep Small Hall running efficiently.”

- Keith Griffioen

Professor, Physics

"This by far was the best snow removal job I have seen on campus in 19 years. You guys are the greatest, thank you so much!!!!!!!!!!!!!!!!!!!!!!!!!!!!!"

- Cynthia Mack
Swem Library

In regards to the above comment – "Just one of the comments regarding the great work that your folks accomplished over the past few days. Thanks again for everyone's hard work."

- Sam Jones
Senior VP for Finance and Administration

"A huge thank you for everything Facilities has done to get the college through this snow storm! School of Ed is warm throughout the building."

- Elizabeth Kiewiet
Coordinator, Professional Development Center

"I appreciate everyone's efforts to get the campus ready for Tuesday."

- Sam Jones
Senior VP for Finance and Administration

"Your folks have done a terrific job around campus. And they had even shoveled the walkway from Jamestown Rd. to the Brafferton!"

- Michael Fox
President's Office – Chief of Staff and Secretary
to the Board of Visitors

"Thanks for all your work during these snow days to make the campus safe. I know facilities staff have been in a high gear."

- Henry Broaddus
VP, Office of Strategic Initiatives

"I want to thank all of you who participated in preparations for and recovery of the campus following the blizzard last Saturday. I know the days were long and challenging and like so much of our work, it's hard for the campus community to know how hard you worked to prepare the campus for today."

- Van Dobson
AVP, Facilities Management

Service-Integrity-Professionalism-Teamwork-Safety

