



Facilities Management  
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## KUDOS NEWSLETTER

We survived another great school year at William & Mary! Commencement weekend is May 13 – 15. This year's last day of classes stories may top those of the past....we learned this year that apparently super heroes and childhood icons do not require pants. ☺

As we head into Facilities' busy summer months to prepare for the next school year, make it a point to encourage or praise your fellow team members. The summer months will be hot and a simple "good job" or "have a nice day" can go a long way.

Yet another one of our FM Team Members was recognized by the College of William & Mary. Verasak "Oot" Singhaseni was awarded the Diversity Recognition Award on behalf of the Office of Diversity and Equal Opportunity for his "leadership and work in the area of diversity and inclusion at William & Mary". Oot was invited to attend a reception recognizing this year's recipients in April. Please make it a point to congratulate him on his accomplishment!

When you have access to a computer, make it a point to check out the following link:

<https://youtu.be/R1vskiVDwl4> – 10 Ways to Have a Better Conversation by Celeste Headlee. This Ted Talk was shared at a recent Directors' Meeting and has a lot of helpful pointers to think about when talking with someone whether it be at work or elsewhere.

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!!**

**Chris Ashworth & Mike Marrs** - "Chris detected an unusual smell in the One Tribe Place mechanical room and with Mike's help, traced the source to a Virginia Power transformer. Dominion Virginia Power was brought on site almost immediately and the inspection determined that the transformer was

near failure and required immediate replacement. Mike and Chris Coordinated with Dominion to execute the replacement and worked to minimize impact to the OTP residents. Chris' attention to the conditions of his building and the quick investigation by Mike and Chris together action prevented a transformer failure which would have likely caused significant damage".

- Gregg Shipp  
Director of Operations & Maintenance

**Donna DeGrace** - "I want to thank you for your assistance this week ensuring the necessary maintenance was coordinated and accomplished in my daughter's dorm room for the replacement of the blinds and the repair of the windows. You were very empathic listening to my frustration on the phone over the delay getting this previously accomplished and you followed through to ensure all details were addressed getting the maintenance completed. My daughter and her roommate are very pleased with the results, having blinds that work to allow for privacy, and no longer having to use items to wedge the windows open for fresh air. Again, thank you so much for answering the phone when I called on Wednesday and doing everything you did to remedy this situation".

- Mom of student '18

**John Dutro** - "I just wanted to let you know how much I truly love our new sign at the Reves Center. Every day, when I walk to my office, I feel proud to see our center identified in such a classy, and yet also informative, way! The old sign was getting pretty ragged, so, this is a major "identity upgrade" for us.

Thank you all so much for your willingness to work with us to find a fantastic solution to our signage needs, that is still in keeping with the great new visual identity that you've developed for W&M."

- Stephen Hanson  
Lettie Pate Evans Professor of Government

#### **Facilities Management Team -**

Sam Jones expressed his appreciation for the plantings around Blow Hall.

"I have been submitting large quantities of work orders since my first year here and you have been consistently prompt and effective in your response. I wanted to say thank you for putting up with me all these years and continuing to make life in the residence halls better for everyone who lives in them. What you do is majorly important in a way that most people fail to acknowledge and I wanted you to know how much I appreciate the work that you do."

- Emery  
W&M '16