



Facilities Management
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KUDOS NEWSLETTER

Happy Fall y'all!

DID YOU KNOW? The College of William & Mary offers Spark Leadership presentations during the year. On October 20th, the discussion will be "Conflict Management" with creative ways to deal with conflict in the workplace and across campus. Learn how leaders can best manage difficult and complex decisions, situations, and conversation, given our tendencies to avoid all three of them. This will be held from 9:00 am – 11:00 am at the Sadler Center. You may sign up at the following link:

<https://events.wm.edu/event/view/training/74184>

Thank you for participating in the FM Focus Groups. You provided great input and information that will be useful in improving Facilities Management. Your willingness to have your voice heard was greatly appreciated!

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!!

Beverly Gaither – "A huge, huge Thank You to Beverly Gaither for her rapid, decisive response during a serious situation yesterday involving one of our employees. Beverly observed some troubling symptoms in one of her team members. The employee didn't recognize what was happening and was unaware of the danger they were in, but Beverly got the employee to the Campus Health Center where a medical professional intervened immediately and transported them to the hospital." "For demonstrating exceptional leadership and personal accountability, Beverly is our shining S.T.A.R. (Stewardship, Teamwork, Accountability, Responsibility) this week, an achievement that will be reflected on her performance review. We have a constellation of STARS working here every day."

- Bob Morman
Director, Building Services

"Thanks for taking care of your teammate, Beverly!"

- Van Dobson

Cori Harris – In regards to Cori’s EH&S September Newsletter:

“Great Newsletter!”

- Cynthia Corbett
Assoc. Director of Sponsored Programs

“I really enjoyed reading the newsletter. Lots of great information and tips. Please keep them coming. Great job!”

- Eleonor Wilkinson
Physics Admin/REU Coordinator

Jim Seawell – Jim worked hard to get a meeting with the Area Sales Manager of Safelite Autoglass about fleet discount for W&M vehicles.

“Jim went above and beyond trying to get savings for the University.”

- Tina Sinclair
Director, Business Services

“Thanks for the information. Our office would be interested to see what is available and presented to you.”

- Kathy Mabe
Senior Procurement Officer

FPDC Team – As posted in the Supplier Diversity Corner newsletter, W&M has surpassed the fiscal year Small, Women, and Minority owned (SWaM) business utilization goal of 42%!

“A special thank you to our Facilities Planning, Design and Construction folks for making sure our prime construction contractors are working with SWaM contractors and accurately reporting to W&M!”

Strategic Initiatives C1-16 Customer Service Survey Team - This team was tasked with developing a feedback system(s) for customers to assess the performance and quality of services provided by Facilities Management. Each team member attended monthly meetings and provided ideas and feedback in developing this survey over a year long period. They received a letter of Exceptional Performance recognizing them as “a dedicated team member who showed that you were invested in the FM organization and that you clearly embraced the FM values of service, integrity, professionalism, teamwork and safety in all that you do.” “You demonstrated a strong commitment to the team and you gave the team insightful feedback about the FM work processes and customer interactions/experiences that helped shape the survey instrument’s content.”

- Sandra Prior
Team Sponsor, Director of EH&S

The following team members were recognized: Cori Harris, Jeremy Smith, Liz Harper, Roxanne Futrell, Roberto Guerrero, Terry Mayo.

Facilities Management Team -

“Wanted to take time to write about our moving-in experience. Our son was moving into his room in Yates and we needed a hammer to move the bunk up to allow desk underneath.” “Next thing we know, minutes later, “Mike” arrives with his hammer! He doesn’t just hand over the hammer, he performs the entire task with a smile. We were just flabbergasted. He was awesome. What a lesson learned for my 18 year old son. This is Tribe Pride!”

- Parent Class of 1989, 1991, 2020

“Please thank the team, too. They came out in the rain yesterday, worked hard, etc.”

- Pete Bandel
AD office in Jefferson

“Thank you for your work and patience with my case! I really appreciate.”

- Student

“I walked the facility (Zable Stadium) yesterday. A quality job. I appreciate everyone’s work as you deal with all of the last-minute items and game day preparations.”

- Sam Jones
Senior VP for Finance and Administration

Service-Integrity-Professionalism-Teamwork-Safety

