

FM KUDOS

December/January/February 2019

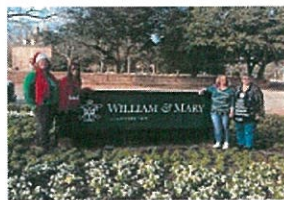
Faces of FM



Halloween shenanigans—Craig Beasley
Look-alikes



Nano Villarin & Bob
Morman—One
Brick Higher Award



Ugly Sweater Day—
Donna DeGrace, Jamee
Kuehner, Rena Zrakovi,
Alice Manis

National Day of Kindness—February 17th



Already into the 2nd month of 2019! Can't go wrong with a month of love and kindness! Mark your calendars and make it a point to do random acts of kindness on the 17th. You can check out [wmbgkind](#) on Facebook for more information.

WANTED: If you haven't stopped by Room 115 in the FM Admin. Bldg. and had your picture taken, yet, please do! We would love to see your face in "Faces of FM" and are almost out of pictures. This month, we are featuring a few FM group pictures from the last couple of months and we do this occasionally! Please e-mail any work pictures to rbzrakovi@wm.edu for possible future postings.

Did you know??



R.A.D. Self-defense classes are offered by James City County PD free of charge? R.A.D. was created by a W&M Police Officer and has since become an internationally recognized self-defense program. Classes are offered for adults and children. Please contact John LeClaire at 757-259-5174 for further information.



BZ to the many FM staff members who prepared the campus for Charter Day, the inauguration, and the other many associated events. Thank you for your strong display of Teamwork.

BZ to all FM leaders for participation in the Building Stronger Leaders program. Thank you for displaying all of our Core Values during the past year.

KUDOS to you!!!



Mary Banks— "Kudos to Mary Banks who's sharp eyes spotted a sink hole over at Green and Gold Village. Thank you for the quick reporting! Mary informed Work Control that it was very deep and she was very concerned for the students and that someone could be badly injured if they fell into the sink hole. Plumbers and Grounds crews took care of it immediately and no incidents or accidents occurred."

~ Donna DeGrace, Work Control

John Bjers and Sharon Mikanowicz— "This follow up relates back to an audit from a few years ago. The warehouse was in disarray at the time of our audit and we had many concerns and recommendations. I wanted to report that Van and his team have done a substantial amount of work in turning the warehouse around. Kristin and I toured the warehouse and the transformation is dramatic (night and day turnaround)! The actions taken will strengthen the controls and efficiency of the warehouse function."

~ Kent Erdahl, Internal Audit

"Thanks for your continued focus on improving the warehouse operation. It was great to see the email from Kent noting your good work on this important project."

~ Van Dobson, AVP of Facilities Management

Jamal Dillard, Brian, and Darlene White—"Kudos for great work cleaning the interior of the President's House windows in a short timeframe."

~ Gregg Shipp, Director of Ops & Maintenance

John Lee Grober— "I am a student at the Mason School of Business and one of your employees has caught my attention. Special attention ought to be credited to John, he is such a pleasure to be around with, and frankly, he adds joy to this school. Not only is he funny, personable, and friendly, but has a level of constant energy that makes me thrilled to see him every day. Keep it up John...BOOOOOOM!!!"

~Student, Mason School of Business

Annis Hicks— "On behalf of the Kappa Delta Rho Fraternity at William & Mary, I cannot express how grateful we are for the House and all the cleaning your staff does for us. This is certainly a time for us to reflect. The on-campus House is such a nice place to line on campus. Ever since I joined the Fraternity, the on-campus house has played a fundamental role in bringing the Brotherhood together. From watching football games on the weekend, to making home cooked meals with some brothers, our college experience would not be the same without the House. It is thanks to you and the cleaning staff that we have been able to have these experiences."

~ Student, Kappa Delta Rho House

John McFarlane and Crew — "The wreath on the President's House looks terrific. Thank you for all of the work today to get it ready—a day ahead of schedule—for the holiday video shoot at the House this afternoon."

~ Michael J. Fox, Assistant to the President

Ron Russell—"Thank you Ron Russell for helping out and inspecting the successful sewer tie in association with the West Utility Plant on Saturday. Your help is much appreciated!!!!"

~Adam Witkowski, Senior Project Manager

Ryan Wright— "Congratulations to Ryan Wright of EH&S who got engaged before the holidays!"

~ Teresa Belback, Director of EH&S

Bob Morman and Building Services Team—"Please accept MANY thanks to you and the entire Bldg Svcs team for utilizing the FAMIS database in referencing and updating room numbers, space use, and square footage. This goes a long way in consistency and standardization across the entire FM Dept. I appreciate Kelley, Andrew, and Dwight's efforts to meet with Tim Russell glove-in-hand to resolve issues at the lowest level and work together to ID best practices along the space management and building services work flows. Well done to the entire group!"

~ Jeff Brancheau, Director of FPDC (formerly)

Facilities Management Team—"Thanks to the hard work of our Facilities Management personnel and our contractor—Branscome, the repair of the water main break near the parking desk is completed."

~ Sam Jones, Chair of Emergency Management Team

"We LOVE Facilities Management!!!!"

~ Babs Bengsten, Human Resources

"A big thank you to your staff who worked over the holidays to keep campus operations. I really appreciate their behind the scenes work to make sure we didn't come back to water from burst pipes, etc."

~ Elizabeth Kiewiet, Events Manager

Locksmith Shop—"I wanted to let you know that the past few weeks your team has been stellar in helping me resolve key and access issues, you all even made me pad locks for supply cages on our custodial key. Avery has been a huge help with making me additional pad locks and communicating the time frame to me as well which has given me the ability to plan, and I appreciate it. You all rock and your service does not go unnoticed."

~ Andrew Gilstrap, Assoc. Director of Building Services

Moving and Storage—"We just wanted to say a very big 'THANK YOU' to the crew who picked up all of our items on Tuesday. They were very professional, expedient, pleasant, and accommodating. There were so many items in different locations but they handled it all so efficiently."

~ Marisa LeForge, Fiscal Coordinator

Customer Comments



Thanks!

Thank you for being so quick and available!!

Really prompt and efficient, now the door opens easily

Very fast and great work! Thank you so much!

Very quick response, and came in very early so as not to disturb the students.

Not only was my lock fixed, but the stickiness of the door and loud grinding sound of it. I realize these things may all be related, but I only expected one fix and got three. I'm very happy!

Ronnie was wonderful, friendly and helpful. Hopefully my issue is fixed for good.

Response time was great.

This problem was fixed quickly and now I can use my sink. :) The staff members were very nice.

Terry Mayo came within minutes of placing the WO. I told him it wasn't an EMERGENCY! Always love working with FM staff.

Welcome to our team!



Willie Mae Brock—Building Services
Diane Mitchell—Building Services
Leon Habersham—Building Services
Owen Walker—Building Services
Antoinette Jackson—Building Services
Derek Singer—Carpenter Shop
Lawshawna Hill—Building Services
Durell Avens—Turf
Christopher Morgan—Carpenter Shop
Derek Singer—Utilities

Farewell!



Jeff Brancheau—FPDC
John Buck—Maintenance Contracts
Carolyn Rogers—Building Services
Markiem Darby—Building Services
Eric Swinton—Building Services
John Applewhite—EH&S
Gloria McIntyre—Post Office

Service—Integrity—Professionalism—Teamwork—Safety
