

# FM KUDOS

April 2020

## Faces of FM



College Corner in full bloom

## TEAMWORK



Now, more than ever, this value is a driving force within Facilities Management. Teamwork within our department, teamwork with other campus staff, teamwork with the community. I am so proud to be part of this department and all that I have seen come together in such a short period of time with little warning. FM has a specially trained team that can safely clean and continue operations on the COVID front lines. This team is made up of custodial staff, HVAC, plumbing, carpentry, and electrical shop staff members who would be able to go into an infected area and complete the required work. Office staff have been able to set up home offices and continue operations of supporting our department from remote locations. FM staff that remain on campus, have adapted work practices to continue operations in a safe and smart manner. "Teamwork is the secret that makes common people achieve uncommon results" ~ Ifeanyi Enoch Onuoha. THANK YOU for being on our team!

### UPCOMING DATES:

4/28, 5/07, 5/11, 5/21, 5/27—Supervisors Values in Action Workshops—you must attend one of the trainings.

4/22—Cornerstone Learning

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## Did you know??



Employee Assistance Program— EAP

All health plans offered to W&M employees and their dependents have employee assistance programs. Included are up to four sessions at no charge for such services as mental health, alcohol or drug abuse assessment, child or elder care counseling and legal or financial services. EAP counselors are available to assist employees with a list of problems. Please go to the following link for further information:

[www.wm.edu/offices/hr/currentemployees/benefits/classifiedandoperational/index.php](http://www.wm.edu/offices/hr/currentemployees/benefits/classifiedandoperational/index.php)

## Bravo Zulu By Van Dobson



BZ to Jeff Beattie for completion of the School of Education flagpoles and to Catherine Parker for completion of the School of Law flagpole. You both displayed your commitment to Serving the university community by completing these projects. While they were small projects compared to much of the work you accomplish, both are very important to our customers.

BZ to Farley Hunter for initiating and orchestrating a Power Purchase Agreement with Dominion Energy for purchase of solar power totaling 60% of the electricity consumed on the William & Mary campus. Your commitment to the environment and display of Professionalism are much appreciated.

BZ to Megan Beagle, David Tidwell, Kevin Beamon, Crystal Taylor, Will Moore, Derek Singer, Chris Burton, and Jason Kremer for responding to sewer spills near the old King Health Center and Miller Hall. Thanks for displaying your commitment to Safety.

BZ to Bob Johnson, David Tidwell, Teresa Belback, Megan Beagle, Zach Thompson, and our housekeeping staff for your expert response to the Reves Center flood and mold remediation project. The staff at the Reves Center shared how much they appreciated the care you took in bringing their building back on line. You all showed your strong commitment to Professionalism and Service.

BZ to Rena Zrakovi and her team for planning and hosting another wonderful holiday party.

The Planning Committee – Dawn Alleman, Kristen Smalley, Emilia Fudala, Anusha Komati, Teresa Belback, and Deborah DeGuzman.

Stan, Teresa, and Amber Belback for such a great photo booth.

The Greenhouse who provided the palm trees, limbo stick, handmade wreaths & flower bulbs, drink station – and always help with set up and clean up as needed!

Dawn Alleman for the great centerpieces! A lot of work in design and set up.

Jeff Whitaker for being a fun DJ and providing music for our listening pleasure as well as going along with our games. Even if he felt threatened during the cake walk!

Crystal Taylor for spending an evening baking and decorating beautiful cakes for the cake walk.

This team clearly demonstrated Service to all of us who attended and Teamwork as they put this all together.

BZ to Andrew Gilstrap and Rena Zrakovi for setting up literacy, computer skills, and HEAL training programs and to Alice Manis and Patty Nelson for training staff members on advance Excel skills. Your demonstration of Service to our staff is greatly appreciated.

BZ to Adam Witkowski and Ron Russell for completion of the West Utility Plant project on time and within budget. Your commitment to the university and your Professionalism were evident throughout this project.

KUDOS to you!!!



**Angela Adame & Team** — “The tile floors in Bell Hall are beautiful! They are so clean and shiny on the ground floor. WOW!!! They did a great job! Truly gleaming. Makes my heart happy.”

~ Babs Bengtson, Director of Training & Development

**Rob Charles**— “BIG KUDOS to Rob Charles for his quick actions and the use of TWO tourniquet’s until Medics arrived!!!” (in regards to a co-worker’s injury)

~ Ofc. Amber Martin, William & Mary Police Dept.

**Kizzy Angevine, Melanie Johnson, and Lashawna Hill**—”What a great job Kizzy, Melanie, and Lawshawna did cleaning the Great Hall after the HVAC work there. They moved as a team, dusting the paneling, the tables and benches. They go the corners clean and floor free of debris. The room looked better than it did before the work began (and Darlene does an amazing job!) Thank you!”

~ Susan Kern, Executive Director, Historic Campus

**Alice Manis** — “I attended the FAMIS training session led by Alice Manis and it was awesome. Not only did she show us how to navigate FAMIS, she also shared some handy Excel tips that I never knew existed. We learned a lot and laughed a bit along the ways. Alice is a terrific instructor.”

~ Cindy Lucas, Assist. To the Director, Muscarelle Museum of Art

**Nano Villarín**— “Nano on W&M’s moving crew deserves recognition. He always has a positive, can-do attitude. He’s clearly a leader on whatever team we’ve seen him work with.”

~ President Rowe and all in the office of the President

**Larry Tunstall**—”I wanted to take a moment to tell you how impressed we are with Larry Tunstall and the professionalism and attention to detail he brings to his custodial work here at Reves. He has been here just a short time, and he’s already made such a positive impression. He works constantly but in such a calm and quiet way, you almost don’t notice him until you realize he’s made everything in great shape and is putting his tools back in the closet outside my office. He is so effective and efficient it’s amazing. We’ve all remarked at what a great impression he makes in addition to working so hard and so effectively. He’s always looking to find better ways to do things and to solve problems.”

~ Kate Hoving, Public Relations Manager, Reves Center for International Studies

**Melanie Johnson and Lashawna Hall**— “I have noticed how clean my office area has been even cleaning the glass dividers and my garbage is being taken out without me having to call, so I wanted to acknowledge their commitment to keeping the FM Building clean.”

~ Pauline Richardson, Business Manager

**EH&S Staff**— “Thank you and your staff in EH&S for presenting to the Residence Life staff. Their ability to interact with your team is important to our collaborative relationship. I look forward to working with you in the year ahead.”

~ Holly, Residence Life

**FM Staff**—”The pedestrian crosswalk flashing signs look terrific.”

~ Michael Fox, Sr. Assistant to the President

**O&M Team—** I wanted to reach out to thank the William & Mary system for helping my daughter deal with the challenges faced over the first 4 weeks of 2020:

O&M—“Building Maintenance responded quickly to exterminate the issue of ants in her room”

“The room sink backed up and they returned and repaired the sink by replacing pipes that had been colonized by the ants.”

~ A parent of a student in Jefferson Hall

**FM Staff—**“Thanks to all the folks that responded and assisted with recovery from the damage caused by a fire sprinkler pipe burst, and leak in the ceiling of Grad Housing 804, January 23rd approximately 3 am. Thanks to Marc Kelly and Don Fraasch, from Fire Maintenance for quickly stopping water flow and identifying the exact point of the leak and draining the sprinkler system to stop continuing water damage, and coordinating our sprinkler contractors to make quick repairs; for Housekeeping and their immediate attempts to help control the water from spreading; EH&S for assessing the water moisture damage; for David Tidwell—coordinating the ServPro to contain and mitigate the moisture problems; for Roberto Guerrero and Electricians for assisting with lighting removal and replacement; for Jeff Beattie and Mac Whitehead, for coordinating Hellas LLC and Air Clean Corp., to make necessary access to sprinkler pipe for repair and then the reconstruction of walls, ceiling, ductwork fire alarm, lighting, and floors. So many hands were in this recovery. The expeditious recover of this situation shows the successful Teamwork and FM Values that are put to work on a daily basis around our great campus. Everyone working as a team. Thank you all for a job well done.”

~ Bob Johnson, Fire Protection Maintenance Supervisor

**Farley Hunter —** In regards to the Rochambeau Solar Facility Asset Purchase Agreement with Dominion. “KUDOS to all who moved this forward to a yes!”

~ President Katherine Rowe

**M&S Crew—** “I just wanted to give a shout out to the Facilities moving crew lead by Nano. I had called up FM late on Tuesday and set up a work order for the movers to come over ASAP. I terribly underestimated how much stuff we needed moving so, when the crew arrived, they were a little overwhelmed. They quickly sized things up though and got things moving! We had multiple locations, multiple offices, multiple floors to move things to and from and multiple people working with them. They put everybody at ease and are really nice to work with. They also came up with a solution for one totally outsized book shelf. A great team and great colleagues.”

~ David Morales, Circulation Manager, Swem Library

**Electrical Team—** “I wanted to pass along a huge thanks to Garland, Mitchell, and others o the electrical team for the many hours (including late night and weekend) that they put in replacing wiring at the School of Ed. I really appreciate their behind the scenes work that kept the lights on in the 3rd floor of the School o Education. It was a disastrous situation and they made the massive repair so smoothly that it caused almost zero disruption to everyday operation. Please pass along our gratitude.”

~ Elizabeth Kiewiet, Events Manager, School of Ed.

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## FM AWARDS FOR FY20

**Elizabeth Harper—** Employee volunteered to help out filling in as an EH&S technician during the summer.

**Emily Gonzales-Fudala—**Employee volunteered to help out filling in as an EH&S technician during the summer.

**Paul Morie**—Mr. Morie took the lead in restoring the Barksdale Field back to playing condition before the start of the fall semester 2019. The west half of the field was taken as construction space for PBK for most of the summer. He had a short window of opportunity to work with contractors to fix the irrigation system, correct the grade of the field, address unexpected flooding of the irrigation vault caused by PBK construction, and install new Bermuda sod before it was returned to Rec. Sports for intramural games. Mr. Morie is to be commended for his professionalism and teamwork shown in completing this task.

**Tina Charity— One Brick Higher Award**—Special recognition given to one of William & Mary Building Services staff members each year who goes beyond the requirements of their role, and through their individual efforts, improves the lives of those around them, increases the effectiveness of the workplace, and serves as a role model for their peers. Ms. Charity is being recognized for stepping into a leadership role in the absence of her supervisor and lead custodian, unselfishly assisting co-workers in the completion of their duties, maintaining exceptional attendance and relationships with key customers, and maintaining her assignment, tools and equipment at an exceptionally high level.

**Derek Singer**—We want to recognize Derek Singer for filling the second shift carpenter position for over 6 months. Derek willingly stepped up to cover this position which has been a tremendous help in covering critical, after-hours duties. By stepping up, he avoided the need to establish a rotational schedule among all carpenters. His performance has been excellent and he has certainly helped preserve shop morale.

**Gerald Kinney**— In recognition for passing the "Certified Educational Facilities Professional" knowledge based exam and receiving the CEFP designation.

**Patricia Nelson**—Bonus given to Patty for her extra effort in creating efficiencies and streamlining A/P processes. Some of these efficiencies include, but are not limited to the following: enforcing consistent application of operations for obtaining purchase orders; tying the procurement process to the purchase order and work control processes; utilizing Small Purchase Credit Cards (SPCC) more often with those purchases under the \$5,000 threshold to take advantage of the cost savings in processing, which equate to approximately \$90 per transaction according to the SPCC guidelines; initiating process changes in Business Services Accounts Payable; gaining insight into Work Control processes to bring consistencies to the group as well. Patty is an asset to the FM Business Services Team, always taking it upon herself to suggest positive changes to the department while asking for feedback. She is always seeking to broaden her knowledge in FM Business Services and the University..

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## Customer Comments



Great job, Kevin! I also received positive comments from a senior occupant in the building. (Kevin Dye)

Great service as always. (Garland Burton)

Always takes care of work orders dispatch puts in in a timely manner. Thank you!! (John Mattie)

I was super impressed with how quickly they were able to get it done. Really appreciated. Thank you! (Chris Ashworth)

Thank you for taking the time to explain what was done. (Will Moore)

They were great! They fixed my window in less than 24 hours! (Owen Walker)

Thank you for coming out so quickly. Tech spent time to explain what was wrong, what he needed to do to fix it, and how long it would take. Great customer service! (Garland Burton)

Looks good! Thanks for taking care of this. (John Mattie)

THANK YOU for the fast great service! So appreciated. (Scott Brittle)

The Facilities Management staff were very friendly and on time. (Rob Charles)

Chris Morgan communicated well and worked to make sure banners were hung properly. Chris did a great job and was a pleasure to work with. (Chris Morgan)

It was done well within an acceptable timeframe given the date and time of the request. Sink looks great and works perfectly now. (Will Moore)

Mr. Dixon went beyond the request and replaced all the burnt bulbs in the office suite. I really appreciated the extra attention as I actually thought limiting the number of working bulbs was a facilities energy saving measure. (Maurice Dixon)

Thank you again for coming out. Your folks are always so patient and explain things. Very appreciative. (Maurice Dixon)

Went above and beyond to help us out. (Steve Eddy)

Is there a score above 5? GREAT service. (Scott Brittle)

Extremely quick response time from the Plumbing Shop. Custodians were called in to clean up. Good team work. (Christopher Burton)

Thank you so, so much for unclogging our shower drain so quickly. The issue with our drain was really stressing me out and I am so grateful facilities management staff were able to resolve the issue so efficiently. Thank you again! (Joshua Jannise)

Service—Integrity—Professionalism—Teamwork—Safety

