

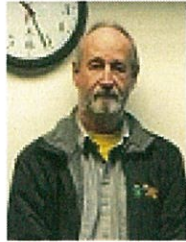
FM KUDOS

June 2018

Faces of FM



Teresa Belback
EH&S Officer



Larry Clark
Locksmith



Steve Eddy
HVAC Inst. & Repair
Tech.



Eric Taylor
HVAC Inst. & Repair
Tech.

Good Morning Challenge



"I started saying "good morning" to everyone I encountered. I found my mood improving with each interaction. I was smiling more, even when the recipient ignored it or did not hear it. So here is a challenge—say "good morning" or some sort of greeting to as many people as you can today. It not only makes a difference to the one you say it to, it makes a difference to you." ~ Chad Lehrmann

<https://didacticchad.weebly.com/home/the-good-morning-challenge>

Summer is a busy time for Facilities Management and a simple "Good Morning" or smile could help make someone's day. Take the challenge and see the difference it makes for you and those around you!

Did you know??



William & Mary will welcome our 28th president on July 1st, Katherine Rowe. As Rowe said, "...we will never be done striving to affirm and not cover over our differences, to redress inequity and to seek to make William & Mary a place where students, faculty and staff from diverse backgrounds, income levels and identities participate fully."

FM has a wonderful opportunity to make a first impression through our commitment to make campus as beautiful as possible, inside and out!

KUDOS to you!!



John Dutro—This past weekend was quite the three ringed circus and I wanted to give a special shout out to John (Dutro) who was especially helpful, attentive, always checking in to see if we were in need, and funny. ~ Eliza Parrish, Director of Alumni Engagement

John Grober— "John Grober is one of our best custodial staff. He is extremely helpful, he makes himself available, has a positive attitude about his work, and is always cheerful. He is not only appreciated by the faculty and staff of the business school, but also the students. I personally witnessed many of the students expressing their thanks to him on commencement weekend, which says a lot about how much he is valued here in Miller Hall. I know that too often you hear complaints, but I think that it is just as important, if not more so, to pass along the compliments." ~ Dana Headden, Building Operations Coordinator Alan B. Miller Hall.

Robert Johnson and Ryan VanTassel — “I want to say thank you to Ryan VanTassel and Robert Johnson. On May 2, 2018, we were called in after hours. ISC-1 had a flood on 3rd & 2nd floors. After Ryan stopped the leak, he stayed and helped me get the water up. Not a little water, but 3 hours of using a wet vac and mopping. Mr. Bob Johnson also helped by getting another wet vac. Without their help, I would not have been able to complete the task Thank you!”

~ Sherri Kelley, Custodial Supervisor

Ben Mulherin— “Ben’s unrelenting support to the University is most noteworthy! His willingness to do these types of things and genuine team approach to project management makes the FPDC organization stronger. Thanks Ben! ~ Jeff Brancheau, Director, FPDC

Lonnie Peace and Crew— “I wanted to pass on a big thank you to Lonnie Peace and his crew for coming over in Saturday’s heat to set up chairs for the Math graduation held at School of Ed. The team worked so well together and they made my day. Thanks so much for the helping hand!” ~ Liz Kiewiet, Events Manager

Kim Rojas— “I want you to know you have an exceptional employee, Kim Rojas. I want to praise her for her excellent services and housekeeping. She is very professional and dedicated to her work. I hope she continues to work at the Bull House (Legal Aid).”

~ The Staff of the Bull House

Tim Russell— In regards to information that assisted in an occupancy/utilization map—“Perfect—I love it Thank you very much!”

~Eric Bradley, Professor and Chair

Customer Comments

All, the housekeeping staff is always lovely. Always pleasant, eager to help, and valued and necessary members of the team when we are trying to execute events like last weekend.



I wanted to say “thank you” for another wonderful year of beautiful flower gardens and landscaping. I truly enjoy walking through the campus every day because of the work your team does. You all and your work are very appreciated!

At School of Ed, we requested that Grounds trim some branches that were grazing cars in the parking lot. Not only did they take care of that, but they removed a dead tree at the same time. It was a huge task and I just want to be sure that they know how much we appreciate their keeping the campus looking wonderful. Thank you!

Thank you very much for sending the Moving & Storage crew to help me move the tables used during our Physics Dept. graduation. The M&S staff were very polite and did a great job in putting the chairs.

Regarding the Omohundro Institute of Early American History and Culture Entrance at Swem.

Porch is beautiful! Thank you very much for the beautiful work. And there were already students sitting on the benches!

Indeed it looks splendid! Just want to echo Carrie's thanks, and especially for the quick work. We're delighted that the space looks so lovely, for the OI it's so terrific to have our entrance looking so good—not a secret entrance anymore.

(Please see the pictures below)



Welcome to our team!



Terry Robinson—Building Services

Lee Paixao—Access Control

Thank you for your service!



Mark Ballman—FPDC

David Summers—Utility Plant

Service—Integrity—Professionalism—Teamwork—Safety