

FM KUDOS

Supersized June—October 2019

Faces of FM



Nano having fun at the FM Ice Cream Social



Mike Marrs celebrating 45 years with William & Mary



Servers having fun at the FM Ice Cream Social

IT'S BEEN A WHILE.....



A lot has happened since our last Kudos! Please know you are appreciated in all you do! Take the time to look through the items within this newsletter as well as the collage of pictures of events from the past few months on the last page

UPCOMING DATES:

- 11/27 — Start of Thanksgiving break
- 12/13 — FM Festive Fun Party
- 12/23 — Beginning of Winter Break
- 1/02 — First day back in 2020
- 1/08 — Employee Resource Expo

Did you know??



W&M is listed as #16 on the Most Beautiful College Campuses list by The Princeton Review. What a privilege to work at such a beautiful place and with such talented crews!! Make sure to take time to look at the flowers, the beautiful scenery and buildings. Colonial Williamsburg is also a great place to walk at lunchtime!

Bravo Zulu By Van Dobson



BZ and thanks to the team responsible for protecting the Kaplan Arena in support of the July 31 special event. Teresa Belback, Bob Johnson, Rob Charles, Roberto Guerrero, Frank Gray, Chris Morgan, Megan Beagle, Ryan Wright, Elizabeth harper, mike Epperson, Peter Hahn, Don Fraasch, Terry Mayo, Dudley Green, Robert smith, Emilia Fudala, Rodney Dudley, Crystal Taylor, Owen Walker, Kevin Beamon, and Josh Smith demonstrated the FM values of Service and Teamwork in performing their duties and for your focus on Safety of the university community.

BZ to John Mattie for design of the McGlothlin-Street Hall landscape and to John and the landscape crew for installation of that landscape. Not only does it enhance that part of campus, it also helps manage storm water as it flows down to the Crim Dell. Thank you for demonstrating Teamwork and Service in developing this beautiful landscape.

BZ to Mack Whitehead for handling the AC failure at the President's House so well. Nursing the existing failed chiller along while the portable chiller was delivered and installed allowed the family to remain comfortable while the replacement parts were manufactured. Thanks for demonstrating Service in dealing with this challenging situation.

BZ to Mike Horsley and John Mattie for improvements to the landscape surrounding the James Blair Statue. Thanks for demonstrating Professionalism in making these improvements

BZ to Mike Marrs for managing installation of the new crosswalk signals on Richmond and Jamestown Roads and to Mike, Garland Burton, and Roberto Guerrero who got them both working. Thanks for demonstrating Professionalism and your commitment to Safety.

BZ to Craig Beasley and his team for their quick and diligent efforts in restoring chilled water to the main plan loop following the power outage on July 18th. Thanks for demonstrating your commitment to Service in dealing with this challenge.

KUDOS to you!!!



Lashawna Hill, John Grober, and Will McCullum — "We have survived our 10th commencement weekend in Miller Hall, and I commend Lashawna Hill, John Grober, and Will McCullum for working to help us ensure our students had the very best culminating experience at the Mason School of Business. The three of them worked through multiple events this weekend to ensure the building was properly prepared and well maintained throughout the events, as well as recovering the building between events. Though the hours were long, the crowds were huge, and we had multiple vendors on site, they maintained a pleasant attitude as they worked to manage an overwhelming demand on our facility. They were each very responsive to our needs during these events. Additionally, as our housekeeping staff is so visible during the academic semesters and interact with our students regularly, I noted many of our graduating students thanking them for their jobs well done, and for their kindness during their time here in Miller Hall. That alone is a testament to each of them."

~ Dana Headden, Bldg Operations Coord., Alan B. Miller Hall

HVAC Crew— "I wanted to express my sincere appreciation for the HVAC crew that was doing preventative maintenance at the Briggs Amphitheater. Eric Montalvo and Michael Comeaux discovered serious issues with the system and immediately had a replacement unit for us. With Eric Taylor, they installed the new system with great efficiency and expertise. I want to thank each of them for their work in getting this done even before we knew there was a problem. It truly shows their professionalism and dedication to the university".

~ Jeff Herrick, Asst. Director for Tech. Services

John Dutro & University Events Team — "Thanks for the beautiful ceremonies you planned and executed. You made events that are incredibly complex seem seamless, despite all the moving parts that have to be aligned and coordinated. I am so grateful for your dedication to ensuring the experiences are joyful for all."

~ Katherine Rowe, William & Mary President

Grounds Crews— "Thanks to you and your incredible staff. The campus was both beautiful and welcoming to the thousands of families celebrating their graduates, and their delight was evident. Please pass along my kudos to the grounds crew and everyone who did so much to make our historic campus shine."

~ Katherine Rowe, William & Mary President

Avery Vaughan — "Thank you Avery for all of your help with the Wren Building ADA Ramp. Your fast response and skills are very much appreciated!!!!"

~ Adam Witkowski, Project Manager

Angela Adame & Team— "We received some outstanding service last night from the ladies who take care of the Shenkman Center. They went above and beyond to help us clean up a large mess related to backed up drains."

~ Sean Hughes, Executive Director, W&M Real Estate Foundation

EH&S Team—"Thanks again for doing the safety program for Biology & Ap Sci today—all you guys did a nice job!"

~ Eric Bradley, Professor

John McFarlane— "Kudos to John McFarlane who I witnessed pulling a weed from the island landscaping while there to take pictures of the sign."

~Farley Hunter, Assoc. Director Operations & Maintenance

Owen Walker— "Thanks so much for helping us with our conference room wall. Owen was a pleasure to work with and he re-painted the entire wall, not sure the patched area. Now have a nice, clear wall to project on."

~ Kathy Mabe, Procurement Services

Kevin Dye—"I wanted to reiterate my appreciation and that of my boss, Ann Marie Stock, of the painting and re-carpeting work that has been completed in Hoke House over the last few months. The whole space looks so much cleaner and brighter, and we are greatly enjoying our newly enhanced workspace! Thank you for all the work you did in coordinating the project, and please also convey our thanks to your staff and vendors."

~ Margaret Morrison, Administrative Coordinator, Office of the Vice Provost for Academic & Faculty Affairs

David Tidwell & Team— "This is just a note to thank you and your team very much for the hard work you've all put into fixing our upstairs offices at the Reves Center. I heard from Judy that your crew had to work all weekend on this, and I am truly grateful for this extra effort. Please pass along our sincere gratitude to everyone in Facilities Management for your tireless support of our work!"

~ Stephen Hanson, Vice Provost for International Affairs

Emilia Fudala & Elizabeth Harper—"I really appreciate all you both did for us this summer. It's been a pleasure working with both of you. I appreciate your professionalism and willingness to do everything and anything asked of you. You helped us get through many of the summer tasks we have to accomplish before the students return, which is a huge contribution. You learned new things and helped us with fire drills throughout the heat of the summer. Again, I appreciate your support as part of the EH&S Team!"

~Teresa Belback, Director of EH&S

Jeremy Condrón & Craig Beasley— "Thanks to Jeremy Condrón and Craig Beasley, the Main Chiller Plant was returned to service after a storm took out power and damaged some equipment. Their ability to diagnose the issues and develop work-a-rounds for the multiple failures kept the outage from impacting activities throughout the campus. All this in the early morning hours when most of the rest of us were in bed. Great job and dedication!"

~ Farley Hunter, Assoc. Director of Utilities

FM Crews at Commencement— "The campus was beautiful, saw FM staff in place, standing by just in case. I know how hard everyone works for the most important day in W&M's calendar. I just wanted to share my gratitude and thanks to everyone."

~ Kathy Mabe, Procurement Services

FM Team — "I wanted to send a super big thank you to whoever organized the window washing for the courtyard-side windows at the School of Ed. We are so grateful to have this work done! I would get occasional complains about the marks on the first floor windows, so I think lots of people will be delighted to see them all shiny. I haven't heard any complains about the second and third floor windows but I notice that they are cleaning those as well. Thanks again so much for taking such wonderful care of us!"

~ Elizabeth Kiewiet, Events Manager

Eric Taylor & Steve Eddy— "One hot afternoon a few weeks ago, my colleague and I had noticed that it was very warm in our offices on the second floor in PFDC. We checked the thermostat and noticed that it was 89°. One of my colleagues called the HVAC Shop and explained the situation. The next morning, Mr. Eric Taylor and Mr. Steve Eddy came by to see what the issue was. They found that the HVAC unit needed a new motor. They let us know the situation and was very concerned since some of my colleagues had to move down stairs to work. Two days later, a new motor was installed. My colleague and I want to thank Eric and Steve for the good job they had done to get the HVAC unit up and running in a short period. We appreciate that very much!"

~ Oot Singhaseni, Project Manager

Deborah DeGuzman— message relayed to Deborah on behalf of Melanie Johnson—"She wanted to share with me that she thought you were an EXCELLENT employee! She said you were an Extraordinary Woman who constantly goes out of her way to assist her in any way you can and she truly appreciates that! She said you always steer her in the right direction and answer all her questions. She just wanted me to know how lucky we are to have you!" Thank you so much for all that you do! We are very fortunate to have you on the Facilities Management Team!

~ Sharon Mikanowicz, Director of Business Services

"Deborah DeGuzman has been a great support for Custodial Services. She has been helpful with my weekly tasks as a Supervisor. My team members in my department are extremely happy to go to her for clarity, professional advice, etc. Many times in the work arena things go unnoticed, today I had to share this important information with you."

~ PJ Williams, Custodial Supervisor

"On behalf of Facilities Management, I would like to say "Thank you" for all your hard work and for the extra special time you spend supporting others and making them feel appreciated and valued. We are very fortunate to have you on the FM Team!"

~ Sharon Mikanowicz, Director of Business Services



Jamal and Noella were shown signs of appreciation by students for a job well done!

Customer Comments



I wasn't there when Facilities came through to fix the AC, but I did not hear any complains, and ultimately the boys' room is air conditioned again, so, excellent job! (Chris Ashworth)

Mr. Larry did an excellent job. After his work is complete he informed the admin. Staff at the front office. Thank you Mr. Larry. (Larry Clark)

Much appreciated! Eric Bradley!

Great, straightforward job handling our light issued, and let me know what the next step would be if the problem continues. (Melissa Wilson)

All Shops responded and worked as a team to restore normal conditions—Great Job! (response to power outage)

Nice Job! The customer was very happy. (Liz DeWees)

As one of the buildings open and staffed on Fridays in July and over the weekends during the summer, we appreciate the quick response on Friday morning to our lack of A/C at the law school and library! Thank you. (Chris Ashworth)

I am sure you're busy and this might not have seemed important but there was enough water that I feared someone would slip and fall. Thank you for addressing it so quickly. Good work! (Will Moore)

Mr. James Whitehead, Mr. Kenneth Stork, and Mr. Terry Mayo were very helpful in getting the HVAC units in the research labs of Small Hall turned back on after the power failure of July 18. Thanks. Cheers!

Jeremy was kind, professional, and efficient. Thanks for your quick attention!

Welcome to our team!



Kristen Smalley—Post Office
Jarrell Barbour—Moving & Storage
Brian Robey—Moving & Storage
Jimmy Rios Arroyo—Building Services
Angela Jeffs—Building Services
Nashena Elam—Building Services
Marc Kelly— Fire Protection Maintenance
Arielle Truesdale—FPDC
Gerald Page— Building Services
Christopher Burton— Plumbing Shop
Sherlaker Foster— Building Services
Josiah Gray— Building Services
Anusha Komati—Waste & Recycling
Karim Cherkaoui—Building Services
James Dwyer— Turf

Hello

Craig Benbow—Building Services
Jonathan Pittman—Utilities
Katryna Prows—Building Services
Keisha Granville—Building Services
Gedamnesh Abebe—Building Services
Abonesh Kabtyimer—Building Services
Daniel Villeda—Building Services
Jim Sirinakis—Ops & Maint
Amber Hall—FPDC
Victoria Robinson—Building Services
Joshua Jannise—Plumbing Shop
Grayson Ellington—Carpenter Shop
James Whitehead IV—Turf Shop
David Summers—Turf Shop

Farewell!



Ryan VanTassell
Hye Williams
Dwayne Anderson
Gregory Thompson
Stephen Sharrett
Mary Banks
Terrence White
Teresa Loudon
Lillie Griffin

Service—Integrity—Professionalism—Teamwork—Safety



