



Facilities Management
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KUDOS NEWSLETTER

Welcome to the first edition of our Facilities Management Kudos Newsletter! Every month we will be highlighting individuals and teams that have been recognized by students, faculty, or staff for their hard work in making the campus of William and Mary the best it can be. Make sure to congratulate any of your team members listed in the newsletter and if you would like to commend any of the Facilities Management Team for a job well done, please send your comments to Rena Zrakovi at rbzrakovi@wm.edu.

Facilities Management supervisors are very proud of the teamwork exhibited by all departments in previous weeks. Summertime is a very busy time for the Facilities Management Department as preparations are made for the upcoming school year and the welcoming of new students. This busy period lasts long after new students have made William & Mary their new home.

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!!

Liz DeWees – “I want to thank you for your foresight and diligence getting the refrigerator replaced in the President’s House. I was especially impressed with your understanding of the problem and getting the approvals in advance so everything could work the moment Mrs. Reveley made decision about which model to buy. Thank you for managing the supplier, the delivery, and us.”

- Susan Kern
Executive Director, Historic Campus

John Dutro - “I cannot adequately express how grateful we are to John for his patience, pleasantness and endless assistance during both the lengthy planning period and throughout the weekend. We had over 4,000 people attending events stretching from Tuesday to Sunday and received consistently positive feedback, in large part thanks to John’s efforts. John went above and beyond his role and did everything to

ensure that the entire W&M community had an enjoyable and safe time over this important and beloved weekend. Many thanks to John for his contributions in making the campaign launch and Homecoming such a successful experience.”

- Rebecca Murray
Assistant Director – Campaign

“Thank you for all you did to help make the campaign launch/homecoming weekend a success. It made a huge difference and was an enormous help to have one person to rely on for our various facilities' needs. You were professional, responsive, accommodating, always polite and always willing to go the extra mile to make sure things got done quickly and well. From attending various meetings throughout the planning process, to returning personal cell phone calls quickly during the weekend, to seeking us out to ask if anything else was needed, you went above and beyond to make sure everything went smoothly. One of the best parts of working on this event was having the opportunity to collaborate with people across campus to make it all happen, and we are grateful for your partnership throughout the effort. William & Mary is lucky to have you.”

- Heather Golden
Executive Director of Advancement Strategy & Special Projects

Cori Harris - “I just want to give you a heads up that Cori was so helpful in regards to the chair and the lighting in my office. She was a delight to work with and followed through on everything she said she’d do.”

- Cynthia Corbett
Assoc. Director, Office of Sponsored Programs

Daryl Jones – While working on fixing an issue in the bathroom, Daryl “noticed that our heat/ac vent was dirty, cleaned it up for us, and brought it back sparkling white. This was so thoughtful! We just wanted to say thanks.”

- Anna Ellermeier
Gradplex 212

Sandra Prior - “Thank you for all of your help in resolving all the little issues that are apparently being worked on in my daughter’s room at Cabell. She’s feeling so much better. I just wanted to thank you first of all for communicating with (my daughter); letting her know what’s going on; and handling it yourself. I really appreciate your effort and going over there yourself.”

- Student’s Mom

Kim Rojas – “On behalf of the Anthropology department, I would like to express our gratitude and appreciation for the fine work Ms. Kim Rojas has been doing this year. She has always been very dedicated to making sure our areas are well kept and goes above and beyond her duties. Her professionalism and hard work is always apparent and she does it with a smile. We know that she has taken on added responsibilities over the years and we want you to know that her good work never diminishes.”

- Brad Weiss
Chair, Anthropology Dept.

Towanda Robinson & Byron Simpson - "Just wanted to touch basis with you to let you know how much the Dept. of Music appreciates the way that Byron and Towanda maintain our building. We receive potential students in our building all day long throughout the academic year. Last week, several parents and students expressed how clean our building was and how clean the bathrooms were, given the amount of traffic we have in our building. Byron and Towanda take so much pride and care for our building from cleaning the blinds to buffing the floors until they shine. We want to say "thank you so much" to both Towanda and Byron for making our building look, feel and smell good all the time. They are the backbone of our department and we wish that we could do more to recognize all of the good things that they do for us, especially since they always go the extra mile when we are having a concert, recital or just a rehearsal."

- Logan Chappell
Music Dept.

Ardette Smith - "I just wanted to take a moment to let you know how nice it is to have a housekeeping staff member that takes pride in doing her job. I have been in the Alumni House since the end of April and Ardetta makes sure that the bathrooms and rooms in the building are clean and neat. She is always friendly and pleasant when you see her, and willing to help anyone that she can. I know that many of the housekeeping staff go unnoticed and are often unappreciated, but her work speaks for itself. She is constantly doing additional deep cleaning like wiping down the baseboards and cleaning cobwebs when the basic cleaning has been done. It is a delight to see someone that takes such pride in her work and is so friendly."

- Rebecca Bliley
Alumni House

LaShaye Taylor - "We had a substitute housekeeper here today. Her name is LaShaye Taylor and she normally works at PBK. I just wanted to tell you what a grand job she does. She goes beyond the call of duty! People like this should get a shout out."

- Sophie Correll
W&M Public Policy Program

Veronica Wallace - "This morning when I came into work, I found that my bulletin board had come down. It was leaned against the wall and papers were stacked neatly on my chair. I also found a note from Veronica W letting me know that the board came down when she was vacuuming and she apologized for any inconvenience. I truly appreciate her note and the fact that she made this extra effort. It is not often that we find people who do that and I wanted to make sure that you were aware and share my thanks, as small an act as it was, it made my morning!"

- Simonne Vance
Payroll Manager

Darlene White - "We wanted to let you know that Darlene is doing an excellent job keeping the Wren Building neat and clean. We recognize that the Wren is a very high-traffic, challenging building to clean, and Darlene does a fantastic job keeping up with all of the various spaces for all of the events here. We've heard several students, professors, staff members, and visitors remark upon how tidy the Wren is recently, and we wanted to pass this along to you"

- Kimberly Renner
Assoc. Director, Historic Campus

Debbie Porter & Bernice Williams – “I’ve noticed that Debbie and Bernice work extremely well together and are very conscientious in doing their work. They each have a wonderful attitude and take pride in doing a good job. It shows! The office floors and rest rooms are getting better as Debbie and Bernice continue to work on them. All the Geology faculty and me appreciate all their hard work and are very pleased that they are assigned to our floor”

“I’m following up my June e-mail about Debbie Porter and Bernice Williams. Debbie and Bernice continue to work very well together. They are a good team! Each takes pride in her work and both are conscientious in keeping McGlothlin-Street Hall clean and sparkling! They’ve finished their summer projects and everything on the 2nd floor and all of McGlothlin-Street Hall looks great! It’s nice for us as a department to know that Debbie and Bernice are dependable and thorough. It makes our jobs easier knowing that the building is cleaned so well. It will be a nice welcoming for the students as the new semester begins”

- Carol Roe
Office Manager, Geology

Facilities Management Team –

“I just wanted to say thank you to the guys who came out to deal with an issue in our bathroom in Gradplex 212. They came so quickly (the day after I submitted the order) and completely took care of the problem. We really appreciate you! You all work so hard to keep us students happy and comfortable and your work is very, very appreciated here in Gradplex 212!”

- Anna Ellermeier
Gradplex 212

“I know your crews have been working around the clock to get the campus in good shape for this week’s festivities and wanted you to know we are grateful to you for making it a priority. It matters greatly to our alumni when they return to have the place looking just perfect, so thanks to you for making it a priority amidst everything else.”

- Matthew Lambert
VP For University Advancement

In response to the above comment made by Matthew Lambert – “Very, very true. Campus is looking great.”

- Taylor Reveley
President