



Newsbeat

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June 1, 2007

"Excellence is Our Destination"

EMPLOYEE OF THE QUARTER



Congratulations to **Bobby Langham II**, Senior Trades Worker in Staging, Campus Services' first Employee of the Quarter for 2007! Bobby began his career at Emory in 1995, working on and off as a temporary employee in Housing, Warehouse and Purchasing and other areas until being hired

full time in December of 2002 as a Trades Worker in Staging. In July 2006, his position was reclassified giving him his current title.

Each of Bobby's nomination forms praised his incredible work ethic, positive attitude and noted that all of his coworkers truly enjoy working with him. The recipient of numerous On-The-Spot Awards and consistent high praise from customers, Bobby is clearly about doing whatever it takes to get the job done.

"Bobby is always willing to lend a helping hand...I really look up to [him]..." says one of his nominators.

"Bobby is the epitome of what the Employee of the Quarter represents" says his supervisor, Tommy Cutts. "He has an excellent attendance record, continuously provides superior customer service, instills leadership in thought and deed and takes initiative to accomplish tasks" says his supervisor, Tommy Cutts.

Bobby is always friendly and outgoing, but he also gets right down to business whenever he takes care of special

set ups. "I remember one situation in particular, when our conference room was being used for two large, extremely important meetings literally back-to-back. With about thirty minutes total set up time available, I went over what we needed with Bobby and ran next door to pick up supplies. Less than ten minutes later, I came back and saw Bobby and the crew packing up and pulling out - the job was done in record time, and both events came off without a hitch!" says one of his satisfied customers.

Tommy is particularly proud of Bobby's work in Surplus Property over the last several months. "On numerous occasions, Bobby has stepped up and become the proprietor...in the Surplus showroom by selling items, handling payments, entering data in the computer and navigating the E-Surplus web site. These activities are well beyond the scope of his Staging duties, and Bobby accomplished everything with his usual conscientious attitude, doing a fine job and handling customer issues concerning Surplus with aplomb."

This being Campus Services, another nominator mentioned the very important point that "if you're hungry, Bobby always has something to eat!", and yet another makes reference to Yogi Bear, demonstrating the fact that while we all work hard, we also have a great time doing it.

A man of few words, when asked for his thoughts on his latest win, Bobby remarked: "I was shocked!"

Congratulations, Bobby!



In This Issue:

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| ✓ Housing Transition | ✓ Keepin' It Real |
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| ✓ New and Noteworthy - CS Communications Guide | |

Reminders:

- ◆ Peer Review - June 10 - 14
- ◆ Break with Bob - June 14, 15 & 21
- ◆ George Manning Visit - June 18 & 19
- ◆ Final CS Blood Drive - June 29

*Congratulations to **Amish Mody** of Maintenance Administration, winner of last month's Word Quest! And a special thanks to **Mike Ward**, Grounds Supervisor, for coming in a close second.*

Housing finds a new home at Campus Services

Campus Services has seen a lot of growth over the past few years and this June brings about another addition to the family.

On June 1st the 100 Housing staff responsible for cleaning, interior design, painting and staging will transition over to Facilities Management (FM), within Campus Services. This move came about in an effort to streamline services under one umbrella. Many of you will recall that the maintenance and grounds employees with Housing joined FM in July of 2005.



Campus Services leadership welcomed our new coworkers by hosting an introductory session on Thursday, May 24th at Harland Cinema. Andrea Trinklein, Executive Director, Residential Life, opened the meeting, followed by Dr. John Ford, Senior Vice President and Dean of Campus Life, who announced the retirement of current Director of Custodial Services Camellia Flanigan, effective May 31st. Dr. Ford promised the attendees that he would remain available to answer any questions, and promised to stay in touch both during and after the transition period. Campus Services' Vice President **Bob Hascall** emphasized the importance of respect in the organization - across all levels and at all times - and touched on key areas of the Vision Map. Stating that no one would lose their jobs as a direct result of the transition, Mr. Hascall acknowledged the

difficulties of change and assured the group that every effort would be made to make things as easy as possible for everyone.

Cecil King, Director of Building Services, shared her enthusiasm about the merger and reiterated her promise that she works to serve her staff. Recalling her long, positive working relationship with the departing Ms. Flanigan, Cecil expressed confidence in a seamless transition. Beginning June 1st, the team will begin looking into operations, discovering what works and what doesn't, and then endeavor to incorporate new ideas and processes as the department grows. Plans are being put in place to begin discussing the direction for the new, larger, stronger department - including talks with supervisors and their teams, in both large and small groups. Cecil shared just how much she truly enjoyed working for Bob McMains, and that under his leadership employees really lived by the CS "work hard, play hard" ethic, citing last year's Merge Madness barbecue as a prime example of "fun". She introduced the Building Services

leadership and administrative staff by referring to them as the "A Team", and reminded the group that Building Services is a true, three shift twenty-four hour organization. She closed her remarks by encouraging attendees to relax and enjoy joining Campus Services.



Facilities Management Associate Vice President **Bob McMains** opened with a reference to one of his favorite quotes, stating that while change is indeed never ending, improvements are always a product of change. Encouraging employees to provide input, Bob reminded everyone of the need to be flexible as different groups bring different ideas. The group was informed that one of the many benefits of joining Campus Services is the wealth of opportunity for growth. A wave of excitement rolled over the crowd when Bob mentioned the fact that with the exception of

Superintendent Willie Morris, each member of the Building Services leadership team was promoted into their current positions. "If you're willing to pursue them, the opportunities are certainly there," he promised.

After Bob McMains closed his remarks with a brief but encouragingly candid question and answer session, Bob Hascall stepped up and closed the event to resounding applause by issuing the following challenge: "Don't base your judgment on what you've heard. Base it on what you'll see." Truer words, indeed. Welcome!

More on the housing transition, (including the questions and their answers from this session) will be featured in upcoming issues of Newsbeat.



Facilities Management gets a check up



There have been rumors going around that Facilities Management is about to be audited. When many of us hear the word “audit” we panic. Thoughts of crumpled receipts, lost tax statements and visions of men in bland suits start to swirl around in complete chaos. But that’s not the type of audit that FM will receive.

A more appropriate analogy to the **Facilities Management Evaluation Process (FMEP)** being conducted on June 10th and 11th would be a trip to the doctor’s office. Getting an annual check-up is important for your overall health and well-being, but you might be nervous that something unpleasant will be discovered. Not to worry... by seeing a professional, your condition will be appropriately assessed and any ailments prescribed a cure.

The FMEP is an intensive evaluation process used to measure an organization’s current performance. The evaluation occurs

in four stages: a self-review, peer review, oral report and written report; and measures the organization in seven defined areas: leadership, strategic and operational planning, customer focus, information and analysis, development and management of human resources, process management, and performance results. The facilities organization may also request an evaluation of any additional areas.

The peer review is conducted by members within APPA (Association of Higher Education Facilities Officers) who have the experience and knowledge to understand the business of facilities organizations within higher education. Assessment results then are used to develop a plan for improvement.

Just like when you go to the doctor’s, if you don’t tell them what’s hurting, he (or she) can’t prescribe the appropriate treatment. So if you’re approached by a representative from APPA as a part of this process, there’s no need to worry. They are here to help!

Breaks With Bob are Back!

Bob Hascall, Vice President for Campus Services, and his direct reports will be hosting several open Break with Bob sessions in the CS Training Room. These one-hour meetings will open with a presentation about current events in Campus Services followed by an open-forum question and answer session. Come prepared to ask questions about Campus Services, Finance and Administration, and Emory University. Remember, these sessions are for everyone and personal questions about individual circumstances should be addressed to your immediate supervisor. The “Breaks with Bob” schedule is as follows:

Thursday, June 14, 2007

5:30 am	Building Services Night Shift / Other Night Shifts (½ of total group)
8:15 am	Staging (Cutts), Zone B (Cortes), Zone D (Jackson), Zone F (Mayo)
10:00 am	Campus Planning/Interiors (Bozeman), PMC (Chatfield), Office of Architect (Fabrick), Accounting (Lawson), HR (Swain), IT/CAD (Pine, Patel, Wang)
2:00 pm	½ Oxford Staff (Ducato, Cain, Walker), PM Shop (Ray), Zone E (Stickell), Warehouse (Payne)

Friday, June 15, 2007

8:15 am	Building Services (½ Day Shift)
9:30 am	Building Services (½ Day Shift)
11:00 am	Utilities, Steam & Infrastructure (DiCarlo), Controls & Engineering (Stripling), Lock Shop (Evans)

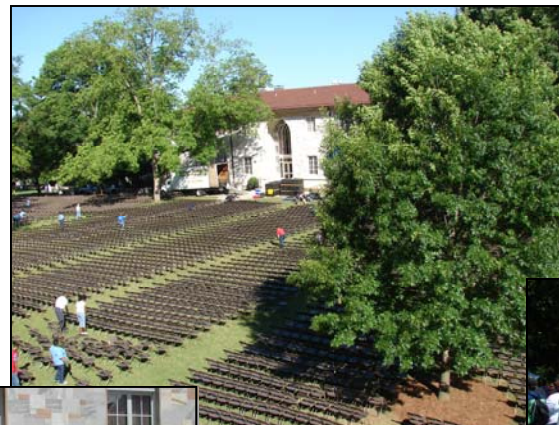
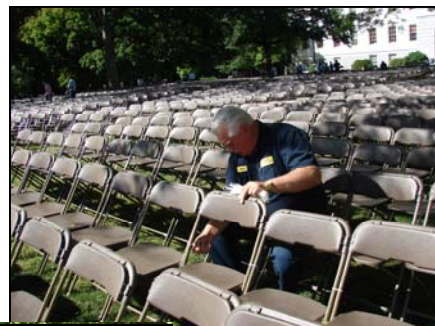
Thursday, June 21, 2007

5:30 am	Building Services Night Shift / Other Night Shifts (½ of total group)
8:15 am	Grounds & Hardscape (Clarno), Recycling & Waste (Scheve)
10:00 am	½ Transportation & Parking (Clements, Collier), ½ EPD (Watson), Zone C (Kimbrough)
1:45 pm	½ Oxford (Cain, Walker, Ducato), ½ EPD (Watson), ½ Transportation & Parking (Clements, Collier), Building Services Evening Shift

WORK HARD, PLAY HARD

Once again, Campus Services (with a little help from our friends) pulled together and pulled off a successful Commencement. Not unlike childbirth, it's impossible to describe the experience—you have to live it to truly understand. For all the returning veterans, and the unwitting newbies (who'll be vets next year): you are sincerely appreciated.

We at Newsbeat dedicate this display of hard work and big fun to you.

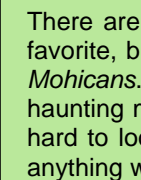


Beat on the Street

What's your all-time favorite movie, and why?



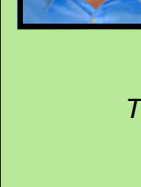
Eric Mitchell, *Controls Shop*
The Count of Monte Cristo – because it's romantic.



Connie Corpening, *EPD*
There are too many great movies to choose THE favorite, but one of my favorites is *The Last of the Mohicans*. Why? The gorgeous scenery and the haunting musical score; Daniel Day-Lewis isn't too hard to look at, either. I will also watch just about anything with James Cagney or James Stewart.



Vinay Patel, *CS IT*
Aliens – because of the advanced special effects. Even though it was made in 1984, it looks like it was made today.



Bridgette Jackson, *Customer Service*
The Notebook - the love story of all love stories.



Charles Rossignol, *Campus Planning*
Fight Club – but "the first rule of Fight Club is you don't talk about Fight Club".

LEED On, Julie!



Julie Moran, Project Manager in Campus Planning, has joined the 18 other Campus Services employees in passing the LEED Professional Accreditation exam.

LEED Accredited Professionals are experienced building industry practitioners who have demonstrated their knowledge of integrated design and their capacity to facilitate the LEED certification process. The accreditation exam tests an individual's understanding of green building practices and principles, and familiarity with LEED requirements, resources, and processes. The accreditation program recognizes expertise in green building and LEED to help meet the growing demand for green buildings.

Please join us in congratulating Julie in this significant accomplishment!



James Davis: Campus Services' very own "Jolly Green Giant"

The "jolly" certainly is true - **James Davis**, superintendent for Building Services night shift, almost always has a smile on his face, no matter what time of day. He is the type of person that takes the time to say "hello, how are you?" and you know that he genuinely cares about your answer. As for being a "green giant," **James Davis** has been named as one of this year's recipients of the Sustainability Innovators Award for his consciousness in environmental protection and his leadership in the Green Cleaning Program on Emory's campus.

The Green Cleaning Program has been a huge factor in the University acquiring LEED certified buildings. Some examples of initiatives in which James has been a leader include:

- Establishing a matting program, which provides indoor and outdoor mats for all building entrances;
- Implementing the use of a number of Green Seal Certified cleaning chemicals; and
- Implementing the use of the hands-free paper towel dispensers and soap dispensers currently being phased in around campus.

When asked for nominations for this award Cecil King, director of Building Services and James' boss, had this to say, "James has been the most instrumental in the Green Cleaning Program from conception to initiation. He set up testing, training, and implementation of equipment and chemicals/products that are currently a part of our Green Cleaning Program."

Although James was unable to attend the awards ceremony on April 13th, Ciannat Howett, Emory's director of sustainability initiatives, joined the Building Services night shift staff meeting at 5AM on May 21st to present his award in person. "It was a great pleasure to present James Davis with one of this year's Sustainability Innovator's Awards for his leadership in the Green Cleaning program. I was particularly impressed with the warmth and camaraderie you created at the meeting—it was one of the best examples of employee morale-building that I have ever seen."

James may have been the leader in these green initiatives, but it's thanks to his team and all of Building Services for putting it into practice.

Congratulations, James!



James receives his award from Ciannat Howett, Director of Sustainability

Brenda Roberts

We are pleased to announce that **Brenda Roberts** has accepted the position as Executive Administrative Assistant to Bob Hascall. She started in her role through Temporary Services on April 11 following the departure of Sam Kluglein, and became permanent on May 7th. Reporting to Chief of Staff (and fellow newcomer) Karen Salisbury, Brenda is new to the University side of the house, but has spent the past three years working for Emory Healthcare.

A resident of Stone Mountain, Brenda is attending Shorter College, is an avid gardener, and her son, Brandon, graduated from college last month. She's also a card-carrying member of the famed CS Chocolate Lovers Club.



Daniel Landmon



Director Bonita Swain and the rest of the CS Human Resources team are excited to announce the arrival of **Daniel Landmon**, Business Analyst. Bringing a wide variety of HR, customer service and communication experience, Daniel's most recent position was as Program Coordinator for the Department of Medicine within the School of Medicine. His first major project will be tackling the major Position Control Initiative.

A graduate of CUNY, Daniel and his wife Sam live in Atlanta - both of whom work for their "true boss" Charley (a 5 lb. Persian cat). In his spare time, Daniel is mastering the art of being the only man in an all-woman department!

As always, it is a pleasure to have wonderful new colleagues! Please stop by and welcome Brenda and Daniel to the Campus Services team!

Veracity in the Workplace

~Raheem Shabaka, HVAC

ALL HUMANS ARE POTENTIALLY LIARS!!! "Raheem ! What did you say??!!!" I said "ALL HUMANS ARE POTENTIALLY LIARS!!!"

OK, OK. Let's get real. Do you tell your children about Santa Claus, the Easter Bunny, the Tooth Fairy, Paul Bunyan or John Henry? I rest my case. If you actually believe in any of these, read no further, **YOU ARE NOT READY FOR THIS.**

Everyone is capable of telling falsehoods. It matters not what one's station in life is. Culpability can be found among clerics, CEOs, politicians, employees and bosses. On the job, sometimes issues develop to the point where the word of one person is counter to that of another. Is someone lying?

Let's recognize that there at least three sides to every story: What "A" said happened, What "B" said happened, and What Actually happened. Arriving at the truth may take a good deal of objectivity. Why? Under emotional intensity people often exaggerate events. This not always intentional, one often *believes* the exaggeration.

It is very important to arrive at the truth on the job. When issues arise, any decision based on what is said may and often does affect an employee's future and that of his/her family.

No one person's word should be taken as absolute truth, no matter what his/her position.

Any words tinged by prejudice, twisted by presumption, or poisoned by dislike should be viewed as suspect.

Anyone charged with any wrong doing should be allowed to face the accuser.

Truth is neither enemy nor friend. *It simply is what it is.*

New and Noteworthy: CS Communications Guide

Ever wondered how to communicate that all-important news regarding street closures, new hires or anything else that concerns The People of Campus Services? The answers to any and all Communications-related questions can be found in the new CS Communications Guide! Find the nitty gritty details on how to send out updates on never-ending construction! Supervisory New Hires! Holiday Hours! Across the board raises and bonuses! Sudden last name changes! Dazzle your co-workers by knowing just when (and when not) to hit "Reply All" by studying the comprehensive Netiquette section!




All this and much more, including cool clip art can be found at:

www.fm.emory.edu/publications/csguide






June 2007

"You can easily judge the character of others by how they treat those who can do nothing for them or to them."

--Malcolm Forbes

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Housing Staff Transition	2
3	4	5	6 Leading for Excellence	7 CS Orientation	8	9
10	11	12	13 Leading for Excellence	14 Break with Bob	15 Break with Bob	16
FMEP Peer Review						
17 Father's Day 	18 George Manning	19 George Manning	20 Leading for Excellence	21 Break with Bob	22	23
	25	26	27 Leading for Excellence	28	29 Blood Drive	30

CALENDAR KEY:

-  Training
-  Committee Meetings
-  Sessions for Supervisors
-  Holidays/Special Events
-  Other Meetings



EMPLOYEE UPDATE - APRIL

Welcome New Employees

Larry Almon, Jr., *Carpenter, D Zone*
Tracy Cooper, *Custodian, Building Services*
Tonya Driskell, *Custodian, Building Services*
Azelius Favors, *Trades Worker, D Zone*
Michael L. Jackson, *Custodian, Sr., Building Services*
Daniel Landmon, *Business Analyst I, CS HR*
Demond Mack, *Custodian, Sr., Building Services*
Brenda Roberts, *Exec. Administrative Assistant, Central Administration*



Final CS Blood Drive
Friday June 29th
10a - 3p
CS Courtyard
(between Bldgs B & C)

We're halfway to our goal of 50 pints!
See you there!

ON-THE-SPOT AWARDS

Campus Services takes great pride in recognizing our employees who reflect the dedication, professionalism and excellence our organization and vision represents. These employees have gone above and beyond the call of duty and are committed to the service and well being of staff, faculty, and students at Emory University and Campus Services. This month's recipients are listed below:

Stacey Baker, Bobby Cosby, Almar Crite, Mark Forrest, Andre Hickson, Earl Lapsley, John Lively, Anthony Menichini, Gary Morris, William Pierce, Billy Sewalls, Bob Simon, Lee Ann Stills, Maurice Williams

