

**HOUSEKEEPING ADVISORY COMMITTEE
CONFERENCE ROOM, CHEEK-CLARK BUILDING
APRIL 26, 2012**

Welcome and Introduction:

Ms. Carolyn Elfland welcomed and thanked everyone for attending the meeting. Members of the Advisory Committee present were: Kyaw Aung, Virginia Baillif, Sylvia Bland, John Williams, Shawn Caldwell, Angela Womack and Donald Wright. Also present were Darius Dixon, Tracy Agnew, Christopher Chiron and staff support Mary Craven. Saw Lawla Moo, Juanita Williams, David Fraley and George James were not present at this meeting.

Minutes: April 12, 2012 Meeting:

Ms. Elfland gave each member a few minutes to review the minutes of the April 12, 2012 meeting. Mr. Caldwell motioned to accept the minutes, Mr. Williams seconded the motion, and the minutes were approved unanimously.

Housekeeping Crew Leader Positions:

Interviews for twelve (12) crew leader positions and four (4) zone manager positions have been completed, and background checks are being finalized. No offers can be made until the proposed salaries have been approved by General Administration, which will take a few weeks. An additional seventeen (17) positions closed by April 18, 2012. Interviews for these positions should be completed within the next two weeks.

With some anticipation of some internal promotions among the current recruitments, there will be another wave of hiring by mid-May for 10-15 positions. That should be the last big wave of hiring for the summer. The goal is to fill all positions before the end of June.

Language Training:

The second 12-week session of ESOL classes began this week. Twelve additional employees have been added to the classes, and this 12-week session will include a class for first shift employees.

There was a meeting this week to look at possible web-based language training. Saw Lawla Moo and Nihlei Tial attended the meeting along with Carolyn Elfland and Chris Chiron. There will be an opportunity in the next few weeks for some housekeepers with lower English proficiency to try the software to see if it would be helpful to employees. The program can be accessed from any computer through the internet, so employees could practice at home if they have a computer and internet access. Employees would also be able to use the computer room in Cheek-Clark.

New Director:

The meeting was turned over to our new Director Darius Dixon. Mr. Dixon referred to the minutes from the April 12 meeting, where the Committee listed four topics to discuss with him:

- Establishing consistent policies and procedures
- His “action plan” for the first few months
- The department ‘s relationship with Housing
- His plan for meeting with all the zones and getting to know all the employees

Mr. Dixon said that he cannot do anything and make it work without the input from his staff. He plans to talk with each group of employees, starting with his office staff, the directors, the zone managers and then to talk with each Zone. He stated that the Housekeeping Department should be ranked #1 just like the Basketball team, but we have to work as a team to accomplish that. He explained that although he does have an open door policy, he asked that employees normally follow the chain of command, (talk to your Manager first, then Asst. Director and then him). He acknowledged that trust is earned, and that trust is gained through one’s actions.

Other Business:

The Committee discussed other concerns with Mr. Dixon, including the working relationship with Housing & Residential Education, consistency in building assignments and application of team cleaning, and the nine-minute rule and related attendance policy issues.

Mr. Dixon reminded the Committee that many of the Housekeeping policies are also Facilities Services policies, so changes would affect all of Facilities. He added that how a policy is applied within Housekeeping may be slightly different than other parts of Facilities based on our business needs, that it is important policy is applied consistently, and that department-wide training on policies and procedures is needed so that everyone will be on the same page.

Mr. Dixon asked the Committee how information is provided to the staff. Some of the Committee members said they share information at their Zone meetings, though it was noted not all Zones have representatives on the Committee. The Zone Managers should receive a copy of the minutes and post them in the Zone (e.g., in the check-in room or break room) and should discuss them at Zone meetings. The Committee stated that this was not happening consistently, and Mr. Dixon stated he would discuss this with the management team.

Mr. Dixon asked the Committee what they expected of him as their Director. Responses included:

- Listen to everyone
- Provide total support
- Make sure employees get information
- Follow-up on items that employees bring to him

He then asked what he should expect from them. Responses included:

- To be honest and real, straight forward
- To support team building
- To think outside the box
- To be loyal and committed to make it work

Two other issues were discussed. There was an issue with floor cleaning equipment being available for the floor techs in various buildings. This is especially important when there are emergency calls (flooding, etc). Mr. Dixon and Mr. Caldwell said that they would look into it. There was also a suggestion that at the beginning of each meeting, the Committee members be asked if there any topics that they would like to discuss so that time can be allotted for those topics.

Next Meeting:

The next meeting will be held on Thursday, May 9, 2012 at 7:30 am in the Cheek/Clark Conference Room.