

March 22, 2013



Shop: ACCESS CONTROLS - HARDWARE (504)

◆ The work order was completed the day I submitted it. No one could ask for better service than this and I appreciate the efforts of the key shop. Thanks.

◆ Ken [Hawkins] was very helpful in giving me possible solutions to our on-going problem with the Club loading dock door. He knows his craft well and I rely on him for his expertise. In the end, we decided not to do anything but I appreciate his efforts.

◆ Thank you again for your help! I really appreciated how the technician took the time to explain the work that he did and how very kind and helpful he was.

Shop: CAMPUS MAINT - ELECTRICAL (564)

◆ This was a very challenging job. The lights are 20 years old and parts are not easy to find. It was decided to replace everything to make the lights more energy efficient and easier to work on. I appreciate all of the effort that went in to complete this request.

◆ Our new technician did a fine job for us and I appreciate his going around checking for bulbs that I might have missed or went out since I sent in the request.

◆ I enjoyed the quick and friendly service. Thanks!

◆ Thank you, those lights are important on the dock at night.

◆ Great to be able to have someone show Saturday and get the box safely secured so students could work this weekend, really helped the students.

Shop: CAMPUS MAINT - PLUMBING (562)

◆ The work was completed quickly and the Club can now use the hot water on this faucet. I appreciate the plumber's fast response.

◆ Timmy Lee and his co-worker are great to work with. Always courteous, helpful, knowledgeable.

Shop: SIGN SHOP (520)

◆ Very quick turnaround on making a nameplate for an office door. Thank you!

Shop: CAMPUS MAINT - CARPENTRY (563)

◆ Thanks for responding so promptly, did not want to leave that window unsecured.

Shop: SMALL JOBS (511)

◆ Ricky [Perry] and William [Turner] are the best painters I have ever seen. They are also professional and complete the work quickly. I rate them 100 and they should be given any award that Facilites offers. Excellent men and workers.

◆ Couldn't ask for better service. Work was done well.

◆ Everything worked out great. I appreciate it.

◆ He did a fantastic job! Very good service.

◆ The person who did this job was Duane Martin. Duane was the epitome of customer service. He did not give up finding a solution and kept me "in the loop" on every aspect of the job. He is a credit to your organization.

◆ The two gentlemen who performed the work were very nice and very efficient. They explained exactly what they would do and their time line for doing it.

Shop: HOUSING SUPPORT NORTH CAMPUS MAINTENANCE (595)

◆ Thank you SO MUCH for fixing our shower. I have honestly never taken a shower that good in my whole life and the rest of my suite agrees. Game changer!!

◆ Thank you!

◆ Thanks so much!

◆ He was great! Very friendly and was happy to help. Thanks so much!

◆ I appreciate the prompt and repeated responses with that troublesome sink.

Shop: CONTROLS (103)

◆ Thanks Anthony [Beal]

◆ Anthony went above and beyond to get us up and running again. Thanks to you from everyone at the LAW SCHOOL

◆ Thanks Anthony

◆ Very prompt to serve, thank you!

Shop: HOUSING SUPPT PAINT SHOP (598)

Thanks to Andy Hayes and his crew. I know that it was a lot more work than Andy had anticipated and planned for and the work was done with limited helpers. His crew did a great job patching and painting all the areas/ and rooms. They were very nice and friendly. They worked fast and cleaned up afterward. It has made such a positive impact on all the spaces. Thank you so much. Everything looks great!

Kudos to the wonderful hard working ladies in Housekeeping on South Campus, Rachel Cheek, zone manager for zone 222; Crew Leader Juliana Naw from zone 219 & Sylvia Bland from zone 211. These ladies helped make sure all employees attended the policy training and covered the zones while two of my managers were away for team cleaning training. Also, very special thanks to the two crew leaders, Mrs. Juliana Naw (zone manager Everett Deloney) & Sylvia Bland (zone manager Isaac Hayes). Both ladies show great character and strength by making sure all project work was completed and making sure assignments were done in a timely manner with limited staffing this week in some zones. Especially since this was the best time to complete project work and detail cleaning while the students are away, these ladies did a phenomenal job making sure all aspects of their zones were covered, areas cleaned and project work was completed as schedule.

I want these ladies to know I appreciate their hard work and dedication they provided for me and the University this week.

Robert Reese, Sr.
Assistant Director, Housekeeping Services

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: **FROM TWITTER**
:

: UNCcommstudies

: **Wow! @UNCFacServ is here bright & early working on our landscaping; trying to make Bingham glorious for spring. Thanks! #BeautifyBingham**
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To: Isaac Hayes (Housekeeping Services)

Isaac,

Please send along thanks to the folks who worked on the floor in the atrium overnight. [Saw Mya, Zung Lian and Morris McLean, Zone 209; Robert Covington and Sylvia Bland, Zone 211; Donnell Jefferies, Zone 219]

It couldn't look better. They did a great job!

Brent Wishart
Office of Facilities Planning and Construction
Gillings School of Global Public Health



Subject: Comments from the Motor Pool Customer Satisfaction Survey

I really can't say enough good things about Martha [Watson] and John [Harris]. They are unfailingly polite, informative and helpful. When I made a mistake in my reservation, Martha went the extra mile and more to get my cell phone number from a colleague and contact me when she found that I was not going to be in my office that day. She really gave me peace of mind.

Shop: HOUSING SUPPORT SOUTH CAMPUS MAINTENANCE (596)

- ◆ Excellent work! Thank you.
- ◆ Thanks so much!
- ◆ Okay I don't usually fill these things out...but you guys really do a great job. You're quick, and unimposing, and very much appreciated! Thanks!
- ◆ Thank you for your quick response!
- ◆ Awesome employee - extremely helpful, kind, informative, etc...
- ◆ The problem was fixed promptly and without hesitation.
- ◆ Thank you!!!
- ◆ Thank you so much for fixing the problem and installing a new shower head! Fix-My-Room rocks!

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• We did it! With help from Tonu, Dan, very helpful alumna Joncie Sarratt, •
• Jeannie Smith, 4 men from Facilities, 4 scaffolding contractors, a gal from •
• Health and Safety and meself - we realigned the spotlights in Hill Audito- •
• rium. I was there til about 9:45. It was quite an enterprise - with 4 mas- •
• sive scaffolding towers erected to the ceiling in a constant din of banging •
• hammers, while engineers went aloft, re-aimed each light on our instructions •
• from the floor by walkie-talkies, came down as the towers were laboriously •
• moved to the next location and then went up again. 36 lights. 5 hours. 14 •
• people. \$3,000.00 dollars (fortunately left in the original budget.) The end •
• result I think is a spectacular improvement over the October lighting scheme, •
• giving good illumination to soloists, conductor, all areas of the stage, as •
• well as better overhead light for reading scores and minimizing glare. The •
• first test will be with Don Oehler's Philharmonia concert this Sunday. •

• Paul Cole
• Department of Music



• Special thanks to Design and Construction's Ralph Grinstead, Kenny Allen, •
• John McLawhorn, Thomas Adams who worked overtime, later than agreed to and •
• on 30 foot scaffolds, Mary Crabtree (the "gal from EHS") and David McSherry •
• (who got scaffolding PO out in record time) for making this happen. •

• Jeannie Smith, PE
• Design and Construction Services

Shop: OFFICE OF WASTE REDUCTION & RECYCLING (550)

- ◆ Everyone in the department was extremely professional, helpful and cheer-
ful. I really enjoyed working with the individuals in this department.