

KUDOS

March 2016

 *Carolina Hall – 2nd Floor Restroom*

- **Housekeeping – Zone 203**

Dear Daniel,

The bathroom looks beautiful!!! Thanks to everyone who helped make it sparkle and shine. I will buy some Scotchguard and maybe we can all avoid dealing with others' hair!

Thanks again! I appreciate the effort and the quick response.

Barbara Davis

 *Bingham*

- **HVAC Refrigeration – Everette Gabriel and Kirk Clayton**

Mark/Steve

I felt compelled to acknowledge the above and beyond call of duty shown by Everette Gabriel this past Saturday night for driving to Bingham during the horrific winter weather conditions even though he was not on call to assist Kirk the on-call tech in restoring the heat to one of our dog areas. He not only drove in but also kept me informed of the progress being made to fix the problem. This greatly relieved my anxiety over the welfare of the dogs. Thanks also for Kirk getting out here as well.

Job well done!!!

Lisa

Lisa Coates, LAT
Building Facilities Manager
Division of Lab Animal Medicine

Dear Mark,

DLAM really appreciates the efforts of you and your staff.

We understand your job is difficult and are thankful of your great efforts and dedicated staff.

Best,
Craig

Craig Fletcher, DVM, PhD, DACLAM
Director, Division of Laboratory Animal Medicine
Assistant Dean for Animal Research Resources

 *Bynum Hall*

- **Building Services and Grounds**

Folks did such a great job on campus! I know how difficult these conditions can make things – but tenacity of purpose pays – and a responsive and friendly attitude can overcome frustration! That is what I have encountered with facilities AND parking staff of late – tenacious problem solvers that serve with a smile and positive outlook.

Beau Mills
Director | UNC Office of Federal Affairs

 *Greenlaw*

- **Housekeeping**

As part of the Building Services team working on snow/ice removal from building entrances on Sunday, January 24, I wanted to recognize Housekeeping. The thick and compacted ice was particularly tough on some entrances. At Greenlaw, for example, my group decided to throw ice melt on the long handicap ramp and return later after the melt had time to work. When we returned, a team from Housekeeping was already pounding away at the ice and shoveling. We joined them and with a combined team of about 10 people, were able to clear the icy ramp in a relatively short time. Throughout the event we provided and received similar assistance from Housekeeping at numerous other locations. Kudos to Housekeeping!

Mark Obenshain
UNC Building Services

 *Winter Storm Event*

- **Grounds – Robert Bradley, Chris Carideo, Mike McNair, Krystal King, Don Marsh, David McKnight, Alex Penny, Aaron Pittman, Patrick Terral, Sam Moize, Greg Lawson**

I would like to give Kudos to some of our Grounds Employees that “Step Up” during this past Winter Snow Event. These following employee do not work in the North Campus Zone but all pitch in to help out.

I appreciated all your efforts and hard work!

Regards,
Kevin DeNardo
Grounds Supervisor UNC@Chapel Hill

 *School of Nursing*

- **Electrical Maintenance Shop – Ray Daniel and Chris Steele**

Mike,

I hope you're doing well. I want let you know that I really appreciate the work the Ray and Chris are always doing for the School of Nursing. Without fail, they always respond to my requests within 48hrs. Both are always polite and professional around the faculty staff and the students. Many times they have gone above and beyond the call by taking care of additional work that wasn't necessarily outlined in the work request, and they're happy to do it. Please let me know if there is a method in which I can nominate them for an award or any type of recognition for the outstanding work that they do.

Kindest regards,

Sam Deal
Facilities Manager
UNC-CH School of Nursing

 *Brauer Hall Lab 312*

- **Electrical Maintenance Shop – Glenn Manring**

Good afternoon,

I was wanting to let you know how great of a job that Glenn Manring is doing here at the Dental School. The replacing of the damaged rusty wire molding in Brauer Hall Lab 312 was done in a timely manner and with a great attention to detail. The Grad Students in

Lab 312 have nothing but praise for the great job that Glenn did in making their lab safer and more pleasing to the eye. Glenn has been a great asset to the Dental School and his great work is very detrimental to the daily operation of the School of Dentistry. We look forward to working with Glenn for many years to come. Thank you for hiring such a great employee to represent the values of the University of North Carolina.

Sincerely,

James David Ward Jr.
Facilities Maintenance Technician
School of Dentistry

 Library

- **Housekeeping Floor Crew**

Mark,

Aye Aye and the guys did a wonderful job on the floor last night. Just had to send you a photo. Please pass along my sincerest thanks for a job well done.

Susan

Susan Wrenn
Facilities Manager for
University Libraries at
University of NC at Chapel Hill

 Presidents House

- **Construction Services, Engineering Services and Facilities Planning & Design**

Margaret toured the residence last night and was very pleased with what she saw. She wanted me to pass along her appreciation to everyone who has been involved in this renovation and all the hard work that you have put into making the residence a place she will feel comfortable in. She was especially happy with how the kitchen renovation with the pass through to the family room is shaping up.

Kudos to everyone!

Jeff Hill
Director of Space Utilization and Analysis
The University of North Carolina General Administration

🚧 Customer Service

- **Motor Pool – Alice Moore**

If I had a dollar for every time a Motor Pool customer told my office mate, Alice Moore, how much they appreciated her working with their crazy schedules and chart field strings and so forth, I'd probably have more dollars than the ones I received in my Holiday Bonus! We now have the best fleet we've ever had, the best customer base we've ever had, and certainly the best coordinator in Alice Moore that we've ever had. She's exudes the Tarheel spirit, and makes it her mission to support other Tarheels in their mission to keep Carolina great!

Johnny Harris

🚧 *Genome Science Building*

- **Small Jobs Shop – Duane Martin**

I would like to commend an employee of the Small Jobs shop 246205, Dwayne Martin.

Duane went above and beyond in solving a difficult, nearly impossible electrical installation at the Genome Science Building. This installation was for ADA accommodations. The infrastructure at the location requiring an automatic door operator was quite challenging to say the least. His expertise yielded beautiful results. We are lucky to have technicians such as Duane in Facilities Services.

Thanks,

Michael D Oakley "Mike"
University Of North Carolina At Chapel Hill
Life Safety/Access Control Supervisor
Hardware/CCTV/One Card/Security Alarms

🚧 *Carrington Hall*

- **Electrical Construction Shop – John McLawhorn and Robert Thumith**

Morning, Ralph.

I'd like to let you know that I/we at the Nursing school really appreciate the work that John and Robert do here, when called on. They are both very professional, cordial and accommodating. Both are excellent electricians and I've come to depend on their input and insight whenever we do projects in and around Carrington Hall. Anytime they are here, they make sure that they are not imposing or disturbing occupants and they are true gentleman when having to be around the students. We genuinely appreciate the work that they do and would like make sure that you know.

Thanks very much.

Sam Deal
Facilities Manager
UNC-CH School of Nursing

 Facilities Services Satisfaction Survey Comments

Housing Support South Campus Maintenance:

My maintenance guy was awesome. He did his best and I appreciated his service! The very best :)

Housing Support South Campus Maintenance:

I so appreciate the immediate reply to my request! The work was done beautifully and professionally and courteously. Thank you, thank you, thank you!

Housing Support North Campus Maintenance:

Very fast service, and shower works perfectly. Thank you.

Housing Support South Campus Maintenance:

Extremely fast turnaround on three issues submitted together. The service technician was friendly, very knowledgeable and did outstanding work. I feel very comfortable that any issue we have in the future will be easily handled. Thank you!

Access Controls/Hardware:

Same day service, can't complain about that, thanks.

Campus Maintenance Plumbing and Work Management:

Repair work was done promptly and the customer service contacts (Janice and Jamie) were very helpful.

Housing Support South Campus Maintenance:

Really appreciated how quickly the job was done. I submitted a request and got the job done in the same day!

Campus Maintenance/Carpentry:

Thank you so much! All customer service should be this good. :)

Campus Maintenance/Electrical:

Justin is always professional, courteous, friendly and responsive. We appreciate him!

Access Controls/Hardware:

Paul Renard responded and had repaired the door lock before noon! He also called me to explain what the issue was. Thanks, Paul!

Access Controls/Hardware:

Paul was responsive and professional.

Access Controls/Hardware:

Paul asked to look at the door with me to determine the best solution. He came up with a better one that I had even requested! He was efficient and did a quality job.

Campus Maintenance/Plumbing:

Many thanks for the quick fix!

Small Jobs Shop:

Great thanks to Mr. Vogel and the technician who performed the work.

Contract and PM Office:

I received a phone response to my work request within an hour, and the worker arrived in my office within 2 hours. The worker was very polite and helpful, as always! Thank you!

Sign Shop:

Josh Clark did a super job on the sign looks great. the 24 hour turn around was a plus !
THANK YOU!
Phillip

Campus Maintenance/Plumbing:

Came the next day after I put in the work request, thank you for the prompt attention.

Electrical:

Always great to work with him.

Housing Support/Electrical Shop:

Very happy, awesome work!

Auxiliary Equipment:

This winter has been hard on our old building, we've been getting good support from facilities though, thank you.

Housing Support North Campus Maintenance:

Work was done quickly and courteously; was not in the room but the room was left just the same as when I left it (plus the lights work now.) Thank you so much for your work!

Electrical:

Carl did a good job. he even followed up with a phone to make sure everything was working.

Campus Maintenance/Exteriors:

They came out and did the repair as soon as the roof was dry enough to be safe, I appreciate their attention to detail, it is an old roof, thanks.

Housing Support/Locksmith Shop:

Worker was very polite and it took him no time to fix the door! Thank you!!

Housing Support North Campus:

The person who came to fix our bathroom light and shower drain was nice enough to fix one of our toilets. And to whoever that was, we just want to say thank you!

Access Controls/Hardware:

Ken is superior in his work. I appreciate the follow up call that letting me know the job is complete. On a side note, I hope we are not charged for this work as the other locksmith that did this last time was not successful. Thank you.

Access Controls/Hardware:

Jamie Bass was wonderful to work with. He was very knowledgeable about the units and so accommodating. He gave us great advice when we were in the estimate stage and sent the estimate quickly. He was easy to reach and responded quickly. When we submitted the work order, he installed the units quickly and answered questions we had. We couldn't be happier with the process and Jamie receives all the credit for that.

Small Jobs Shop:

James was helpful, knowledgeable and efficient. He did exactly what we asked for even after changing our plans slightly and describing part of it over the phone. He returned to do the work in a timely manner. He did a wonderful job.

Campus Maintenance/Plumbing:

Thanks so much for fixing the leak! I'm sure many, many gallons of water will now be saved.