

# **KUDOS!**

April 25, 2013



## **Shop: MASONRY (523)**

- ◆ Wow! Great work! Thank you!

## **Shop: CAMPUS MAINT - PLUMBING (562)**

- ◆ Thanks for the fast response

## **Shop: HOUSEKEEPING TRAINING (242)**

- ◆ THANK YOU

## **Shop: HOUSING SUPPORT CARPENTRY (591)**

- ◆ Thanks so much for the work on this cabinet to open it up and rekey it!
- ◆ The new cabinet looks great! Thanks so much!

## **Shop: LIFE SAFETY AND ELECTRONICS / GENERATOR (501)**

- ◆ So far so good! Hope the smoke detectors will not make annoying noise again. Thank you!

## **Shop: SIGN SHOP (520)**

- ◆ Turnaround time was very quick, sign shop was very responsive.

## **Shop: HOUSING SUPPORT HVAC (592)**

- ◆ Very prompt response and polite note from Jim. Thank you so much! :)

## **Shop: CAMPUS MAINT - CARPENTRY (563)**

- ◆ Awesome response time. The ladies on the ground floor thank you very much!
- ◆ Thanks!

## **Shop: CAMPUS MAINT - ELECTRICAL (564)**

- ◆ Thank you for the quick response.
- ◆ The tech fixed the issue the same day! Just wanted to say Thank you for the super speedy response & also the communication on the job. This was not a simple or easy fix. Thanks again for the GREAT WORK!
- ◆ Thanks Justin [Matthews]
- ◆ Justin did a fine job for us and also took care of another few lights that went out since the work order.
- ◆ We appreciate the quick response.

### **Shop: HOUSING SUPPT PAINT SHOP (598)**

- ◆ Thanks so much for the quick turn around on this!
- ◆ Thanks for taking care of this so quickly!

### **Shop: SMALL JOBS (511)**

- ◆ Duane Martin was a JOY to work with - friendly, helpful, flexible. He went above and beyond with the Expo - he had to troubleshoot on the spot and came up with a solution in a short period of time that worked for everyone. We would gladly work with Duane again and thank him for working with us!
- ◆ The workers were very friendly and job was completed quickly with no mess. Thanks for your quick response in getting this work order completed.

### **Shop: HOUSING SUPPT ELECTRICAL SHOP (597)**

- ◆ Great job and so quickly taken care of...thanks so much!

### **Shop: OFFICE OF WASTE REDUCTION & RECYCLING (550)**

- ◆ I really appreciated the timeliness of the services that you provided. It really was my pleasure working with the department. I explained to the worker, that this call was made not as any reflection on him because he always takes care of things in a timely manner.
- ◆ Thanks OWRR for all of your help with this project!
- ◆ Thanks OWRR....great job as always!
- ◆ Thanks so much to Ray, Johnny and my apologies but I don't know the delivery driver's name :)
- ◆ Your staff was efficient, communicative and courteous

### **Shop: ACCESS CONTROLS - HARDWARE (504)**

- ◆ Thanks for the quick response
- ◆ Jamie Bass in the Access Control Shop did an outstanding job and did it quickly.
- ◆ The technician who came sprayed the buttons on the keypad to make it function easier. He also took the time to explain what might be happening to it and what needs to be done if it continues to malfunction. I appreciate his efforts.
- ◆ The technician was very helpful and informative. He took the time to explain the problem and solution to me as well as providing me with useful information about how to explain and describe the problem if it occurs in the future on a different door. It is always a pleasure to see him!

## Shop: HOUSING SUPPORT SOUTH CAMPUS MAINTENANCE (596)

◆ Thanks so much for the quick turn around on this!

◆ As always, the worksite was left so neat and tidy that if not for the paper notifying me that work had been done, I wouldn't have know anyone was here. Also, it was performed in a very timely manner.Thank you!!!

◆ Thank you so much!

◆ Thank you to Facilities Services for replacing my shower head in my shower! The shower is now much much better than before.

◆ Thanks so much!

## Shop: HOUSING SUPPORT NORTH CAMPUS MAINTENANCE (595)

◆ He did a great job.

◆ Thanks for taking care of this so quickly!

◆ Thank you for fixing our lock so quickly!

◆ Workers responded less than 5 minutes after the request was put in. Workers were friendly and I had to step out to go to work - however all tasks were completed before I even got back. Literally could not have been more impressed. These people deserve an award.

◆ Thank you so much for fixing our bathroom!!

◆ Thanks so much for all your help!

◆ Got fixed fast and accurately

◆ My request was promptly and efficiently addressed. Thank you so much!

◆ Thanks so much to Michael Nowicki. Michael was very friendly and respectful and changed light bulbs in 4 or 5 rooms.

◆ Thank you for fixing this so fast!

◆ The worker who came to clean my light was very kind and did the work in a timely manner, it was great to have it done!

◆ The man that came and fixed our heater knob was very nice and did a very fast and efficient job

◆ Burton [Moore] and his co-workers did an exceptional job removing shelving, bulletin boards, and doors and hauling everything away. They were extremely nice and friendly and worked very fast. We really appreciate Burton helping us so quickly and helping us to transform our offices into a more usable space. Thank you Burton!

◆ I appreciated the note, and the shower is much better!

I would like to send my appreciation for work above and beyond the call of duty.

Todd Hux noticed how loud the ambient noise in our hallway was.

He took it upon himself to identify the noise and take steps to minimize it.

It took several trips but he installed vibration eliminators on the condensing unit for our cold room.

It is noticeably quieter now and that is much appreciated.

The O'Rand Lab  
Second Floor of Taylor Hall

To: Robert Reese, Steven Morris, Herb Richmond (Housekeeping Services)

Robert, Steve, and Herb,

Thanks to you and your team for extra assistance in FedEx Global yesterday. I know the events people appreciated your attention and contributions to make the reception a success.

Have a good weekend.

Anna Wu

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Good afternoon Robert, Steve and Herb,

I would like to thank you and your staff for a job well done in preparing the Fed Ex Facility for our new Chancellor announcement.

Please pass on to your staff and thanks for your support.

Respectfully;

Darius Dixon  
Director  
Housekeeping Services

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Thank you very much and I will definitely pass this along to the staff and to Mr. Morris Mclean for helping out with the floor work as well.

Thank you,

R. Reese, Sr.

To: Carly Perin (Business Operations); Mark Bristol (Building Services)

Good afternoon, I want to take a minute to tell you about the exemplary service I received from Ophelia [Hill] and Frankford [Johnson] last week.

I was in need of someone to help me with travel arrangements and my normal person who does travel was on vacation. After attempting to get this done through another avenue it became evident that I would need someone within the Facilities Services family to help me.

I reached out to Ophelia, as I knew that she would have experience with creating and securing travel using the university's CABS system. Ophelia was more than willing to help with the travel and began taking care of the administrative work required to get the requests filled. On Thursday Ophelia found that she would be unable to get the travel approved because of a security access issue. She worked diligently using all of her resources to try and find a way to complete the travel request by the end of the day. At some time Frankford Johnson was required to become involved and got on the phone with individuals across the street at AOB in order to complete the request.

Both Ophelia and Frankford went above and beyond the service level expected for this request. I am grateful to both of them for their service, dedication and focus to see this through, especially since the issue was not resolved until late in the day on Thursday, which was the beginning of a holiday weekend.

Thanks again for everything!

Lea Holt  
University Mail Services



Please give a BIG SPECIAL KUDOS to the guys who helped out with a flood in Coker hall on Wednesday Feb 27, 2013. Without hesitating these men jumped quickly into action to help contain the flood that started on the 4th floor and moved to the 3rd and 2nd floor. Because of their quick response and teamwork effort, they were able to stop the flood from reaching the first floor and causing more damage. Their names are as follows:

- Banyanwe Mehn, Zone 225
- Barry Womble, Zone 219
- Donnell Jeffries, Zone 219
- Roderick Alston, Zone 211
- Saw Mya, Zone 209
- George Crownson, Zone 211
- James Edwards, Zone 225
- Morris McLean, Zone 209
- Donald Wright, Zone 225
- Myint Aung, Zone 225
- Ae Kaw, Zone 225
- Zung Lian, Zone 209

Again please send a special kudos and recognition for their hard work, dedication and staying over after their shift to make sure the work was completed.

Thank you,

Robert Reese, Sr.  
Housekeeping, UNC South Campus

To: Steve Gooch (Grounds Services)

Steve,

Please pass along these accolades to your team.

Thanks.

Steven T. Lofgren

Assistant Director

Department of Housing & Residential Education



Hi Steve,

I would like to submit a 'kudos' for the Ram Village Grounds crew: Lonnie [Wilkerson], Jose [Abad], Chris [Stark] and Jex [Harrison].

Their work this year has been phenomenal. The quad grass is extra green and they continue to beautify the area. Additionally, their attitudes and communication methods are fantastic. They are engaging and hard working.

Please let me know if there is anything else I can do to get my team recognized for their great work!

Thanks,

Danny Hall

Community Director for Ram Village



**The Genome Sciences Building achieved LEED Gold certification for incorporating a variety of sustainable strategies to reduce energy use, conserve and reuse water and source sustainable materials. Established by the U.S. Green Building Council, Leadership in Energy and Environmental Design (LEED) is the nation's preeminent program for the design, construction, and operation of high performance, green buildings. Genome Sciences is the first building on campus to receive Gold certification.**

Please give Kudos to my south campus taskforce team for a wonderful job they are doing. Please read the e-mails below. The task force members are:

Sylvia Bland, Zone 211

Donnell Jefferies, Zone 219

Saw Mya, Zone 209

Zung Lian, Zone 209

George Crownson, Zone 211

Robert Reese, Sr.

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To: Robert Reese (Housekeeping Services)

Good afternoon Robert,

Thanks to you and your Team for satisfying our customer!! Inform your Team that we appreciate all their effort!!

Darius Dixon

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The carpet in the Dean's suite is so much better!—the odor is gone from all rooms except a trace in conference room 171. There was a water cooler, dehumidifier and fan sitting on the carpet in there near the room entrance, perhaps the source is in that area?

Thanks!

Also, the floors at Rosenau 2nd floor look fantastic!

Rob Kark

To: Nancy Burton (Housekeeping Services)

Nancy – just wanted to let you know that Newton [Lawrence] and Robert [Cain] did a great job with our move on Friday. They had some tricky angles to negotiate and didn't whack a single corner of any of the walls they had to get around. They were cheerful and polite and easy to work with. They came back this morning to finish and were done expeditiously.

Thanks.

Shannon Brownfield  
Accounting Technician  
Dept of City and Regional Planning