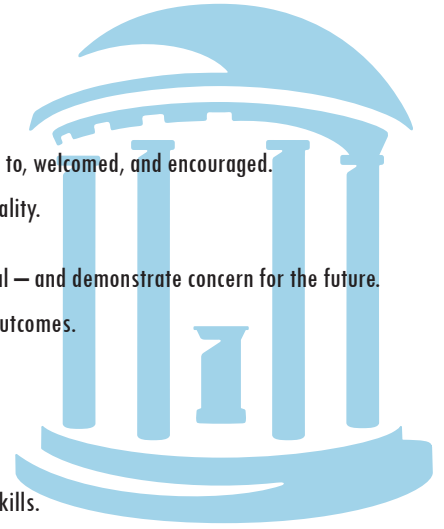


December 4, 2012

KUDOS!

Values

- Teamwork** We cooperate and work together in a respectful manner to achieve our common purpose.
- Openness** Information is shared freely in an atmosphere of trust and respect. Concerns and suggestions are listened to, welcomed, and encouraged.
- Professionalism** Our work and interactions with others are conducted honestly and reliably with a commitment to quality.
- Stewardship** We wisely and responsibly manage the university's resources — physical, financial, social, and biological — and demonstrate concern for the future.
- Excellence** Quality service is delivered enthusiastically and creatively, with the goal of continuously improving our outcomes.
- Responsiveness** Work requests and suggestions are promptly, courteously, and openly addressed.
- Versatility** Our skills and flexibility enable us to successfully provide quality service.
- Innovation** We embrace new and creative approaches to continuously improving our practices.
- Competence** Service is provided by trained and qualified staff, who work diligently at improving and updating their skills.
- Efficiency** Superior outcomes are achieved through the best use of funds, labor, time, energy and materials possible.



Shop: HOUSEKEEPING TRAINING (242)

- ◆ Both the movers and the surplus guys were very professional and efficient. These folks take a lot of pride in the work they do for Carolina and it shows.
- ◆ The staff was very friendly, professional and helpful. I look forward to working with them again on future events. Thanks so much for helping to make my event run smoothly.

Shop: HOUSING SUPPORT NORTH CAMPUS MAINTENANCE (595)

- ◆ Super fast service on this one....awesome...thanks so much!!
- ◆ Thanks for taking care of this so quickly!
- ◆ really fast service, i am happy.
- ◆ Thanks for taking care of this so quickly. I know the residents will appreciate a more secure shower curtain rod!
- ◆ Thanks for taking care of this so quickly!
- ◆ Great job!
- ◆ Thank you for taking care of this!!
- ◆ THANK YOU!!!!!!!!!!

Shop: CAMPUS MAINT - ELECTRICAL (564)

- ◆ Frank [Edwards] is always so helpful and goes out of his way to take care of any lights I may have forgotten or went out since I sent in the work order.

Shop: CAMPUS MAINT - PLUMBING (562)

- ◆ Wonderful work and many thanks!!!

Shop: HOUSING SUPPORT SOUTH CAMPUS MAINTENANCE (596)

- ◆ Great service, very nice!
- ◆ The residents at Craige have already commented on what a nice addition this marker board is to their study space! Thanks!
- ◆ Great job, very quick.
- ◆ Thank you so much for fixing the problem so quickly and so well! I just took the best shower of my life!
- ◆ Super fast service, and a friendly technician. He was very helpful!
- ◆ Guys that came were really nice and helpful. Very prompt. They explained the problem and answered my questions. Really appreciated the service. Thanks!
- ◆ Maintenance personnel helped with my request in an efficient and kind manner.
- ◆ Thank you so much!
- ◆ I'm not sure what the man's name was that responded (he told me, but I don't remember) to our request, but he was very polite and did a great job. He resolved both problems that were addressed in the request and also prevented the sink from becoming stopped up in the future, which was very much appreciated.
- ◆ I cannot thank you guys enough. Our shower pressure was so horrible before and now I feel like I'm in heaven! You have made my week and everyone in my suite was pretty excited too. This is going to get me through the week for sure. Thank you so much.
- ◆ Thanks! I really appreciate the fast and efficient help!
- ◆ SO SPEEDY GREAT JOB



To: Corey Parker (Housekeeping Services)

Corey,

It was nice meeting you yesterday. Sorry for the circumstances. I wanted to personally thank you for getting to McColl so quickly to assess the situation. I also wanted to take the opportunity to let you know that I really appreciate Faydene coming very quickly to help block off the area and mop the water up. She is always very quick to respond to any of our needs and is always very pleasant to work with.

Thank You again,

Jeff Post

UNC's Kenan-Flagler Business School

Shop: REFRIGERATION (110)

◆ Great Service!

Shop: SMALL JOBS (511)

◆ Dean Smith - He always does an excellent job whenever he comes.

◆ Thanks!

◆ I want to commend BOTH gentlemen who came out to complete the renovation in Dr. Sharpless's office. I was pleasantly surprised to get a phone call the same day stating they would be able to come that day!! I initially gave them a few days notice, thinking it probably couldn't be done immediately. They were both extremely courteous and cleaned up after themselves nicely. I would like their supervisor/manager to know we were VERY happy with their work and positive attitude! Thanks again.

◆ Our banners guys are the best anyone could ask for!!!! They are efficient, know what to do and never grumble about changes. We are fortunate to have them.

Shop: OFFICE OF WASTE REDUCTION & RECYCLING (550)

◆ Work was far and above what I asked for. The number of boxes increased and increasing the number was done without a problem. Thank you.

◆ Wow, fast work!! Thank you so much for the speedy pick-up of these boxes of confidential recycling. The space was left so clean that I didn't even realize they were gone until I saw the email. You're the best!

◆ I have never had a problem with recycling. Craig Yarborough and Shawn Ellis are always courteous and professional.

Shop: CAMPUS MAINT - CARPENTRY (563)

◆ I cannot begin to express how grateful we are for Bob [Mazurek] and his determination to find the source of a leak we have had for years. Bob is the best and so easy to work with!!

Shop: HOUSING SUPPT PAINT SHOP (598)

◆ Thanks so much Andy Hayes for your work and quick turn around on this request!

◆ ◆ ◆ ◆ ◆ ◆

To: Mark Obenshain (HVAC Services)

THANK YOU SO MUCH. The heat came on within a short time of our phone conversation. I appreciate the help [of building technician Cra Lynch]. My secretary (and everyone else in the building) had been shivering for 2 days!

Prof. E. Jane Burns
Interim Chair

Druscilla French Distinguished Professor of Women's and Gender Studies

To: Kelvin Marshall; Darius Dixon (Housekeeping Services)
Subject: Thanksgiving Message Translation

Hello Kelvin and Darius,

I cannot thank you and your team enough for your help with this and especially for the extremely quick turnaround. I am very appreciative and am looking forward to meeting you.

Happy Thanksgiving to you and your families.

Very best wishes,

Meredith Weiss, PhD
Associate Vice Chancellor for Business Services and Administration
Division of Finance and Administration

◆ ◆ ◆ ◆ ◆

Darius and Kelvin, Thanks to both of you and your team for the great work, especially under such a short deadline. Best wishes for a wonderful Thanksgiving.

Carolyn Elfland

To: Mark Bristol (Building Services)

Dear Mark,

Thank you and your team for bringing to reality the idea of turning the Bell Tower and Old Well pink. I enjoyed working with your group and appreciated your support.

Jennifer Bowman

*Lineberger Comprehensive Cancer Center
NC Cancer Hospital*

FROM TWITTER

UNC's beautiful campus in the fall :) favorite!

The most beautiful college campus in the nation. Upper quad looks like heaven today

I don't care if I go to State or not, UNC has us beat when it comes to how pretty the campus is.

I didnt think it was possible for this campus to get any prettier. Then the leaves started falling :)

To: Lou Buarotti (Design & Construction Services)

Hi Lou,

I wanted to let you know about a phone call that I got this morning concerning Suite 309 at Peabody.

Judy Perry, our customer, could not be any happier about the progress of the project. She also commented that the shop personnel are so very kind and accommodating. [Plumbers Tommy Adams and James McKinney; Carpenters Andy Alberti and Ronnie Hunt; Electricians Jody Wrenn and Greg Brewer; Painters Rodney Benton, Jerry Woods (Radar) and Tim Ellis]

Thank you and your team for making this project a success thus far.

I told her that I would pass along the shop supervisors and our Director's name so she could acknowledge this work and talent with her words.

Thank you,

Jennifer Y. Stallings, Project Coordinator
Facilities Operations, Planning & Design

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To: Clifton Webb (Housekeeping Services)

Good morning Cliff~

I wanted to get in touch to express my appreciation to Zin Aung, Crew Leader in Zone 214. The carpet in the Avery Residential Education suite and the VCT in the new Avery Basement Theatre look great! I always have a positive experience when working with Zin. He is a tremendous help me to me with my flooring and upholstery cleaning requests and approaches each task with a positive "Can Do" attitude. He takes the time to explain the process in regards to how long it will take, details of what he will be doing and the end result is always great. The result of his work ethic results in wonderful living spaces in our residence halls.

Thanks so much and have a great weekend!

Deborah J. Bousquet
Facilities Management Coordinator
Department of Housing & Residential Education

◆ ◆ ◆ ◆ ◆

Thanks Debbie,

Yes, Zin does excellent work for Zone 214 and The University. Zin also takes great pride in making the customers happy and keeping the customer satisfied when going the extra mile.

Thanks again,

Cliff

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