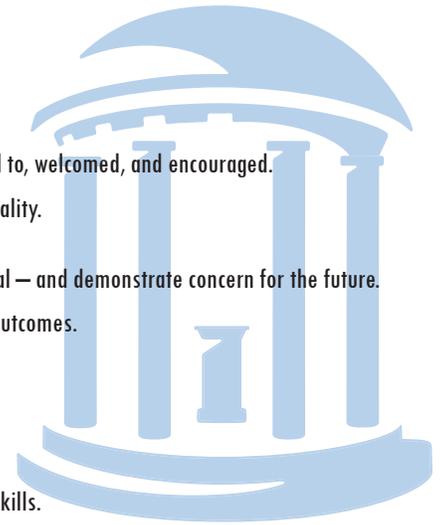


February 1, 2013

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: MASONRY (523)

◆ The job was completed quickly and the masons did a fabulous job!!!!!!!!!!!!!!

◆ Very friendly and professional. Thank you!

Shop: HOUSEKEEPING TRAINING (242)

◆ As always a pleasure to work with your team. Have a safe and happy New Year.

Shop: CAMPUS MAINT - ELECTRICAL (564)

◆ Justin [Matthews] did a fine job for us and I appreciate his efforts!

◆ GREAT JOB FRANK [Edwards]! NEVER LOOKED SO BRIGHT

◆ Thanks! It is much brighter in the autoclave room now.

◆ Outstanding work performed by Don Dalton and Mike Rudd. Both are fast, efficient, and highly professional. Many thanks!

Shop: HOUSING SUPPT PAINT SHOP (598)

◆ I really appreciate all of the help with refinishing furniture for the residence halls as this is above and beyond.....THANKS!!!!

◆ Thanks for your help with this request!

Shop: HOUSING SUPPORT DEPUTY SUPR (590)

◆ Thank you!

◆ Impressed with follow up and reassurance.

Shop: CAMPUS MAINT - CARPENTRY (563)

◆ Excellent job guys. Thank you

Shop: SMALL JOBS (511)

- ◆ Nice guys.
- ◆ Fast! Thanks!

Shop: HOUSING SUPPORT SOUTH CAMPUS MAINTENANCE (596)

- ◆ I was absolutely amazed at how promptly my request was attended to. It was VERY much appreciated and thank you so much!!!
- ◆ Responded in thirty minutes, and finished changing the light bulb in about thirty seconds. Very satisfied.
- ◆ Very Good
- ◆ Go heels! Thanks for fixing our shower too
- ◆ It is great job and thank you so much!
- ◆ Excellent!!!
- ◆ The technician was so wonderful. The times I've interacted with him, he is always courteous and respectful and does good work in a timely manner. I really appreciate what he does.
- ◆ Great Job, I really appreciate your help. Happy new year!
- ◆ Thanks so much for working with this student group. They really appreciated your above and beyond effort on this!

Shop: CAMPUS MAINT - PLUMBING (562)

- ◆ The response to this work order was almost immediate!!! I was so pleased to see the plumbers arrive and the problem was handled quickly and the fountain drain is working again.



Subject: Comments from the Motor Pool Customer Satisfaction Survey

Having made this request at the very end of the day on a Thursday, I was deeply appreciative of the staff's willingness and ability to accommodate an urgent request so readily. Martha Watson was spectacularly helpful and could not have been nicer about what was, frankly, a completely insane turnaround time for a vehicle request.

The Motorpool continues to put Enterprise to shame. Thank you all for the work you do!

Eric Johnson
UNC General Administration

Shop: HOUSING SUPPORT NORTH CAMPUS MAINTENANCE (595)

- ◆ A staff member was in my room within 15 minutes of the request and fixed my heater quickly. Also, this was the snow day, so it was nice to see them come that quickly, even in those conditions.
- ◆ Thank you very much
- ◆ Thank you!
- ◆ Thank you! :))
- ◆ Great Job!
- ◆ I did not personally see the technician, but I was very satisfied with the work done
- ◆ Thank you for being so quick to respond!
- ◆ I received excellent service!!!!!!!!!!!!
- ◆ You guys are awesome! Before I knew it, the toilet was completely fixed. Thanks!
- ◆ I loved how the technician came the same day and I didn't have to wait. He was very courteous and nice!

◆ ◆ ◆ ◆ ◆ ◆

To: Steve Hargett (HVAC Services)

Steve-

I just wanted to let you know that we have been very satisfied with the service we have received from two of your employees, Rich [Brand] and Chris [Morris] over the past couple of weeks dealing with filter changes and cleaning and maintenance of several of the Window Units for our Division.

They are both always professional and helpful when they come to take care of Work Orders for us.

I think it is always good to hear good news of a job well done instead of complaints!

Thanks and have a great day!

Becky J. Brinson
Pediatric Genetics and Metabolism

Shop: OFFICE OF WASTE REDUCTION & RECYCLING (550)

- ◆ The recycle pick-up was completed well before the date on my request. They were all courteous and worked well together as a team to pick up a rather large order of 39 boxes. You guys ROCK!

Shop: HOUSING SUPPORT HVAC (592)

- ◆ The service technician was extremely nice and answered all of my questions.
- ◆ Thank you to the technician and everyone involved

To: Lou Buarotti (Design & Construction Services)

Hey Lou,

I just wanted to take a moment to send you a note in regards to the work that Alan [Moran] just completed for me in 5 classrooms in the new Genome Science Building. I requested some modifications be made to the podiums in the rooms because the instructors needed more workable desk space during teaching. Alan was able to make a nice drop-leaf style shelf for each podium that matched great with the original wood. Great craftsmanship as always and great customer service keeping me informed along the way - such a pleasure to work with him.

Thanks!

Gina Platz
ITS Classroom Hotline Manager

To: Luke Hoff (Design & Construction Services)

Luke,

Please see Jim Ward's comment below (I highlighted it) regarding the plumbing crew. Kudos to Kenny and Chris, and any others in their shop who have been working on this [Kenny Allen, Chris Smith, Terry Dixon and William Jimenez]. They have been very accommodating to the Garden staff and are doing a great job.

Julie

◆ ◆ ◆ ◆ ◆

To: Julie Thurston (Design & Construction Services)

Happy New Year Julie!

What is status of fabrication/testing of downspout baffle? And same for horizontal support system?

Thanks,

Jim Ward
NC Botanical Garden

PS Want you to know the UNC folks did (are doing?) a very nice job installing the additional underground piping that is needed for additional downspouts.

To: Mark Obenshain (HVAC Services)

Artie Neese should be recognized for going "above and beyond" for helping locate the AHU traps at Genetics. They are above the ceiling on the 7th floor and not shown on the as-built drawings. Artie goes "above and beyond" on a regular basis and has been providing outstanding leadership. I hope you can recognize and thank him for his efforts

Joe Magura
Facilities Mechanical Engineer