

KUDOS

Rosenau 004 - Space Renovation

- **Cheryl Leguillow/Ted Hoskins**

Cheryl and Ted,

We are moving in today and everyone LOVES Rosenau 004. You guys did such a FAB job. You really do need to come over and see the space. We are swamped with boxes, but in a week or so you should let us know what you want to come over for a tour.

Thanks a million for the great job.

Carol, Kathy and NCIPH staff

Carol Gunther-Mohr, MA

Manager, Operations & Quality Improvement
North Carolina Institute for Public Health

Rosenau – Weather Event

- **Building Services/Energy Management/Design & Construction**

I wanted to let you know how much we appreciate the effort that went into restoring and keeping Rosenau warm last night and today. I know that Kyle Shelley and George Jacobs went way above and beyond and were here late and here early to make it happen, and I'm sure others from HVAC controls, Energy Management and Plumbing Maintenance were involved that I didn't see.

For those who I have copied that may not be aware, Kyle, plumbers and others spent the day and well into the evening removing and replacing a section of the heating hot water system where a converter had failed. I think it's safe to say that the particular section that had to be replaced was not easily accessed and the short term solution required some creativity and a lot of work.

I also understand that George had to return to the building late at night to correct control issues on the system program side. Both Kyle and George were back at it early in the morning so that I could let occupants know before they left home if we had heat or not, and whether they needed to find alternate work locations or take administrative leave. I was also in touch with both Chris Martin and Artie Neese during the day and evening.

There is happiness and joy in Rosenau today. THANK YOU! We really appreciate the efforts and attention from so many.

RobRob C. Kark
Office of Facilities Planning and Construction
Gillings School of Global Public Health

Anna, please accept my thanks as well. We are very grateful for your willingness to mobilize efforts to keep our school running. Barbara

Barbara K. Rimer, DrPH, Dean
Alumni Distinguished Professor
UNC Gillings School of Global Public Health

Hi Anna,

We wanted to say **THANK YOU** for your team's great work to get the Rosenau HVAC system up and running last night! Late yesterday afternoon as the building temperature continued to drop, we were faced with the possibility of asking everyone in Rosenau to be on administrative leave today if it couldn't be fixed overnight. Also, Rob and I were starting to fear we could have frozen pipes with the temperature drop last night. Fortunately, your crew came through and it is nice and warm in Rosenau today and there is no flood from bursting pipes!! HOORAY!!

Please let your team know how much we appreciate their hard work!

Thanks!
CNW

Charlotte Nuñez-Wolff, Ed.D.,
Associate Dean for Business & Administration
Gillings School of Global Public Health

 Business Operations - Recycling

- **Monty Dunlap/Bobby Lofgren**

Last week we had several six packs of soft drinks that were very, very old, and had an expiration date of 2008. I tried to open some of these drink bottles to empty them, for whatever reason the tops were stuck and impossible to open. When Monty and Bobby came for the recycling in our office, they took all of these six packs and were going to puncture the bottles to empty them. This was such a huge help, and such a "time savings" over trying to open and empty

every bottle. These guys were so helpful and pleasant, I really appreciate the job they do for our office.

Thanks
Susan Brown

✚ Grounds

- **Kitty Allen**

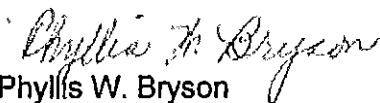
12925 Baybriar Drive
Raleigh, NC 27613-5757
December 16, 2013

UNC
Human Resources
104 Airport Drive
Campus Box 1045
Chapel Hill, NC 27599

To Whom It May Concern:

One of your employees, Kitty Allen, who I believe is a "grounds" keeper, found my grandson's cell phone. Since the phone was dead, she charged the battery. Once the phone was charged, she examined the contact list, found me listed as "Grandma" and called to confirm that she had found the phone and to arrange for my grandson to pick it up. I thought her effort to reconnect my grandson to his cell phone was above and beyond the call of duty. Surely, she is to be commended. I am hoping that you will acknowledge her efforts.

Sincerely,


Phyllis W. Bryson

✚ BSL3 – HVAC System

- **Steve England/Steve Howard**

I totally agree! They stayed with me to the very end explaining what is going on with the BSL3. Great job!
Deborah Howard

(from Mark Obenshain) See enclosed photo. During the cold and wet chaos of yesterday's flood at Taylor Hall, Steve England and Steve Howard still maintained the focus to communicate properly/follow procedures with EHS and

(among other things) perform lockout/tagout on these BSL3 exhaust fans. This is just one example of the great work I have seen by UNC staff over the past couple of days in responding to the polar vortex.

Mark

Mark,

The HVAC shop, Electrical shop and the BSL3 team all stepped up to the plate yesterday.

Mary Beth



✚ Lineberger Comprehensive Cancer Center – HVAC


- **Robbie Everheart**

Robbie –

We very much appreciate your team's efforts to address our HVAC issues over the last couple of days. It's nice to have heat again!

This past couple of days must have a real challenge for your folks. Thanks to all of them for responding and getting things done.

Michael
Michael S. O'Malley, Ph.D
Associate Director
UNC Lineberger Comprehensive Cancer Center

 Adverse Weather – January 30th overnight report

- **Lane Adams/Joe Emory/Todd Going/Bob Humphreys/Chris Martin/Mark Obenshain**

From: Wu, Anna A
Subject: RE: Overnight Report

Gentlemen,
Please extend our appreciation to your team for their dedication!
Thanks,
Anna

From: Bristol, Mark B
Sent: Thursday, January 30, 2014 8:58 AM
To: Martin Jr, Chris M; Obenshain, Mark D; Adams, Sterrett Lane
Subject: RE: Overnight Report

ABSOLUTELY! DITTO THE THANKS!!

From: Martin Jr, Chris M
Sent: Thursday, January 30, 2014 8:52 AM
To: Bristol, Mark B; Wu, Anna A; Runberg, Bruce L
Cc: Obenshain, Mark D; Adams, Sterrett Lane; Emory, Joseph L; Going, Todd; Humphreys, Robert V
Subject: RE: Overnight Report

A HUGE thank you to the folks who volunteered to stay overnight!

Chris

 RDU Hanger Boiler

- **EMCS**
From: Adams, Sterrett Lane
Sent: Wednesday, February 05, 2014 8:46 AM

To: Clayton, Darryl L

Cc: Martin Jr, Chris M; Obenshain, Mark D

Subject: RDU hanger folks said Thank You!!!

Darryl, just wanted to relay a message from David Eastwood at RDU. He said big thanks for our assistance with the programming changes we made to the hanger boiler, said space has been much more comfortable since the changes. Thanks!!!

Lane Adams

Energy Management Control Systems Supervisor

 *Housing & Residential Education*

- **Steve Gooch/Bob Humphreys/Ben Triplett**

Steve, Bob, and Ben,


Please pass the thanks of the Department of Housing & Residential Education along to your folks for their snow and ice removal efforts over the last two days. Once again, the Facilities team did an outstanding job and our student-residents were safe and sound during this time period as a result.

Steve

Steven T. Lofgren

Assistant Director

Department of Housing & Residential Education

 School of Dentistry

- **Zone 215**

From: Al Elsenrath

Many thanks to you and your crew for hanging and getting the urgent stuff done. You guys are great.

On Jan 29, 2014, at 6:51 AM, "Burgess, Delisa" <dburgess@email.unc.edu> wrote:

Good morning Mr. Al, I hope you had a safe trip into work this morning.

Zone 215 had half of our Housekeeping Staff last night, the employees did a good job taking care of trash and restrooms. If our Housekeeping Staff missed anything I apologize in advance. I also took care of at least five entrances of the eight entrances where we removed snow and salted. Please send me any concerns or missed areas, the Housekeeping Staff should get it done tonight if the roads and weather permits for work. I am so Proud of our Zone 215

employees, they really worked as a team this morning!!! Thank you for your time and have a warm day J

Delisa C. Burgess

Zone Manager

- **Floor Crew**

Darius,

The floors in the dental school are looking fantastic! Mark and his crew have been restoring the floors throughout the dental school over the past several weeks and we have experienced no lifting of the floor tile and splashing of product on the baseboards or walls. The dental operatories and lab spaces are typically hard spaces to clean because of all the equipment in the rooms. Mark's crew finished them all without a problem. The crew has been very professional. Communication is outstanding.

When I arrived at work this morning the hallway outside my office looked like ice it was soon shiny.

You have a great bunch of folks working for you.

Al Eisenrath

Director, Support Services

School of Dentistry

✚ Kerr Hall, Labs 1301, 1311, 1319

- **Mark Platou/Steve Morris/Floor Team**

From: Huang, Leaf

To: Smith, Phyllis A; Platou, Mark F.

Subject: RE: Kerr Hall, Labs 1301, 1311, 1319

Many thanks for a great job. We really appreciate.

Leaf Huang 黄力夫, Ph.D.

Fred Eshelman Distinguished Professor

Division of Molecular Pharmaceutics and

Center for Nanotechnology in Drug Delivery

Eshelman School of Pharmacy

Professor, Department of Biomedical Engineering

From: Smith, Phyllis A

Sent: Thursday, February 06, 2014 7:43 AM

To: Platou, Mark F.; Huang, Leaf; Liu, Feng
Subject: RE: Kerr Hall, Labs 1301, 1311, 1319

Mark,
THANK YOU!! These floors looks the best they have looked in sometime.
Thanks again.
Phyllis

From: Platou, Mark F.
Sent: Wednesday, February 05, 2014 11:13 PM
To: Smith, Phyllis A
Cc: Dixon, Darius P.; Morris, Steven; Richmond, Herb; Moore, Derek A; Hayes, Isaac
Subject: Kerr Hall, Labs 1301, 1311, 1319

Phyllis,

All of the labs are now complete, I noticed a room next to 1319, Glass wash, the staff had a little time left so I had them scrub that and apply floor finish to that as well.

Please feel free to contact me with questions and or concerns.

Thank You
Mark F. Platou
2nd Shift Zone Manager Floor Crew
Dept. Housekeeping Services UNC

 Bioinformatics Building

- Mariana de Flores

From: Parker, Corey D
Sent: Tuesday, February 11, 2014 9:25 AM
To: Hunter, Diane
Cc: Richmond, Herb; Leach, Ellis A; Dixon, Darius P.
Subject: RE: Employee Recognition

Mrs. Hunter,

Thanks for those encouraging words about Mariana.
I know she really appreciates them and I do also.
I will pass them on to her Assistant Director & Director.

Thanks,

Corey Parker
Manager, Zone 223

From: Hunter, Diane
Sent: Tuesday, February 11, 2014 9:15 AM
To: Parker, Corey D
Subject: Employee Recognition

Good morning Mr. Parker,

I would like to make you aware of the good service that Ms. Mariana de Flores, the Day Porter for the GMB & Bioinformatics Buildings, has provided over the past year. I started working in the GMB Building last Jan. That was my first encounter with Mariana. She was quite helpful and always very pleasant.

I moved to the Bioinformatics Building last May. To my surprise and joy I saw Mariana working here. I didn't realize that she also was responsible for this building. It has been a year now that I have observed her work ethic and how she interacts with others. She has always been accommodating and pleasant; I have never seen her without a smile on her face while she is working.

It is rare to find employees that enjoy their job and are willing to go the extra mile to make sure the customer is happy as well. Mariana does this daily; she is a true role model for others. She is a wonderful asset to the Housekeeping Department at UNC. I know you are very proud to have her as one of your team members.

Many thanks for hiring such a quality person.

Sincerely,
Diane Hunter
Department of Medicine
Division of Gastroenterology
and Hepatology



Dear Mark,
My admiration for the people who work in Facilities Services is unending. Without their dedication, expertise and willingness to 'go the extra mile', Hill Alumni Center would have a very difficult time operating.

Not a single individual who has ever answered a work order, was not able to complete a job or recommend a co-worker better able to handle it.

We have definitely had some big challenges in the past and many different departments stepped in to aid us. There was a fire in the Club kitchen, a terrible flood from a thunderstorm, the rupture of the main water line to the building and roof leaks that defied anyone to find them to name a few.

This past year the Carolina Club held several events that required even more expertise from our technicians. Construction electricians came on short notice to install a temporary 220 breaker in the Alumni Halls. They also located a large board of plugs that could accept a stronger delivery of power that allowed the demonstration of robots used for surgery for the Cancer Hospital fundraiser.

When I was notified that Vice President Biden would visit our building and the Secret Service agents had a long list of things that had to be done, you and Joe Emory just said 'whatever is needed'. This to me speaks of the team effort that I have always noted from Facilities Services.

I would like to personally name all of the people who respond to our needs, but I am afraid I would forget someone and feelings would be hurt. Hopefully all who come know how much their efforts are appreciated.

Very *sincerely*,

Mary Catherin Kurzenski
Hill Alumni Center Coordinator