

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

- ◆ They came the next morning it was great!
- ◆ Thanks!
- ◆ Answered my request the next day
- ◆ It's perfect, thank you!!
- ◆ They did a fantastic number on my door and were very timely and responsive to my request. Excellent service they're providing!



JANUARY 2013

Shop: SIGN SHOP (520)

- ◆ Joshua [Clark] went above and beyond to help us. He was willing to suggest a solution to our problem and fixed it promptly. Thanks!

Shop: CAMPUS MAINT - ELECTRICAL (564)

- ◆ Always done in a timely manner, and the office area environment is not interrupted or left in disarray.
- ◆ Did an outstanding job. Had some other maintenance issues come up that he tended to and had to do some more extensive work than anticipated (replacing switches and electrical components before he could replace lights). Always a pleasure to work with.
- ◆ Frank Edwards came first thing the next day and took care of the wall light cover that had come off. I appreciate how prompt he was in handling this. Having an exposed light bulb is an easy target for kids who have nothing better to do than kick it in.
- ◆ Thanks, it is much brighter in the hall now!
- ◆ Thank you for your help, it is appreciated.

Shop: REFRIGERATION (110)

- ◆ Great work and speedy service.

Shop: CAMPUS MAINT - PLUMBING (562)

- ◆ Thank you so much! The smell seems to be gone. Yay! Thanks for taking care of this so fast.
- ◆ I am very appreciative of our plumbers coming to take care of our many needs. The hand-washing sink gets a lot of use on a daily basis.
- ◆ Jamie [Smith] and Clay [Teague] are always an absolute pleasure to work with! Please let them know they are appreciated!

Shop: CAMPUS MAINT - CARPENTRY (563)

- ◆ Steve [Daugherty] is meticulous in his work. The wall was full of nicks and gouges and he made it look new again. I appreciate his efforts.
- ◆ Steve is a pleasure to work with and he does such a good job. The columns were in bad shape and he made them look new again.
- ◆ Steve and James [Buchanan] did a fabulous job for us. The wall looks great, all of the holes are patched and they are delightful to work with.
- ◆ Thank you!!!

Shop: HOUSING SUPPORT SOUTH CAMPUS MAINTENANCE (596)

- ◆ Excellent service - thank you for fixing this problem so quickly!
- ◆ Wonderful. Efficient, courteous, and helpful.
- ◆ Great and efficient!
- ◆ Really, really helpful. I appreciated the super quick response and the help. Thanks so much!
- ◆ No comments besides excellent job. Fast.
- ◆ Thank you!!!
- ◆ I always appreciate it. Thanks
- ◆ The whole suite is thrilled to have a shower head that functions correctly!! Thank you!

Shop: ACCESS CONTROLS - HARDWARE (504)

- ◆ Both Paul and Kent from the lock shop were friendly, professional, and attentive to detail in their work on this door. I really appreciated their thoughtful explanations of the issues they observed and the obvious care they take in their work. Top notch, you guys!
- ◆ The technician came quickly, was easy to work with and took care of changing the code.
- ◆ Excellent service from the service technician Kent Hawkins as always.

Shop: HOUSING SUPPT PAINT SHOP (598)

- ◆ Great work...thanks so much!

Shop: CARPENTRY (506)

- ◆ This work was done quickly and it looks very good...Thx

Shop: HOUSING SUPPT ELECTRICAL SHOP (597)

- ◆ Quick response and great job on this work request by the Housing Support Electrical Shop...thanks so much!

To: Steve Hargett (HVAC Services)

Steve: Just wanted to let you know how much I appreciate your guys, Rich [Brand] and Chris [Morris], completing the drinking fountain project at the SRC... can't tell you how many patrons have been asking for that second fountain with bottle filler. I understand how stretched everyone is and appreciate receiving the attention. Both Rich and Chris are thoroughly professional and courteous. Hopefully, the momentum can carry us right through the Rams Head and Woollen projects ASAP... not sure if the work will be done by your shop or the Plumbing Shop.

Thanks and Happy Holidays.

Marty Pomerantz, Director
Campus Recreation

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Hey Rich and Chris - Thanks much for a job well done! It's great when our customers take the time to share their appreciation of your hard work. We appreciate you too! - Mark Obenshain

To: Lou Buarotti (Design & Construction Services)

I saw that they wrapped up yesterday. Kudos to all on this -- department chair very pleased. The flexibility shown by your workers [David Sichi and Jerry Woods (Radar)] to place the rails and paint the walls in one day to finish the job earlier than planned was impressive.

Please pass along our thanks to the workers and all concerned...

Steve Heesacker
Department Manager
Department of Nutrition

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Received from the Web:

Hi--

My department had a great experience yesterday with employees who I assume are from Facilities--the embarrassing thing is that I don't know their names![Terry Tripp, Terry Hornaday and Alan Moran] The person who set up their visit is out of the office now, so I couldn't ask her. We were having windows added into our doors at the Learning Center and the Writing Center in SASB North. The men who did the work were both very professional and very funny and pleasant. They worked quickly and did an amazing job--these doors look like they have always had windows, not like the windows were added after the fact. Everything is aligned really well, and the trim looks great. We're very happy with the doors and with the service we received from these craftsmen, and I'm hoping you'll let them and their supervisor know that we appreciate their work (if you can figure out who they are!).

Vicki Behrens, PhD
Assistant Director
The Writing Center

To: Joe Emory (Building Services)

Joe-

I wanted to thank you for the recent repairs to the Knapp-Sanders Building. As Director of Facilities for the School of Government, I take a lot of pride in this building and its upkeep, as well as keeping the building safe for its occupants and visitors. It was refreshing to see that you shared this sense of pride in our building as well as the rest of campus. I appreciate all of the hard work that you and your staff put into helping to keep the Knapp-Sanders Building not only safe but attractive, and I appreciate all that Facilities Services did on this project. I look forward to being able to work with you in the future. Again,

Thanks-

Lee Colavito
Director of Facilities & Distribution Services
School of Government



Web Request: Housekeeping Services

Good afternoon Housekeeping, I want to thank your staff for the outstanding job they did cleaning the carpets in suite 76 MacNider and would like to express my personal thanks for all that you do for the University. Have a safe and Happy Christmas season.

Kind regards,

Yolanda Lujan



To: Luke Hoff (Design & Construction Services)

Luke, I was just at a mtg at South Bldg & saw Karol & Trevaughn & the two offices. The offices look great and everyone is totally pleased with the end product! Please pass this email & a well done & thanks to all concerned.

[Carpentry - Alan Moran, David Sichi, Terry Hornaday & Danny Wagner;
Paint Shop - Walter Garrett, John Whitted (Bubba), Jerry Woods (Radar), Tim Ellis & Rodney Benton; Small Jobs Electricians - William Martin & Terry Teer;
Interior Design - Theresa Beasely, Cheryl Leguillow & Jennifer Stallings;
Construction Management- Louis Buarotti]

Bruce Runberg
Associate Vice Chancellor for Facilities Services



A huge thank you to Timmy Lee and the other workers in Plumbing Shop #562, Mark Bristol and Joe Emory in getting our kitchen/breakroom back up and operating in record time following a leak in the hot water heater. We are all so appreciative of your fast response, hard work and your coordination with other shops to get everything back together and working.

Gena Burke
Business Operations