

# KUDOS

**January 2016**

-  *UNC Periodontology Department*
  - **Housekeeping - Floor Crew**

Hello Mark Platou,

Per our phone conversation, I am writing to you to share my clinic's positive experience with Elmer, Rashad, and their floor crew on 1/13/16 and 1/14/16. Initially, I thought the clinic was going to be in disarray the next morning, so text messaged the clinical team and our Director. I didn't want the team to be shocked by the mess in the morning. The next morning, the staff told me everything had been put back and there were minimal changes needed.

We were very pleased with how efficient and professional the floor crew handled the floor care of our department. It was a pleasant experience and the floors look great!

Thank you for your company's great customer service!

Best Wishes to you all,

Lisa Torkewitz, CDA, AS  
UNC Periodontology Department

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-  *Storm Preparedness*
  - **Grounds**

Bridget,

We just completed our conference call with the Emergency Management Team. Dalton expressed his thanks and commended Grounds for the hard work and effort in preparing for the storm around the buildings.

Great Job!  
Greg Driver

 *Marsico/Genetic Medicine and Burnett Womack*

- **Housekeeping - Floor Crew**

Ellis, Steven and Darius,

Thank you so much for all of the extra work over at Marsico, Genetic Medicine and also at Burnett Womack (which I know is a different zone manager). It has been/is a hectic week with the grand openings of BRIC, CTRC and the move-in of the Cure HIV group including folks coming from GSK.

The floors at GMB and Marsico look fantastic. It is very much appreciated! I'm sure CTRC was great as well I just couldn't make it over there yesterday to see.

Rob Kark


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 *University Day*

- **Facilities Services Division**

Thanks again. It was clear your people worked hard to make everything gorgeous today. And it really was amazing. Cheers, Chancellor Folt

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 *Friday Center*

- **Grounds**

Just a quick note to let you know that grounds did a great job putting in seasonal plants in front of the Friday Center a week ago. They look really good.

I'd take a pic for you but I might melt.

Cheers,  
Rob

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 *Office Chair*

- **Housekeeping**

Hi Darius, I just wanted to write and say THANK YOU for going the EXTRA MILE to have my chair steam cleaned. It was getting to be embarrassing to look at the seat! AND, thank you to Steven Morris for stopping by my office to take a look at the chair and getting it cleaned promptly! Yes, I won't forget your name given you reminded me that you had something in common with MORRIS the cat!

I know that is not a work request that is normally addressed but you both went out of your way to take care of your Facilities family.

I just love the culture here at Facilities; I have met the nicest people here!

Follow up to cleaning:

Fantastic service! I came in this morning and had a note from Stephen Robinson to let me know that staff came back and PERFECTED the cleaning of my seat! I was already **happy but this is SO NICE... Such EXCELLENT commitment to customer service. It is so nice to see like-minded co-workers so committed to their jobs!**

Thanks, Bing

L. Bingham Roenigk  
Business Officer – Capital Projects

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 *CSLD Building*

- **Facilities Services**

Anna and Masaya,

President Ross delivered some very kind words to our Facilities Team last Friday morning during the full Board of Governors meeting.

The Board of Governors, GA Staff, Chancellors, guests and media gave a hearty round of applause in appreciation of the hard work put in to make CSLD shine. Included in **President Ross's praise was the work contributed to both phases of our Big Move into the CSLD Building.** We want you to know how much we appreciate you and your people that worked so very hard with us to accomplish what was on display last week.

All of the UNC-Chapel Hill Facilities Services design and construction individuals, that we so enjoyed working with to deliver our HR, Office of the Secretary, and Board Room renovations, were extraordinary. The projects were accomplished with quality, humor, and professionalism. We met our schedule and we delivered on our goals together.

Thank you all very much for being there for all of us.

Will Johnson, AUA  
Architect  
Associate Vice President for Finance and Capital Planning  
University of North Carolina System

 Taylor Hall

- **Housekeeping - Floor Crew**

Tim,

The floors at Taylor 5th are looking fantastic! Thank you so much for your work in getting it done and done so well. There were a number of stained areas with built up black residue that I thought we would have to replace tile, but your crews have really done a top flight job!

There are two offices that have VCT that I forgot about. Those are 522 and 524. Can you also clean the VCT in those two small rooms? The occupants will be coming there on 11/19.

Thanks again,  
Rob Kark

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 MEJ

- **Cathy Brennan and EH&S Team**

Kudos to you and your team for doing a great job of cleaning out MEJ in preparation of the renovation.

**Amy E. Dean, PE LEED™ AP PMP**

Facilities Planning Structural Engineer / Project Manager

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 R.B House and Davis Libraries

- **Housekeeping**

I want to thank the entire housekeeping unit for the task they have managed during the current exam period. I have been in both buildings all week and even though we have experienced high traffic the buildings remain in good condition. The staffing was correct and the only concern that arose could have been handled with a phone call and we will make sure this is in place for the spring exam period.

Again thanks for a task well done and have a good holiday.

Ed Outland

Facilities Maintenance Coordinator

UNC Chapel Hill University Libraries

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 Kenan

- **Kyle Coble**

Ted,

Kyle's been an excellent help on Kenan 8A, a project I understand he was mostly observing for training purposes. Instead, he's gone above and beyond, filling in, solving problems quickly, and now spreading himself thin, I understand, as your team is very busy with the president's house. I think these efforts deserve documentation and recognition.

Please pass this along to whomever should be aware of Kyle's contribution (does Chris supervise Kyle?). His good work should be recognized, and please also consider this my official request to have him serve on any of our department's construction projects in the future.

Best,

Julia Green  
Department Manager  
Applied Physical Sciences

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 Facilities Services Satisfaction Survey Comments

**Campus Maintenance/Electrical:**

Justin and Mike are a pleasure to work with and they are always upbeat!!

**Access Controls/Hardware:**

Ken did a fantastic job!! We have wooden exterior doors that expand and contract depending on the weather. These had swollen so much from all the rain that we had, that they were scraping the bricks. Ken got them adjusted and they work fine again.

**Controls:**

I appreciate the work done by Robert in the refrigeration, it was done in a timely and professional manner.

**OWRR/Hamilton:**

I so appreciate the quick response time. Thank you to Ashley and the recycle team that retrieved the numerous bins. Please pass this along to them.

**Campus Maintenance, Electrical:**

Justin and Michael took care of everything and they always do it with a smile!!

**Access Controls/Hardware:**

Timely, friendly, knowledgeable and efficient are words that come to mind to describe the service.

**Housekeeping/Moving Crew:**

The facilities moving crew were fantastic! Thanks!

**Housing Support/Carpentry:**

Very fast follow up, I was expecting to have to wait a few days.

**Housing Support South Campus Maintenance:**

Mike is a great guy. He responds quickly and finishes his job quickly.

**Housing Support South Campus Maintenance:**

There was a problem with our light switch, and I forgot to file a report, but the maintenance guy fixed it anyway!! I have no idea what his name is, but he gets 5 stars and an A++!!

**Housing Support North Campus Maintenance:**

Thank you so much! The service worker arrived within an hour after I made the request, and the shower is completely unclogged now.

**Access Controls/Hardware:**

Paul came right away and we had the opportunity to talk about whether or not this panic bar door opener would work on our doors.

**Access Controls/Hardware:**

Thank you all for the work that you did to get the Ackland's new camera system up and running. I know how busy everyone is. It was great working with Eddie Perry. He is very knowledgeable and easy to work with. I do think he needs phone with voice mail since he is out in the field so much of the time. This goes for all the technicians we work with: HVAC, grounds, etc., but I know budgets are tight.. Just wanted to share. Suzanne

**Sign Shop:**

I want to give KUDOS to Josh Clark on his very quick response to my request and for delivering the signage so quickly too! He did an superior job!

**Campus Maintenance/Electrical:**

We are grateful to our electricians for fixing the outside spotlight!

**Campus Maintenance/Electrical:**

Thank you to Justin and Michael for taking care of the blinking security light over Alumni Hall I terrace door. We appreciate their efforts.

**Access Controls/Hardware:**

Ken is so dedicated to his work and the job at task, a true perfectionist and always looking for the solution to the problem. He does not fix the issue with a band-aid but actually dives into it and remedies the issue. Thank you for helping us Ken!

**Campus Maintenance/Electrical:**

Always cheerful, always professional always accommodating--we can't ask for more!

**Housing Support South Campus Maintenance:**

You guys are awesome. My room was fixed so quickly, that I didn't even realize you had been to my room.

**Small Jobs Shop:**

Rick Perry and William Turner did an excellent job of working with our schedule in the HR Office and everything was kept neat and clean at all times. It was a pleasure working with them.

**Housing Support /Carpentry:**

The workers were very kind, courteous, and efficient. The ceiling looks brand new, and more importantly, it doesn't leak! Thanks, and have a Happy Halloween !

**Campus Maintenance, Electrical:**

Justin and Mike came quickly and took care of all except the breezeway lights. This required Justin getting a scissor lift, carefully getting into the building and raising it very high to replace the light tubes. While Justine was up there he installed 2 new transformers to keep the lights working better and longer. Hill Alumni is blessed to have 2 such dedicated electricians to take care of us.

**Life Safety/Second Shift:**

Daylan contacted me right away and explained the procedure to lock and unlock the panic bar. I appreciate his expertise and quick response!!

**Campus Maintenance/Plumbing:**

Our plumbers are always quite to respond when we have a faucet or drain challenge. I appreciate how reliable they are.

**Housing Support:**

Did a great job and the worker was super friendly!

**Housing Support North Campus Maintenance:**

The guy who came was very friendly! He assured me that it would be fixed right away. Thank you!

**Housing Support South Campus Maintenance:**

Order was completed within a few hours. Thank you so much for your help!

**Campus Maintenance:**

We had such a rainy October and the early part of November, that it was hard to get the work done BUT as soon as the sun came out, Facilities Services arrived and took care of everything. They did a wonderful job!!

**Campus Maintenance, Electrical/Hill Alumni Center:**

We can always count on Justin to take care of our lighting needs especially the outside stair lights. With fall coming, it is even more important that people can avoid tripping or falling.

**Campus Maintenance:**

Dink did a wonderful job!! He is so busy, but took the time to tell me what to expect, when to close the door and when he was finished!!

**Campus Maintenance/Plumbing:**

Our plumbers responded quickly and took care of the problem. We had a very busy weekend here and appreciate their quick response!!

**Small Jobs Shop:**

Ken and his associate always do a wonderful job for us. We appreciate their efforts.

**Housing Support South Campus/Koury Residence Hall:**

Jamie responded quickly and took care of the problem. I am amazed at the talent and knowledge the Facilities Services technicians have. They do good work!!

**Access Controls/Hardware:**

My roommate and I very much appreciated the timeliness and courtesy of the facilities services. Everything is in great condition now and we are very grateful for their kind efforts, thank you!!

**Campus Maintenance:**

Dink did a fabulous job for us. He is so accommodating and cheerful to work with, I feel fortunate that he was able to handle our painting needs.

**Access Controls/Hardware:**

Jamie did a fine job for us. He explained everything he was doing, showed me the new panic button and how it works, tested the system and was on his way. He definitely know what he is doing.



**Life Safety/Second Shift:**

I could not ask for a quicker response. The detectors were turned off for the allotted time and went back up as soon as the cooking class was over. Thank you!!

**Housing Support South Campus Maintenance:**

Thank you so much for your fast service! We truly appreciate it!

**Housing Support North Campus Maintenance:**

The worker that fixed our AC unit has been here a few times before to fix issues with this unit and the unit prior to this one. Every time he's been here, he has been very friendly, polite, and has fixed the problem at hand. I don't remember his name off the top of my head, but the work order number was 16063635 if that helps id him for proper recognition. You guys do a great job; keep it up.

**Campus Maintenance/Carpentry:**

Bobby did not have to replace the ceiling tiles. He found that they had been moved in the ceiling and never put back in place. I appreciate his letting me know what he did. Bobby is always very pleasant and informative when he is here.

**Masonry:**

I can always count on the masons to act quickly when bricks are missing from our sidewalks, stairs or terrace areas. It is definitely a safety hazard and I appreciate their efforts.

**Campus Maintenance/Plumbing:**

Wow, I just put the work order in yesterday and the work is already completed!!! I know the Club dishwasher is pleased that he is not getting soaked anymore. Thank you for such speedy service!

**Campus Maintenance/Plumbing:**

Our plumbers are incredible!!They were here today and the work order went in yesterday. I appreciate the wonderful service!!

**Campus Maintenance/Electrical:**

Michael and Justin took care of these and a few more that were not on the list. I appreciate how flexible they are!!

**Life Safety & Electronics/Generator:**

This was a last minute request and Fire Safety came through as they always do. The Club really depends on these technicians to turn off detectors that could cause a false alarm due to cooking under a detector. We do not want the Fire Department here unnecessarily. Thank you!!

**Access Controls/Hardware:**

Craig Thanks for your quick response we thank you!

**Campus Maintenance/Electrical:**

I put in this work request on the same day it was addressed and done. Can't ask for better attention than that, thank you!