

THE FACILITATOR

JULY/AUGUST 2010

FACILITIES CUSTOMER SERVICE SHINES AGAIN AND AGAIN

INSIDE THIS ISSUE:

Recycling truck	2
Birthdays	2
Green tip	2
Calvin Esau	3
Picnic pictures	3
Vacancies	3
Microsoft office	3
Customer service, continued	4
Events calendar	4

QUOTE OF THE MONTH:

"Truly great friends are hard to find, difficult to leave, and impossible to forget."

As the fiscal year comes to an end, work orders are being closed out, and customer satisfaction surveys are rolling in. While customer satisfaction for Facilities Services is in general overwhelmingly positive, a few shops and individuals have inspired particularly glowing remarks again and again: Phil Standifer and his transfer & hauling crew in Grounds, Ron Couch and his sign shop in Carpentry Services, Chris Blair and her Lock & Key Services gang, and Jon Young, the work order clerk in Administrative Services.

Here for your reading pleasure are just a smattering of the comments which have made my job so pleasant over the past year.

Transfer & Hauling

- I wish everyone I deal with was this nice and helpful!
- The guys that delivered the tables were extremely nice and helpful. Thank you!
- As always, we get the best service from your staff and are very appreciative.
- The folks at Facilities Services were so very patient with all the changes and revisions that were made to this work order. I could not ask for more courteous treatment!
- As always, I was more than satisfied with the services provided by Facilities Services. I always look forward to working with the department.
- I have found the gentlemen that have moved furniture for us to be excellent...hard workers, easy to work with and willing to accommodate the requests that I have had.....even when I ask them to move it "just a little more this way..." Great guys! They even came the day before to see what tools they would need to do what was requested. Thank you so much for the opportunity to praise them and Facilities Services.
- Everything was done to my satisfaction. We really appreciate the staff and their work ethic.
- Phil does an excellent job and is an asset to the university.

- They went above and beyond to help in this situation and it was greatly appreciated!
- Phil and his help are always so nice to work with.
- Phil and Chris performed a phenomenal job for our department. They were both a pleasure to work with.

Sign Shop

- The work was done and I didn't even realize the workers had been there. Obviously, they were in and out quickly and quietly. Thanks!
- Your folks are just the best! It's always nice to see them and have them help us out.
- Mike and Steve are always wonderful to work with. They both provide just the best customer service.
- As always, a job well done!
- It's always a pleasure to work with Steve and Mike.

Lock & Key Services

- The guys that came and worked on my locks were just first class. Really cared about their work and did a very nice job!!
- The work was completed promptly and we were very pleased. Keep up the good work!
- Excellent work in a timely manner.
- I have found that the Key Shop has always gone out of their way to do a good job and make us happy!
- The two gentlemen completing the work for our office were helpful and courteous, and their work was very well done. They were sent to the wrong location initially, but they called to find our correct office location. We are certainly appreciative of their work and assistance.
- As usual, Chris and Stacey make working with Lock and Key a breeze. **(cont'd on page 4)**

NAME THE RECYCLING TRUCK

Recycling Services has received funding through the Student Environmental Initiatives Fee to purchase a new recycling truck. The truck will

arrive on campus in August, and it needs a name! A number of names have been suggested so far including Orange Crusher, NORM (New Orange

Recycling Machine), Vol Tron, Recycle Kong, and Lil' Scrappy. If you have a suggestion for a name for the recycling truck, contact Jay Price.

JULY BIRTHDAYS



Christopher Edmonds—7/1
 Barbara Moore—7/1
 Kevin Beeler—7/2
 Richard Jones—7/2
 John De Forrest—7/4
 Landon Lane—7/4
 James Buchan—7/6
 Raymond Tinsley—7/6
 Samuel Henry—7/7
 Kathy Herd—7/7
 Steven Mainor—7/7
 David Cash—7/8
 Lyle Gervin—7/8
 Steven Kopp—7/8
 Keith Scott—7/9
 William Floyd—7/10
 Joey Lee—7/10
 Eric Gometz—7/12

Clarence Norris—7/12
 Robert Hopkins—7/13
 Eric Honeycutt—7/14
 Dana Howard—7/16
 David Tye—7/16
 Harley Acuff—7/18
 James Baumgardner—7/18
 Jennifer Hatcher—7/18
 David Latham—7/18
 Melissa Leek—7/18
 Donnie Lowery—7/18
 Tammy Roe—7/18
 Dan Smith—7/18
 Guy Bayless—7/19
 Calvin Esau—7/19
 Christopher Mahoney—7/19
 Melissa Murray—7/19
 Larry Shoopman—7/19

Matthew York—7/20
 Randall Clowers—7/21
 Olen Cox—7/21
 Dennis McGhee—7/21
 William Wilson—7/21
 Rodney Ash—7/22
 Randy Bounds—7/22
 Roy Warwick—7/22
 Johnathan Fuller—7/23
 Barbara Sapp—7/23
 Bradley Walker—7/23
 Darryl Ford—7/24
 Paul White—7/25
 Homer Compton—7/27
 Daniel Carlotta—7/28
 James Jones—7/28
 Brian Merritt—7/30

AUGUST BIRTHDAYS



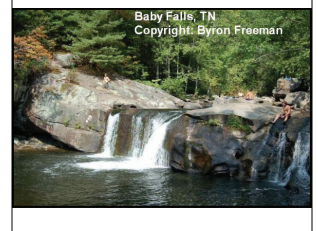
Mark Proteau—8/1
 Norris Samuel—8/1
 Cecil Woody—8/1
 Donald Cross—8/3
 David Brown—8/4
 Steven Henry—8/5
 James Parks—8/5
 James Branum—8/6
 Johnathan Craps—8/10
 Ryan Edwards—8/10
 John Hicks, Jr.—8/10
 Mark Carver—8/11
 James Helton, Jr.—8/11
 Randall Huelsman—8/11

David Sutton—8/11
 Debbie Wolfenbarger—8/11
 Terri Britt—8/12
 Gerald Smith—8/13
 Wesley Hinshaw—8/14
 Rose Mary Mack—8/14
 Mike Cain—8/15
 Chris Fritts—8/15
 Ashley Savage—8/15
 Ian Cross—8/17
 James King—8/17
 Sarah Hargis—8/19
 Jason Staley—8/19
 Christina Solomon—8/20

A'Deindra Carter—8/22
 Christa Jones—8/23
 Larry Holbert—8/24
 Jason Hughett II—8/25
 Jacky Corbin—8/26
 Sharon Brown—8/27
 Ronald Garner—8/27
 Randall Hanson—8/27
 James Yarber—8/29
 William Miller—8/30
 Floyd Nix, Jr.—8/30
 Terry Fritts—8/31
 Derek Orbesen—8/31
 Phil Standifer—8/31

GREEN TIP

With temperatures regularly soaring above 90 degrees, it's natural to want to stay inside with the A/C on full blast. However, you can take advantage of your gorgeous East Tennessee surroundings and beat the heat the natural way by traveling to the Great Smoky Mountains or Cherokee National Forest and going swimming in one of the area's many rivers or falls. For a list of area spots to take a dip in the cool mountain waters, visit <http://www.swimmingholes.org>.



CALVIN ESAU RECEIVES BUSINESS HONOR

Calvin Esau, Steam Plant employee and owner of Speedy Transmission automotive shop, has been honored by the Speedy Transmission parent company as Franchisee of the Year.

D'Arcy Williams, the president of Speedy Transmission, wrote the following words of praise for Calvin and his team:

"Throughout your years as a Speedy Transmission franchisee, you have consistently excelled at customer service. You were quick to realize that business growth depends on customer satisfac-

tion. I have enjoyed the many letters written by your customers and sent to our corporate office praising your willingness to go the extra distance. During the past twelve months, your franchise achieved the highest scores chain-wide in new referral business, repeat referral business, lowest number of complaints, percentage of warranty service claims, cars worked on growth and business-to-business referral growth. Let this award express my sincere appreciation and honor your hard work and dedication to excellence." Congratulations, Calvin! We agree!



Use Microsoft Office on your Home Computer for \$9.95

The new Microsoft Campus Enterprise Agreement provides the opportunity for all UT faculty and staff to purchase Microsoft Office Enterprise 2007 for home use at the cost of only \$9.95. Office Enterprise includes Word, Excel, PowerPoint, Outlook, OneNote, Groove, Publisher, Access and InfoPath (2007 Versions). The program is available at <https://webapps.dii.utk.edu/SoftwareDistribution>.

Please log in with your NETID and password and select "Home Use" from the drop down menu. Select "Microsoft Office Home Use Program Instructions for PC and Mac" from the list to obtain the link and the program discount code. Additional details about the Microsoft Campus Enterprise Agreements are located at <http://oit.utk.edu/helpdesk/kb/entry/1070/>.

FUN TIMES AT THE PICNIC



VACANCIES

Estimator—Architecture & Engineering
 Assistant General Maintenance Craft Worker—Steam Plant
 Senior Steam Plant Operator—Steam Plant
 Senior Steam Plant Mechanic (2)—Steam Plant
 Carpenter—Carpentry Services
 Cabinetmaker—Carpentry Services
 Carpentry Foreman—Carpentry Services
 Electrician—Electrical Services
 Senior Electrician—Electrical Services
 Craft Assistant—Electrical Services

Craft Assistant II—Electrical Services
 Senior Locksmith—Lock & Key Services
 Maintenance Specialist—Preventive Maintenance
 Service Aide I (2)—Building Services
 Service Aide II—Building Services
 Custodial Foreman—Building Services
 Welder—Care of Grounds
 Grounds Foreman—Care of Grounds
 Lawn Aide I (2)—Care of Grounds
 Service Aide II (2)—Assembly Center & Arena
 Service Aide II (8)—P/M (Arena)

Check out the Facilities Services web page!

<http://facilities.utk.edu/>

YOUR BI-MONTHLY "FIX" OF FACILITIES NEWS AT THE UNIVERSITY OF TENNESSEE

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 Facilities Services Department
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 Knoxville, TN 37996-3010

With suggestions, corrections, and comments, contact:
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THE FACILITATOR

Customer Service (continued from page 1)

- At the university in general, I am not used to the rapid response that I got on this request. Thanks to everyone involved—it went above and beyond my expectations.
- Excellent work! Lock and key staff are always great.

Work Orders (aka Jon Young)

- Even though I had to change this request twice, the gentleman who helped me (Jon) was very polite and kind. He was not at all irritated and did not make me feel bad about the changes I kept making. I really appreciated his professionalism! Thanks!
- Both the person who took my call at the work order desk and the men who delivered the shovels were wonderful. I had a very good experience with my first call to the work order desk.
- Jon was so helpful and courteous. It was a delight working with him. Thanks for your prompt service.
- Jon is great to work with—always helpful!
- The members of Facilities Services that I talk with on the phone are very helpful, informative, and answer my questions, and they get the job done properly and they are super nice. They are awesome!

UPCOMING EVENTS: JULY							UPCOMING EVENTS: AUGUST						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2 Annual employee picnic 	3	1	2	3	4	5	6	7
4	5 HOLIDAY- Independence Day 	6	7	8	9	10	8	9	10 Non-Exempt Staff Paychecks 	11	12	13	14
11	12	13 Non-Exempt Staff Paychecks 	14	15	16	17	15	16	17	18 Fall semester begins 	19	20	21
18	19	20	21	22	23	24	22	23	24 Non-Exempt Staff Paychecks 	25	26	27	28
25	26	27 Non-Exempt Staff Paychecks 	28	29	30 Exempt Staff Paychecks 	31	29	30	31 Exempt Staff Paychecks 