



Newsbeat

*Highlights and Headlines
from in and around
Campus Services*

CS Announces Employee of the 3rd Quarter

Congratulations to **Andy Ewing**, Operations & Maintenance (O&M) Electrician, for being awarded the CS SELECT Employee of the Quarter-Third Quarter. Andy was nominated by his Facilities Management (FM) Supervisor, **Darryl Miller**, for his innovation and creativity. Andy, who has been a Campus Services (CS) employee for over 43 years, continues to introduce new ways of doing things in CS.

Each year during Emory's Commencement and Staff Fest, Andy is responsible for providing adequate power to multiple locations on the quad. This can be a difficult task because it requires pulling cords and cables through windows, doors and stairways to reach designated electrical outlets in locked areas. With not enough voltage outlets and high electrical requirements for these two events, Andy showed initiative and built two mobile weatherproof electrical panels. These panels came equipped with multiple outlets with various amp capacities for different electrical requirements. He equipped the panel dollies with hitches for easy mobility to provide power to the quad quickly and most importantly, safely!



Above: Andy Ewing with his weatherproof panels

Andy was not only recognized for his creativity, but his willingness to develop others. In accordance with our CS values, he took the time to train electrically qualified employees on properly using the weather panels in case of absences. During his speech at the CS SELECT awards breakfast on June 30, he stated, "I would like to accept this awards on behalf of my entire Zone B team."

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We are so proud of Andy and the amazing things he continues to do in CS. He is an example of continuously thinking outside of the box to come up with effective solutions for getting the job done.

All CS SELECT Employee of the Quarter winners will have a personalized banner displayed across the campus in the following locations:

- * Dowman drive in front of B Jones and the Administration building
- * OW Rollins walkway
- * Eagle Row beside CS Building A

Be sure to stop and admire our CS SELECT winners at your convenience!

LEADERSHIP TEAM SPOTLIGHT

SPOTLIGHT ON: MATTHEW EARLY

VP OF CAMPUS SERVICES



I recently returned from a summer trip to Orlando with our teenaged kids. After countless rollercoaster rides, burning tans from 100 degree waterparks and overindulgent fast-food meals, I was ready to come back to work refreshed, invigorated and ready for challenges. Now most folks that have energetic teenagers for a summer trip that includes highly stimulating environments like Disney or Universal Studios claim that they oftentimes need a “vacation” from their vacation. This time however, I can truly say that I had a great vacation; a relaxing vacation; a perfect vacation. Now that’s not to say that there weren’t moments of sibling bickering or heat-sapping times of grumpiness or moodiness. It’s just that the experiences we had at these tourist destinations were great examples of customer service.

I know that there are countless articles where we bring up the topic of customer service, but bear with me as I ask this question: “WHAT HAS BEEN THE BEST CUSTOMER SERVICE EXPERIENCE YOU HAVE RECEIVED, WITNESSED, OR PROVIDED?” If you stop to ponder that

question, I am sure that many examples that surface will surround vacations, hotel stays, resorts, etc. Apart from the occasional retailer, grocery store, or e-commerce experience, it is not surprising that 80% of most answers include hospitality and leisure industries. It is not surprising because they exist and thrive based on the personal experiences they provide for their guests and their perception of exemplary customer service. Billions of dollars are spent in the hospitality and leisure industries. Without exceptional customer service, they would be out of business. People rarely discuss mundane experiences of taking public transportation to work, getting their teeth cleaned at the dentist, or having their tire changed at their local shop. There may be a handful that are motivated to give reviews on social media, but generally... they’ll mention notable experiences (good and bad) only to close friends and families. However, bring up vacation destinations, and almost everyone has something to say about their experiences even to the person bagging their groceries or cutting their hair. They range from the gorgeous environment, the extra sweet concierge, the super polite waitress, etc. Everyone wants to share a story about their vacations! Now as I recently asked the above question to some folks, they invariably had vacation testimonies and some of the statements about customer service I’ve heard are:

“They knew my name and where I was from when I was welcomed to their resort.”

“I didn’t have to play phone tag or speak to more than one person.”

“They listened and solved the problem making me feel like I was their number one priority.”

“They went out of their way and found what I was looking for even though they were very busy.”

“They remembered me and asked how I was doing every time I walked past them.”

“They could see I was upset, so they stopped what they were doing and listened to me. After taking the time to hear what was bothering me they found a way to solve the issue and it wasn’t even their area.”

After each example, everyone stated that they were not expecting *that* level of service. Furthermore, they were now devoted to that “company” and will never use one of their competitors. What have these companies achieved by providing excellent service? They have created customer loyalty, ensured themselves a return client, and tapped into unimaginable connections for new future clients based on that shared experience. THAT is the real key to a prosperous business. It is oftentimes just the littlest acts that guarantee a positive experience and repeat customer forever. How difficult do you think it was for those customer service individuals to go above and beyond their normal duties? I would say it didn’t take much; just a little time and a desire to create a memorable experience. Truly, it is the simplest things that go the extra mile: a smile, a moment to listen, completing a task well the first time, open communication, developing a solution even when there are road blocks. All of these will make an experience go from good to great, from mediocre and expected to exceptional.

When I think about the statement “going above and beyond” what is expected, it begs the question of “what is the standard” to begin with then? Everyone can define standard expectations, but if we wanted the CAMPUS SERVICE definition, we can always look at our Values: Do The Right Thing, Do It The Right Way, Do It For The Right Reason. These values are the backbone of what we do.

We must remind ourselves that our basic values are the core benchmarks that make our individual Campus Services organizations a *team*. It is the connection of what gives us a common bond as colleagues working for a greater mission. Emory is as an exceptional place. Thank you for all you do.

Matthew Early

FM1 WINS SOFTBALL TOURNAMENT AT CARNIVAL THEMED PICNIC



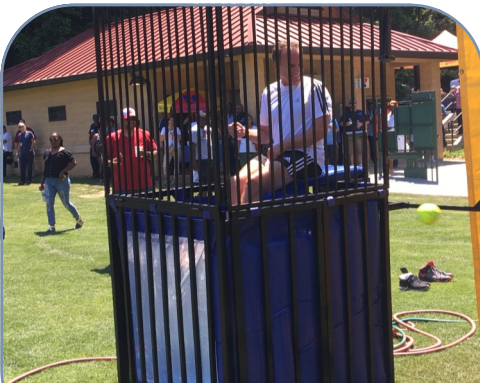
Above: FM1 softball team after their win

Campus Services (CS) held its annual picnic on Friday, June 10. Four teams participated in the softball tournament: Facilities Management 1 (FM1), Building & Residential Services (BRS), Public Safety and Facilities Management 2 (FM2). After exciting games all morning, FM1 and Public Safety were set for the championship game. Both teams played an amazing game, but it was FM1 who pulled away for a 17-11 win. It was an

awesome tournament this year and thank you to all the teams that participated. A special thank you goes out to **Ben Morgan**, Procurement Specialist, for doing a great job as the tournament umpire.

There was plenty of excitement at this year's with picnic with Planning, Design and Construction (PDC) choosing a Carnival theme. The event included a DJ, a bounce house obstacle course, hot dog stations, hamburger stations, an ice cream station and dunk tanks. The senior leadership team of **Matthew Early**, **Charlie Andrews** and **Todd Kerzie** all sat in the tank and were dunked repeatedly to the laughs and cheers of the crowd encouraged by the picnic MC **Mike Wallace**. Skip's catered the event and did an amazing job providing employees with as much freshly made food as they wanted. Employees raved about what an incredible job PDC did planning the picnic. **Phyllis Reese**, Custodian, was one of many that had a great time. She stated, "From the moment you arrived at the picnic you were greeted with smiles, offered unlimited food and had so much fun playing the games. PDC did an amazing job."

Thank you to PDC for all of their hard work in planning the picnic and keeping everyone entertained. Employees had a fantastic time! We look forward to next year's picnic.



Above: Matthew Early in the dunk tank



Above: Charlie Andrews, Al Herzog and Melissa King working the hotdog stand

CS HIGHLIGHTS

BRS RECEIVES GOIZUETA STAFF EXCELLENCE AWARD



Above: Dean Erika James and Marion Reese

Congratulations goes out to **Marion Reese**, Sr. Custodian, on being awarded the Goizueta Staff Excellence Award for Resources. The Staff Excellence Award recognizes an employee who creates a significant impact within the Emory community through innovation and the utilization of resources.

Marion was recognized by the Goizueta Business School (GBS) for utilizing limited resources to ensure the school has a pleasant work environment and going above and beyond in his role in maintaining the facilities. He was also acknowledged for creating a positive atmosphere by engaging staff and guests of Goizueta. “I was so surprised and honored because it shows that I am not just a CS employee to them. They see me

as part of the Goizueta community,” he said. Marion accepted his award from **Erika James**, Dean of Goizueta Business School, at a Goizueta staff meeting in June.

We are so proud of the work Marion is doing at GBS and the impact he is making in the Emory community. We look forward to what great things will come from him in the future.

MANAGING TRANSITIONS BY GERALD COLEMAN



Above: Gerald Coleman and President James Wagner

Our Mission, Vision and Values are driving our transition towards operational excellence. With sound leadership and decision-making we are skillfully blending new policies, new procedures, new perceptions, and new expectations. Managing our transitions and the dizzying pace of change will ensure we continue to, “Do the right thing, Do it the right way and Do it for the right reason.”

A few years ago I experienced a transition and was introduced to William Bridges’ *Managing Transitions*. These principles helped me discern what I was thinking and feeling. I am certain they can do the same for our

Campus Services staff during our transition. *Managing Transitions*, in short, is a three phase process that includes: 1) the ending phase; 2) the neutral zone; and 3) the new beginning.

We experienced our “ending phase” at the inception of our Mission, Vision, and Values—ending, losing and letting go of our old identity and behaviors. In our current state, the “neutral zone,” new ideas and innovations are taking place. For instance, our nationally acclaimed WaterHub, our Hydriis™ cleaning system, our two-way radios for enhanced communication, and CS SELECT among other initiatives. As we progress through our “neutral zone” we must continue innovating, maintaining our momentum and exuberance. Facing a vibrant horizon in our “new beginning” we will grow professionally and personally. We will also welcome challenges to exceed customers’ expectations as our Mission, Vision and Values become the Manifest Destiny of Campus Services.

HR HEADLINES



Your Benefits

Paid Parental Leave – A New Benefit

Emory University is excited to announce that university staff now have access to a new benefit, paid parental leave. The new [Parental Leave Policy](#) provides three weeks of paid leave to eligible fulltime university staff, post-doctoral fellows, and librarians who experience the birth or adoption of a child on June 1, 2016 or later. The policy does not apply to students (undergraduate, graduate or professional), medical house staff or faculty. Medical house staff and faculty have separate policies related to parental leave.

Paid parental leave allows both parents the time to bond with their new child while also providing them with a financial cushion during this very important time in their lives. If both parents are eligible staff employed by Emory University, each parent is eligible to receive paid parental leave.

The paid parental leave benefit is designed to supplement other benefits programs such as sick leave, vacation leave, employee-purchased short term disability and the Family and Medical Leave Act (FMLA). Paid parental leave may be taken during the FMLA period, or any time within the first 12 months after the birth or adoption event; it does not extend or shorten the FMLA period.

To be eligible, regular staff employees must be scheduled to work at least 20 or more hours per workweek and must have worked for Emory University for twelve consecutive months immediately prior to a birth or adoption. Temporary employees are not eligible.

For more information about eligibility and how to use this new, family-friendly benefit, visit the [paid parental leave webpage](#).

Second Quarter CS Service Awards



Mattie Young, Building & Residential Services	40 years
Tyrone English, FM Zone C Maintenance	40 years
William Cash, Building & Residential Services	40 years
Tony Pursley, FM Security Shop	30 years
Maurice Hopkins, Building & Residential Services	25 years
Michael Foster, FM Staging	20 years
Jo Ducato, Building & Residential Services	20 years
Leslie Wallace, Building & Residential Services	15 years
Eric Little, FM Zone E Maintenance	15 years
Abram Heath, FM Zone D Maintenance	15 years
Jason Meeks, Public Safety Department	15 years
Rita Foster, Building & Residential Services	15 years
Jimmy Ellison, FM Zone C Maintenance	15 years
Maurice Williams, FM Oxford Maintenance	10 years
Bobby Simms, Building & Residential Services	10 years
Greg Maceyko, FM Grounds	10 years
Rebecca Jordan, Building & Residential Services	10 years
Ronnie Gray, Transportation & Parking Services	10 years
David Cox, FM Preventative Maintenance	10 years
Sherell Copelin, Building & Residential Services	10 years
John Ceballos, FM Paint Shop	10 years
Eric Alexis, FM Zone E Maintenance	10 years
Andrea Zachary, Public Safety Department	5 years
Dalong Wang, CS-IT	5 years
Shervon Lewis, CS-HR	5 years
Traci May, CS-HR	5 years
Tyrone Sterling, Building & Residential Services	5 years
Deborah Rucker, Building & Residential Services	5 years
Willie Rawls, Building & Residential Services	5 years
Evelyn Ngateh, Building & Residential Services	5 years
Timothy Myers, Building & Residential Services	5 years
Jody Hayles, FM Zone F Maintenance	5 years
Dianne Crawford, Building & Residential Services	5 years

Congratulations on your continuous years of service. We appreciate you!

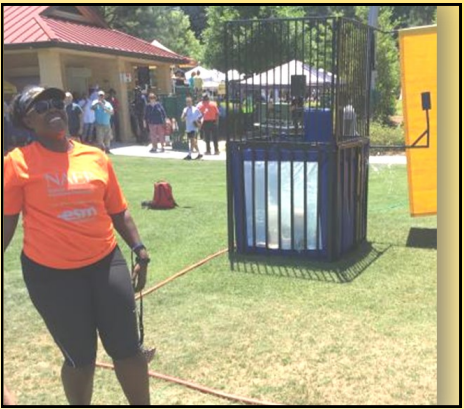
CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources
Posted as of 6/30/2016

Department	Job Title	Job Requisition ID	Positions open
BRS	Custodian (PT)	56191BR	1
BRS	Supv, Custodial	58426BR	1
BRS	Supv, Custodial (PT)	60540BR	1
BRS - Oxford	Custodian	58622BR	1
CS Parking	Sr. Customer Svc. Rep	61746BR	1
CS Parking	Asst. Dir, Transportation	63118BR	1
CS VP Office	Chief of Staff/Dir, Customer Relations	61653BR	1
Energy Services	Director, Utilities	57620BR	1
EPD	Chief Of Police	59542BR	1
EPD	Police Officer	62034BR	1
Grounds	Landscaper	58765BR	2
Grounds	Landscaper	48345BR	1
Grounds	Supervisor, Grounds	62224BR	1
HVAC	Supv, HVAC	53620BR	1
HVAC	HVAC Mechanic, Sr	57617BR	2
HVAC	Controls System Oper/Tech 1	59780BR	1
Oxford Maintenance	Maint. Mechanic Lead	60292BR	1
Oxford Maintenance	Maint. Mechanic, Senior	62912BR	1
Paint Shop	Plaster, Drywall Finisher	62911BR	1
Preventive Maintenance	Maintenance Mechanic	57618BR	1
Preventive Maintenance	Sr. Maintenance Mechanic	58238BR	1
Recycling	Recycling & Waste Specialist	57569BR	1
Zone C & E Maint	Maintenance Mechanic	60833BR	4
Zone C Maint	Maintenance Mechanic, Sr	60836BR	1
Zone D Maint	Plumber Pipefitter, Sr	58049BR	1
Zone H Maint	Carpenter	61890BR	1

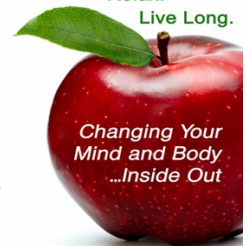
All applications need to be submitted electronically at <http://www.hr.emory.edu/careers/index.html>

2016 CS PICNIC



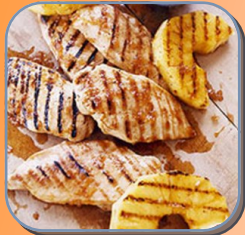
Wellness Corner

Stay Active.
Eat Well.
Relax.
Live Long.



FEATURED RECIPE

SPICY HONEY GLAZED CHICKEN BREAST



What You Need

1/4 cup extra virgin olive oil
1 small onion, finely chopped
1/2 cup honey
1 large garlic clove, finely chopped
1 pineapple peeled, cored & cut into 8 rings
8 skinless, boneless chicken breast
2 teaspoons hot peeper sauce
1/2 tablespoons chili powder
Salt
1 teaspoon lemon juice

Make It

In a small saucepan, heat 1 tablespoon olive oil over medium heat. Add the onion and garlic and cook, stirring, until translucent and beginning to brown, 6 to 8 minutes. Add the honey, hot pepper sauce and chili powder and simmer for 1 minute. Remove from the heat, stir in the lemon juice and set aside.

Preheat a grill or large grill pan to medium-high. Rub the chicken with the remaining 3 tablespoons olive oil and season with salt. Grill until well marked, about 7 minutes. Flip and cook until the bottoms are well marked and the chicken is cooked through, another 2 minutes. Transfer to a plate and brush with the reserved honey glaze. Cover with foil and let rest for 5 minutes.

Grill the pineapple until well marked on one side, about 4 minutes, then flip and cook for another 2 minutes. Serve with the chicken.

ENJOY!

HEALTHY LIVING SPOTLIGHT

NEW CS WELLNESS CHAMPIONS

This spring, Campus Services (CS) welcomed three new Wellness Champions to promote healthy initiatives in our department. **Shervon Lewis**, Training & Communications Specialist, **Gerald Coleman**, Custodial Supervisor, and **Erika Henry**, Procurement Specialist, will partner with Healthy Emory to build programs to help promote healthy lifestyles.

At the CS Picnic in June, our Wellness Champions came up with an idea to create a fruit stand that allowed employees to “shop” for free fruit and enjoy freshly made smoothies. “We really wanted to make sure employees had plenty of healthy food options at the picnic. There is nothing more refreshing in the summer than fresh fruit and cool smoothies,” Shervon smiled. After teaming with **Chris Jackman**, Director of Operations and Maintenance (O&M) and **Darryl Miller**, Zone B Supervisor, they designed Shervon’s Fruit Stand. The fruit stand had a long line of employees that enjoyed complimentary fruit and delicious smoothies.

We would like to welcome our new CS Wellness Champions and look forward to the great things they are going to do!



Learning & Organizational Development General Enrollment Class Offerings: May 2016 – November 2016

All sessions held at 1599 Clifton Road, unless otherwise noted.

This is a partial listing of classes. Please browse the catalog at: <https://elmprod.emory.edu>



General Enrollment

We have several courses offered for your professional development needs.

Civil Treatment for Employees

Wed, June 15th, 8:30 am – 12:30 pm, \$60
Thurs, September 15th, 8:30 am – 12:30 pm, \$60

Communicating with Impact

Thurs, May 5th, 8:30 am – 12:30 pm, \$60
Thurs, August 4th, 8:30 am – 12:30 pm, \$60
Thurs, November 10th, 8:30 am – 12:30 pm, \$60

Crucial Conversations

Day 1 - Wed, July 27th, 8:30 am – 5:00 pm
Day 2 - Wed, August 3rd, 8:30 am – 5:00 pm
\$275 (for both days)

Day 1 - Wed, October 12th, 8:30 am – 5:00 pm
Day 2 - Wed, October 26th, 8:30 am – 5:00 pm
\$275 (for both days)

Day 1 - Wed, November 16th, 8:30 am – 5:00 pm
Day 2 - Wed, November 30th, 8:30 am – 5:00 pm
\$275 (for both days)

Developing Yourself and Others

Tues, June 21st, 8:30 am – 12:30 pm, \$60
Tues, September 20th, 8:30 am – 12:30 pm, \$60

Fantastic Service Behaviors

Wed, August 17th, 8:30 am – 12:30 pm, Free

Feedback Essentials

Wed, August 24th, 9:30 am – 11:30 am, Free

Increasing Personal Effectiveness (IPE)

Day 1 - Thurs, August 18th, 8:30 am – 5:00 pm
Day 2 - Thurs, August, 25th, 8:30 am – 5:00 pm
\$200 (for both days)

Day 1 - Wed, November 2nd, 8:30 am – 5:00 pm
Day 2 - Wed, November 9th, 8:30 am – 5:00 pm
\$200 (for both days)

Navigating Beyond Conflict

Tues, June 14th, 8:30 am – 12:30pm, \$60
Tues, September 13th, 8:30 am – 12:30 pm, \$60

Presentation Skills

Thurs, October 27th, 8:30 am – 5:00 pm, Free

Project Management

Thurs, June 30th, 8:30 am – 5:00 pm, Free
Wed, November 9th, 8:30 am – 5:00 pm, Free

Situational Leadership

Wed, June 29th, 8:30 am – 5:00 pm, \$125
Wed, September 7th, 8:30 am – 5:00 pm, \$125

Strategies for Influencing Others

Wed, June 29th, 8:30 am – 12:30 pm, \$60
Wed, September 28th, 8:30 am – 12:30 pm, \$60



Learning and Organizational
Development

Campus Services in partnership with



Presents the:

GET YOUR MONEY RIGHT SERIES

This series will help you learn and get on track with your finances in a fun learning environment. No products. No jargon. No judgement. Just straight talk and some unbelievable money training!

UPCOMING COURSES

Location: CS Training Room B



GET YOUR MONEY RIGHT

The 7-step plan for your money that just works.

Thursday 6/23 at 4:30am, 10:00am, or 2:00pm



GET PAID / GET THE HOOKUP

Make more, spend less. That's the name of the game.

Thursday 7/21 at 4:30am, 10:00am, or 2:00pm



HELLO, MY NAME IS DEBT

The right order and strategies to get out of debt.

Thursday 7/28 at 4:30am, 10:00am, or 2:00pm



STOP WORKING : RETIREMENT

Find out how much you need and how to get there.

Thursday 8/11 at 4:30am, 10:00am, or 2:00pm

Pre-registration is required. Space is limited.

Sign-up by contacting Traci May (404) 712-2465 or csccommunications@emory.edu



****Win free one-on-one financial coaching sessions****

For each session you attend, you will be entered into a drawing to win complimentary financial coaching sessions. The more sessions you attend, the more chances you have to win!

“Wealth is not about how much you make, it's how much you keep”

smartpathfinancial.com



July


“Growth is never by mere chance; it is the result of forces working together.”

~James Cash Penney

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Independence Day 	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21 Financial Series: Get Paid/Get the Hookup	22	23
24	25	26	27 PATHWAY Session	28 Financial Series: Hello My Name is Debt	29	30
31						

CALENDAR KEY:

-  Training
-  Committee Meetings
-  Sessions for Leaders
-  Holidays/Special Events
-  Other Meetings



EMPLOYEE UPDATE - JULY

Welcome - New Hires

Jacquelyn-Jennifer Linzer...Executive Admin. Assistant...Office of VP
Dennis Semsey...Landscaper...Grounds
Charles Barden...Supervisor, BRS...BRS
Archie Cox...Steam Distribution Mechanic...Plant Maintenance Dept.
Joseph Jarvis...Steam Distribution Mechanic...Plant Maintenance Dept.
Danny Lefter...Sr. Plant Operator...Plant Operations Dept.
Brian Vernon...Sr. HVAC Mechanic...HVAC Dept.
Kurt Oliva...HVAC Mechanic...HVAC Dept.
Jimerce Robinson...HVAC Mechanic...HVAC Dept
Robert Mays...Maintenance Mechanic...Zone D Maint.
Victor Sheppard...Maintenance Mechanic...Zone F Maint.
Montiez Morgan...Maintenance Mechanic...Zone F Maint.
Thomas Robertson...Sr. Maintenance Mechanic...Zone B Maint.
Noel Hall...Painter...Paint Shop
Yongjian Li...Sr. Applications Developer/Analyst...CS/IT

Marquitta Moya...Custodian...BRS
Booker Long II...Custodian...BRS
Ashley Soles...Custodian...BRS
Melissa Ross...Custodian...BRS
Ronald Palmer...Custodian...BRS
Sharon Downer...Custodian...BRS
Peggy Cheney...Custodian...BRS
Tsungi Maramba...Custodian...BRS
Beverly Jones...Custodian...BRS
Brianna Cotton...Custodian...BRS
Dejuandrick Hardin...Custodian...BRS
Yulounda Brown...Custodian...BRS
Candace Morton...Custodian...BRS
Rayshon Trowell, Jr...Custodian...BRS