



Customer Compliments

Campus Services

“Doing the right thing, the right way, for the right reasons”

Lock Shop Does The Right Thing In The Face of Adversity

Perry Singleton was called back in last Monday night for a rekey of a dorm room, the student had lost the key. When Perry arrived, the student told him he had found the key and did not need the locks changed. Perry advised the student that housing staff person would need to be the one to confirm he was not to rekey. Perry went ahead and performed the job as he should have, even though the student was adamant he wasn't paying for anything.

Perry did the right thing by rekeying as requested and by not being confrontational with the student. He allowed the housing staff to deal with the student. The housing staff sent the following note of appreciation.

“Perry,

I wanted to say thank you for responding to the Clairmont Tower lock change on Monday evening. I apologize if the student was in any way disrespectful. I also wanted to let you know that the student did not understand the lock change policy, so even though he was saying he didn't need a lock change, he really did.

Thank you so much. I greatly appreciate it!

Department of State Office of Protective Intelligence Investigations Recognizes Sgt. Garrison**United States Department of State****Washington, D.C. 20520****MEMORANDUM**

October 18, 2013

TO: Craig Watson, Chief, Emory University Police Department**THRU:** Carlos Matus, Director, Office of Protective Intelligence Investigations**FROM:** Jay Miller, Special Agent, Office of Protective Intelligence Investigations**SUBJECT:** Emory University Police Department Support

I would like to recognize the exceptional support our office received from Sergeant Richard Garrison, Homeland Security Coordinator, and the countless other officer's on your team that supported the Diplomatic Security Service (DSS) during the Dalai Lama's recent visit to Emory University. Their professionalism and hard work paid dividends as the visit was a great success!

Sergeant Garrison quickly brought me up to speed relating to available manpower and plainclothes assets, identifying officers that were eventually paired up with our own counter surveillance agents. Additionally, he provided timely updates relating to potential protest activity. The level of support our office received before and during the event – and I am sure the resident DSS office would agree – was on par with a Presidential visit. Your team set the bar high!

At large venues such as Emory University I simply could not have done my job, as lead agent for the Office of Protective Intelligence Investigations, as effectively without the extraordinary assistance your team provided. It is with the support and dedication of our law enforcement colleagues that the DSS carries out its protective operations at home and around the world. It was a pleasure to work alongside such consummate professionals.

TPS Makes Lasting Impressions

This is a great reminder of how parents leaving their children with us in the fall really connect to the team they meet in the field during move-in, it is a great opportunity to build relationships! This parent felt so connected with Moses Coleman that she found him when she returned for parent's weekend so that she could introduce him to her daughter. Moses projects a positive image and attitude in the way he performs his duties, and our customers certainly notice, what a great example of Service Excellence!

"To Paul,

We are writing to alert you to a truly exemplary employee that you have. Moses was patient, kind, and extremely helpful when I had to drop my baby off at Emory on August 22. I am back today, with Rachel, for Parents' weekend, and I stopped in to say hello to Moses, and introduce him to my daughter.

I received your email address tonight. I had previously contacted someone to applaud this man, but I wanted to write you to ensure that Moses gets the credit and accolades he deserves.

Thank you. You can contact me at any time."

Ken Rome Goes the Extra Mile

"Hello Glen,

A note of thanks to you and Kenneth for always being so helpful in accommodating the needs of the College whenever possible. Kenneth is always willing to go the extra mile in helping. I can recall numerous occasions I've ask for rush jobs, and he has always been able to get the job done on time. Just this week I needed a paint job in Anthology 105 and 107, and within two days it was complete, I cannot ask for better service. Keeping up with classroom appearance is so important for everyone especially the students who are in it most of time. I truly appreciate all the help your shop has provided throughout the years, especially Kenneth's relentless help.

With much appreciation"

"Kenneth is always willing to go the extra mile in helping."

Our EMTs Are Top Notch!

“Dear Ms. Barnhard,

I’d like to extend a note of thanks and praise to the two Emory EMTs who responded to my call on Thursday 10/24 that my daughter <name/identifiers edited out for privacy> needed help at the <edited location> before I could get to her with my car. Jake and the other gentlemen had already arrived and checked her out by the time I got there. They were as calm, informative, and nice as they could be. I felt so reassured that they had responded so quickly and professionally. I’d also like to thank the dispatcher who called them so quickly.

They are an awesome credit to Emory! Please pass along my thanks. My daughter was feeling better within an hour or so and we didn’t even have to go to the ER.”



EHSO Recognizes Lorraine Lombardi as a Standout

“Hey Lance,

I wanted to tell you how great the inspection was yesterday. Your whole Zone has been very good, but Lorraine’s areas were fantastic! She has the neatest and most organized shop I have ever seen. And she even has up to date inspection tags on her ladders, which is one of the most common findings we see on our inspections. The report for this inspection will be very short, because there was almost nothing out of compliance.

I thought you might like to know this, so that you can pat yourself and Lorraine on the back for a job well done!”

EPD Goes The Extra Mile For Oxford Event

“The following exchange happened between Captain Bob Walker, and an Oxford customer in regards to assistance EPD provided for an Emeriti College luncheon on the Oxford Campus.

“Gretchen,

Officer Sharp-Parker and I will be present in front of the Cafeteria beginning at 11 AM to help visitors find parking as closet the Cafeteria as possible. I will make contact with City Police Chief Harvey and request we be permitted to use one side of Wesley Street if needed. The signs will not be necessary since we will be present. We will also have a golf cart available to transport anyone that has trouble walking any distance. Just give us a call tomorrow at 770-784-8377 if any additional needs.

Bob”

“Wow! Thanks so much, Bob. You and your people are certainly one of the reasons Oxford is such a special place.

Gretchen”

Student Recognizes James Capers' Consistent Good Work

“Mr. O'Neal,

My name is Divya Shenoy, and I am a senior who lives in the E building.

I wanted to let you know what an outstanding job James, a custodian who works in the E building, is doing.

I am impressed by how spotless the building and halls are, and how clean everything smells.

He is an extremely kind man who seems to take a lot of pride in his work, and puts forth an incredible amount of time, effort, and heart into his job. He is pleasant to talk to, always smiling, and cares about the students.

Sincerely,

Divya Shenoy”

*Check Out The Paint Crew Taking Pride In Their Equipment
And Projecting A Positive Image And Attitude!*



*Detective ReFour Creates Positive Experience
For Hit & Run Victim*

Dear Sergeant Williams,

I am emailing to pass along my gratitude to you for assigning Detective ReFour to my case involving damage to my vehicle in the Emory Conference Center Hotel parking deck back in August. From the moment Detective ReFour contacted me about the case until just two weeks ago when the case was officially closed, he demonstrated a professionalism and dedication to solving my case that I never expected but was so pleased to have experienced. I guess I have been lucky that never in my life had anyone damaged my vehicle in my absence and then left the scene. It's a pretty helpless feeling, but that feeling quickly dissipated as realized quickly my good fortune to have Detective ReFour working on my case (and the nice people at the conference center helping also). I have told so many of my friends now what great service your department provides and the care and attention you place on helping those like me who are victims. If all of your detectives are like Detective ReFour, you must have an amazing department, and we are lucky to have you watching out for the rest of us.

Many thanks,

Jennifer

Officer Johnson's Team Collaborates With RA's For A Successful Event

"Hi Mr. Watson,

I am an RA in Woodruff Residential Center and recently I have had the chance to contact Officer Darrell and his cadets to organize an "Operation ID" event in Woodruff.

I wanted to personally write to you to share my experience of working with Officer Darrell and his cadets. Not only were they extremely supportive with the program, they were extremely invested in ensuring the program went well. I can only recall how many countless phone calls that I had made to bounce ideas with Officer Darrell, and each of them with nothing but an enthusiastic tone and support.

More than that, Officer Darrell and his cadets went the extra mile to ensure students were engaged throughout the program. The cadets never had their smiles faded throughout the entire long two hour program. The cadets were dedicated in engaging conversation and ensuring students knew the importance of registering their devices.

What made this program impactful was that students were able to meet and talk to the officers themselves. This was an incredibly effective program that could bridge the gap between the EPD and the student body in general. It was an utmost pleasure to be able to collaborate with the EPD on this program.

Do send my warmest regards to Officer Darrell and his cadets, and keep doing what you're doing!

Regards,

Yugen Balamohan

Emory BBA Class of 2015

"Officer Johnson and his cadets went the extra mile to ensure students were engaged throughout the program."

TPS Gets Creative

All,

I wanted to share an issue and resolution from earlier this week. In order to accommodate the needs of the campus emergency drill, a significant amount of parking space was required at Briarcliff. Other users of the space at this location contacted Chris Wagner and were concerned, specifically the group that brings elderly parkers to campus for academic programming. Chris and his team responded to the groups and offered creative solutions in order to balance competing needs for the space. They made the concerns a priority and took the time to understand the challenges and were sensitive to the unique user groups at this location. The solution they implemented worked well for everyone and they were able to minimize the inconvenience of the event for our regular customers. They were operationally and customer focused in the way they balanced the needs of the diverse user groups and they were also able to use the opportunity to build stronger relationships with other departments.

Thanks!

Lisa P. Underwood
Associate Vice President
Transportation & Parking Services

“Chris/ Zenobia,

Thank you very much for the handling of the “Emergency Prep” drill on Briarcliff yesterday. Though it was a short notice for us, your parking team did an effective job of directing traffic and minimizing the inconvenience for our elderly students.

We appreciate the sense of urgency that you showed to address our concerns.

Have a great day.

Gerald Clay”

EPD Ensures Safety of Oxford Bike Ride

"We would like to sincerely thank the City of Oxford Police Department and Oxford College Campus Police for providing the escort for our Ride For Leadership participants up Highway 81 to Gum Creek Road. For the fourth year in a row, both police departments have worked together to provide this safety measure, which is noticed and appreciated by our riders.

Thank you, again, and we look forward to working with both departments in the near future.

Finally, another huge thank you to the City of Oxford Police Department for your continued support of Oxford College events throughout our campus."

Pete Sherrard

Assistant Athletics Director-Facilities

Play Oxford Coordinator



Linda Sheldon's Problem Solving Skills Appreciated

"Terry (Bozeman),

Just a quick note on Linda Sheldon. We recently had an issue regarding the handicapped spaces at HSRB. Linda was exceptional in helping resolve the issue in a rational way that was very conscious of cost. I find her to be a problem solver and not a problem creator. Just wanted to let you know from a customer perspective she definitely adds value to a project.

Thanks,

Charles T. Andrews

Sr. Associate VP Space Planning & Construction

Woodruff Health Sciences Center

Glenn Westry's Team Does The Right Thing

In recent weeks, not one but two wallets have been turned in by members of BRS Supervisor Glenn Westry's team. Their ethical behavior is a wonderful example of doing the right thing, the right way, for the right reason. Mr. Westry details their actions below...

"On 10/28/2013 Betty Mathis was working in the White hall building where she found a student's wallet containing credit cards, her license, and other personal belongs. Betty called me to inform me of her findings and then we turned it over to the police.

On 11/5/2013 Bobby Jones was working in Starbucks where he found a students wallet containing 325.00 dollars in cash (American) and 50.00 dollars in Chinese currency, credit cards, driver's license, and other personal belongs. Bobby called me to inform me of his findings. It was turned over to the police department."



Narissa Smith Lends A Helping Hand

"Good Afternoon,

I wanted to take the opportunity to provide grateful feedback on an employee in Cox Hall, Narissa Smith, who works as a custodian. I ended up locked out of the FSAP satellite office due to my own mistake, and Ms. Smith took time out of her day to go get keys from her supervisor and bring them to open the door. I have no doubt that she was busy and had other obligations, but her efforts saved me from a trip all the way back down Clifton to the 1762 building for new keys, and then back again. I'm grateful for her kindness and professionalism.

Best Regards,

Mac Martin



O&M Collects 1,470lbs Of Food For Atlanta Food Bank

“O&M Team,

Today is the most exciting day I have had at Emory University so far. It is not very often that I am lost for words, however your herculean effort in response to the challenge has delivered a whopping 1,470 pounds of food for the Atlanta Food Bank food drive. There is not enough words to express my gratitude and thanks for your contributions. This is a story of stories to exemplify the Campus Services MVV.

I am buying lunch for the H-Zone (406 pounds) the first week in December. Lance your motivational tactics are amazing. F-Zone (398 pounds), I will have a consolation prize for you. Julie and Sondia, simply outstanding, you have garnered the per capita contribution award.

Sondia, I appreciate your diligence in keeping track of the scales and ensuring the integrity of the competition.

A valuable teaching has been reinforced within me: When you expect the best, you will get the best!

And everyone else, we will celebrate this victory as a team in January, your participation and contributions kept raising the bar. You all have proven in 4 short months that I have landed in a gold mine of dedicated and talented individuals. I am honored to serve as you Director. This singularly distinguished accomplishment is a lasting tribute to yourself and all of Campus Services.

Yours In Service,

Christopher O. Jackman

Director O&M

Campus Services – Facilities Management



Recycling Pitches In For Massive Oxford Composting Effort

“Deena,

With Garry (Brown), Raghu (Patil), and Malika (Vidya's) pitching in (literally) we were able to sort the compost waste from landfill waste right before the open-top dumpster was pulled. We loaded up Todd's flatbed truck with compost bags. (Raghu and Malika can share photos). Emory Recycles, Josh and co., picked up all the compost. Sodexo was tossing all the remaining bags of landfill waste into the just-delivered empty open top and was going to wash down the loading dock area as I left.

All this came together just in time for the health inspector's arrival!

We could not have anticipated that the lack of hot water, service on paper products, and resulting spike in compost this week. But after sorting through all those bags of waste on the dock this morning, I am more convinced than ever that composting is a significant win. And there is so much more that we can do to build and enhance the program after we get through this pilot week. Next week after hot water resumes we will have a much more accurate assessment of ongoing compost vs. waste volume, number of 95-gallon bins needed, and frequency of dumpster pulls.

We are sorting out the collections bins by the dish belt and staffing when we can to help with the learning curve of what to place in what bin, eliminating trash cans where we can, and working with Lynn to change purchasing practices so that we can compost all post-consumer waste.

Raghu and Malika, please share your pictures with everyone on the email when you can. Morning of day 3 - wow!

Many thanks for all the hands that are contributing to a successful program,

Margaret Dugan

Manager of Auxiliary Operations (Oxford Campus)”

Unknown Staff Member Recovers Sentimental Piece

“Hi Karen (Salisbury),

I wasn't sure who to contact about this, but I'm certain you will know how to route my message. One day this week, I was at my desk in 200 Administration and realized that one of my earrings had gone missing. I looked around the office and couldn't find it and imagined that I could have lost it anywhere between home and office, including on the shuttle or somewhere on the quad. Later that evening I checked my car and at home, hoping to find it. (I should mention that the earrings have sentimental value but no great \$ value.)

The next morning I walked into my office and saw the earring perched in the center of my chair. I know it wasn't there the day before because I had looked around the desk and chair very carefully. I'm convinced that one of the staff who comes in overnight to empty trash and vacuum must have spotted the earring on the floor and placed it where s/he knew I would see it. I sometimes see the FMD staff who clean the admin building in the early evening and have a chance to thank them for their work, but I'm not likely to cross paths with the overnight and early morning crews. But I want to take this opportunity to let FMD management and staff know that I really appreciate the work of the FMD staff and this week especially am grateful to the kind staff person who found my mom's earring and made sure I found it too.

Thanks and have a great weekend,

Rosemary Hynes

Shuttle Drivers Display Excellent Customer Service

Good day,

I would like to compliment the shuttle drivers. They have excellent customer service!! There are two in particular, Al Thomas always positive and entertaining. He gets your day started out right (C route) and he gets us to the Marta station on time at night (Yea) (when he drives CCTMA) other than that we are late (augh)!! That means we miss the train!! I don't know the other drivers name, but he operates the C route. He is an older gentleman, he has an accent (maybe Jamaican) and he Always talks about time to make the doughnuts in the morning. He is Great as well!! The CCTMA older woman in the mornings is very good also!!!

I really appreciate the shuttle service, because I am a non driver. I have been riding for several years. I miss the Northlake shuttle and wish that there was Decatur service on the weekends. I highly recommend it to others!! It is a much better experience than Marta!!

Sincerely,

Candace Randall