



Campus Services

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

### *Jackie Langham Saves the Day!*

*Jackie Langham’s leadership was put to the test when she received a call from the university events team. An issue was brewing over the tent that was installed for the Dalai Lama event at Glenn. The DeKalb Fire Marshall was threatening to shut down the tent – during the event! There was much chest thumping and turf wars at play, and we knew there was only one person to call who could permanently solve the issue – Jackie Langham. We called her in and then simply got out of the way! Jackie expertly massaged the situation until cooler heads prevailed. Had she been unsuccessful, the results could have been disastrous for this prestigious Emory event. Jackie assumed responsibility for this situation the minute she was contacted. She kept a cool head in a crisis situation that was escalating by the moment; her knowledge of the tent permitting process helped her recommend possible solutions; and her diplomacy and ability to soothe egos was brilliant. As a result of her leadership, Campus services was able to provide exceptional customer service to all parties involved while taking the initiative to solve the issue; this ordeal clearly took effort outside her normal duties and benefited the larger Emory community. The Dalai Lama event continued and only those behind the scenes knew how precarious the situation was. Many Thanks to Jackie Langham, she truly saved the day!*

-The University Events Staff



## *EPD's Sonia Ware a Comfort in Troubled Times*

*"Hello Sargent Ware,*

*I know a lot of time has passed but today, I would like to express my deepest appreciation to you. On Tuesday, August 20th, 2013 I received a call stating that there had been a shooting in my son's elementary school; instantly my heart started skipping beats and I could not breathe. I called Emory Police to ask if I could be picked up and taken to Clairmont Campus to get my car and within minutes you came. As I was driving in the car with you (not knowing if there were any injuries or fatalities) I started to feel a sense of peace as you were speaking to me. I will never forget your comforting words and assurance that all will be well and the importance of me staying calm. Even today I think about that day and instantly you come in my thoughts. Truly you are one of the heroes that day and I want to say "Thank you"."*

## *O&M Helps University Photography Get the Perfect Shot*

*"I wanted to let you know how much I appreciated the efforts of Andrew Stickell, Joe Williams, David Shuman, Colin Edwards, and Chris Jackman for assisting me in taking an evening photograph of the Brumley Bridge. The photo shoot was a success and I have to give credit to Andrew and the rest of the crew for their willingness to meet with me and to ensure that every detail was taken care of. Joe Williams even stayed with me that evening to make sure that all the lights were on, every shade was lifted, and all items were removed from the windows. This shoot required teamwork and I don't think I could have asked for a better group to work with".*



## *Campus Services Contributes to the Success of the Dalai Lama Visit*

*“Dear friends,*

*Every time we are privileged to spend a few days with His Holiness the XIV Dalai Lama, we are called to showcase our destination university, doors open to the world, as a forum for dialogue on matters of great importance. Despite being the third visit of His Holiness since his appointment as Presidential Distinguished Professor, nothing about “The Visit 2013” was routine or simple. Six uniquely challenging venues (separated by 22 miles), along with the extraordinary challenges of producing these events mid-week, required us to play our most creative cards.*

*The name “Dalai Lama” is roughly translated “Ocean of Wisdom.” I believe that the reason why we were so successful last week was because of our own ocean of wisdom—the collective pool of professional skills, knowledge, creativity, and contagious desire to serve the common good found right here at Emory and within our community. On behalf of the rest of the executive committee, I want to thank you and your teams for the many contributions to this ocean of wisdom and for your crucial role in this success. Please share this note with your team, and celebrate with us this very successful visit.*

*There are far too many people to thank to list by name, but the categories themselves reflect the breadth and depth of this ocean. To the men and women of the police, security and medical teams across multiple agencies and counties who kept us safe, thank you. To the amazing operational teams in parking, transportation, and facilities management, thank you for opening the campus to the world. To our campus venue partners at Glenn Church, the Schwartz Center, Cox Hall, and the Business School who had to clear a path to hold these events, thank you. To the amazing production, marketing, and management teams at the Gwinnett Center who were instrumental in the production of one of the largest indoor events in Emory’s history, thank you. To the development, photo-video, marketing, communications, and news teams at Emory, thank you for being the megaphone of the event and bringing new partners and friends to the table. To our many vendor partners in the hotel, audio-visual, tents, décor, fencing, communications, transportation, disability services, printing, promotions fields, and the Emory Bookstore, thank you. To Emory Catering and Proof of the Pudding for the rich flavors and abundant hospitality, thank you. To the volunteers both on-campus and throughout the community, thank you, thank you, thank you - your selfless contributions continue to make these events possible. To our colleagues at the Emory-Tibet partnership, Office of International Affairs, and the Drepung Loseling Monastery, thank you for walking with us every step of the way. To the rest of the University Events team, Joan Gershon, Helen Starks, and especially Suzanne Eden-Antola and Andrew Shaban, who again rose to every challenge and seized every opportunity, thank you.*

*With deepest gratitude on behalf of many,*

*Michael Kloss*

*Office of University Events*



## *Auxiliary Services a Great Help to University Events During Dalai Lama Visit*

Below are notes of appreciation to the Auxiliary Services group from two members of the University Events Team.

*“Hello friends:*

*Thank you to you all and your awesome team. I/we couldn't do our job without such an incredible support team and partners. We appreciate each and every one of you and thank you from the bottom of our hearts for your hard work and dedication to Emory and our team.*

*I am happy and proud to have such wonderful colleagues.*

*Please pass on my message to the guys. They are truly the best.”*

*Deena -*

*I have to echo the previous comments, in particular the team who helped us at The Gwinnett Arena - Red, Bobby, Twin, Jorge, Boone and Mike - they went ABOVE AND BEYOND truly. It was a challenge being in such a large space and there was much work to be done and lots of turf to cover. The Arena facility manager asked me if the team was a hired professional crew, implying that the Staging team was a contracted vendor hired to help us. I pointed out that they are indeed a professional team - Emory's professional team and we are honored to be associated with each and every one of them.*



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## *Pleasantries on Starvine Way Brighten Mornings*

*“Below is a note from a parking customer about the SP ambassador at the am Starvine gate, Portia. This is not an isolated observation, we regularly hear from customers about how much they appreciate Portia’s positive, fun attitude and friendly approach. I know exactly what Cathy means, Portia welcomes all of our customers to campus warmly and greets us with a big smile and an enthusiastic “good morning” at Starvine every day...what a great way to start the day!*

*It is so important to remember that by embracing and reflecting the CS values of building strong relationships, being customer focused, maintaining a positive attitude, and having fun like Portia does, we can all have a positive and meaningful influence on those around us. A big thank you to Portia for reminding us every day of how important this is and for all she does to deliver excellent service to our customers!*

*Lisa P. Underwood,  
Associate Vice President, Transportation & Parking Services*

*“Hi,  
I just want to say that the woman in the morning at Starvine is so friendly!  
It’s appreciated (especially because mornings are horrible)  
Thanks!”*

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## *TPS Recovers and Returns Lost Wallet*

*Great work on the part of our bus fueler, Mr. Isaac, who recovered this student’s wallet when servicing the vehicle, transferred it to a supervisor who secured it and contacted the student. I’m sure she will be very happy to have the full contents of her wallet, including the cash and credit cards returned to her. Interesting that we recognized the wallet and name, it isn’t the first time we have recovered and returned this particular student’s wallet.*

*This story is a great illustration of the care and concern the team consistently extends to our students and customers and is an excellent example of the CS values trustworthiness and see it/ own it/ act on it, I love it!*

*Happy Friday, everyone!*

*Lisa P. Underwood  
Associate Vice President, Transportation & Parking Services*

## *Winship Appreciates CS Pleasantries*

A customer in the Winship Cancer Institute wanted to express her thanks for the attitude Henry Henderson displays. The following note of appreciation was sent to his supervisor.

*“Hi Mr. Majors,*

*I wanted to relay very positive feedback about Henry. He is always very pleasant and happy. He is only in the phase one unit for a brief moment when he is here, but it is always such a pleasure to interact with him. He seems to take pride in his work and it is a joy to be around him. I wish everyone at Emory approached their job and interactions with people the way he does.”*

## *Bus Driver Makes Student’s Day*

Sometimes it’s the little things that can brighten someone’s day! An Emory student posted the following on his Twitter® feed:

*“Dis is your captain speaking” ha ha ha ha’ best way to start a Friday with the funny bus driver”*



## *Grounds Goes Above & Beyond*

The following note was sent from a customer in Procurement & Contracts praising the work of Darrell Dickens and his crew (Michael Drew, David Fitzgerald, Antonio Garcia, Candido Laura, Isaias Lopez, Nelson Matthews, Carey See, Clinton Sledge, and Brian Sonnenfeldt). Congratulations to the team on a phenomenal job!

*“Mr. Early,*

*I felt it important to let you know about the attention to detail and professional customer service received from Darrell Dickens, Supervisor in Grounds Maintenance.*

*My office, Procurement and Contract Administration, is located at the 1599 building. For an end of FY event I wanted to utilize the Café Montage patio for the event. After taking a look at the patio I say that it was in poor shape due to the rainy summer months when it did not get much attention.*

*Because I only had a few days to plan the event, I did a work order to CS to have the limbs and leaves blown from the area. In a short time after I placed the order I received a call from Darrell as he was given the responsibility of the work.. Darrell indicated to me he visited the site and he and his crew would make sure the site was clean as they would power-wash the brick patio, tables and chairs, and umbrellas, and also prune the bushes/trees and finish it off with some fresh pine straw. His next question to me was, “is there anything else we can do?” In just a couple of days he and his crew turned the patio into looking like a “Ritz Carlton” patio. On the morning of the event he met me on the patio to make sure that all was completed to my satisfaction.*

*Everyone at the event commented on the appearance of the patio. Our Vice President, Edie Murphree, who attended wanted to know how I accomplished the clean look in such a short time. I told her how easy it was to get the task done as all I had to do was contact CS Customer Service and place an order request.*

*Because of Darrell’s customer care, detailed attention to work, and professionalism, I wanted to make sure he and his crew were recognized for their work. I have attached a few pictures of the after looks of the area and only wish I would have some before the job was started.”*





## *Joe Williams Helpful with HSRB Closeout*

*“Mr. Jackman,*

*Good afternoon sir. My name is Chip Florenz and I was brought aboard to help Heath Miller closeout the HSRB project and handle the closing of our ISSUES LOG due to the departure of Steve Lange. I just wanted to take a moment and first apologize for dominating so much of Joe Williams’ time in such a hasty demanding manner that I hope didn’t create too much collateral damage on your end. Trying to get familiar with the building orientation and use while handling some of the more difficult ISSUES to keep the occupiers functional has been a real challenge. We have however; made great progress in the 3 weeks that I have been here. We are really gaining on a lot of these items as well as preventing others. Given the strict access to the building, I have asked for Joe to coordinate with sometimes as many as 5 vendors at once—a nearly impossible feat. Secondly, I would like to thank you and Joe for the assistance provided which is incredibly critical for our success. While I still have more work to do, I am confident that shortly we can be toasting a successful completion to a really beautiful facility. Cheers and thanks again.”*





## *AiM Transition Going Smoothly for Yerkes*

*Joan (Wang),*

*I wanted to write you to let you know how well the AiM system is working for Yerkes Field Station. The software is assisting my department to effectively and efficiently maintain our facility, while accurately billing our customers for the services we provide for them. Your and especially Terrence Jackson's valuable help were crucial to the success we are currently enjoying. It gives me great peace of mind that should any issues or question arise, you and Terrence are a simple phone call or email away. Your responsiveness is greatly appreciated, and your assistance is highly valued. I would also like to let you know just how useful the Mobile app and iPods are to my department, my crew uses iDTR exclusively. They have given me nothing but positive input about using the device/app. The Crew are able to accurately capture their labor times and attach to their assigned daily tasks, much more accurate than using their memory or trying to keep up with written notes or printed work orders. They also provide valuable information in the notes section of their electronic work orders and when necessary, attach photographs to the work order, something we could not do with our previous software. Since their daily tasks are on their device, there is no need to print a work order, this saves thousands of sheets of paper each year and counts towards the Universities sustainability initiative. I as a manager, am happy to see that in the newest update to iDTR, that push notification has been included to notify a technician that a new assignment has been received.*

*Again, thank you for all you and your departments hard work in making this transition a success for all of us!"*

*"Your and especially Terrence Jackson's help were crucial to the success we are currently enjoying."*

## *Zone C Swiftly Handles After hours WPEC Emergency*

*Chris (Jackman),*

*I wanted to reach out and tell you how pleased I was last night with the emergency response from Mark Kimbrough and Jasmin Nukic when there was a biohazard at the WPEC pool. Mark picked up his phone after hours to speak with me and set the wheels in motion to get the pool back in operating mode as soon as possible, calling Jasmin to come and handle pool operations.*

*Both of these staff members are great to work with, and I just wanted to share this with you."*

## *EDOCS easy to use! - CSIT*

*"Joan, I just used EDOCS. It is much easier to move multiple drawings and the system is very intuitive compared to Webster. This really helps and I wanted you to know I appreciate all of the hard work that went into making this happen."*

## *Work Management Saves the Day!*

A Customer in the School of Medicine submitted 5 different work requests to Staging for the same event, each with different

details. With help from Bridgette Jackson and Staging folks, Icilda Walker- Street discovered the multiple work orders and

realized this could be confusing, and present a possible deterrent to a successful outcome. She did some research, found all the work orders, combined them into one complete compilation and coordinated specific details with Mike Foster in Staging to ensure a successful event. Following the event, Faith personally delivered flowers to Icilda with a thank you note for her efforts.

Dear Icilda - Sept. 23 2013

Thank you so very much for taking care of me last week. Please know how much your kindness is appreciated.

Kind Regards  
Faith Levy



## *CSIT Helps Yerkes Switch Work Order Systems*

*“Yerkes Research Center has recently started using the Campus work order system. Campus service’s work order procedure is more detailed than the One Yerkes Research Center was using. I like it when I can see the entire invoice that was charged and have the back up for the services that was done. In starting this system, You and Terrance, were very helpful. You guys took time out of your day to come over to Yerkes to assist us in making sure we understood how the work order system worked. I have had other questions and I would just email you and you would answer me right away. Anytime you start something new it always takes time to get started and you had the patience with us and explained everything to my understanding. Our work relationship started off good right away and any problems we came in contact with, you would have a solution and explain it completely. I am glad to have met you and wish more people had pride in their work like you.”*

## *EPD Excels During Paul Simon Event Coverage*

*“Officer Winfrey – From the Office of University Events, please accept our thanks for your calm, professional demeanor while managing our medical emergency during the Ellmann Lecture event on Monday evening at Glenn Auditorium. Your swift action no doubt ensured that our guest was attended to quickly, and helped to bring the situation under control. In addition, we greatly appreciate your attention to the security of Emory’s distinguished guest, Mr. Paul Simon. Your close watch of him while he was here for campus events on Monday made his visit more enjoyable.”*

## *Lost Purse Returned*

*“An alumna lost her purse on McDonough Field. Someone found it and turned it in to EPD, Officer Andrews located the owner’s mother and returned the purse to her. The following is a note of thanks from the owner of the purse...”*

*“Dear Officer Andrews,*

*Thank you for all the concern and help you extended to me and especially for returning the purse to my mom. She just brought it to me. I am one relieved woman! As always, Emory demonstrated what wonderful people they employ. I am proud to be an alumnus from such a wonderful institution. Again, a heartfelt thanks.”*

## *Emory College Praises PDC's Corey Long*

*"I just wanted to send a note to let you know what a pleasure it is to work with Corey Long. Ever since I met and started working with Corey it has been a pure pleasure. When reconciling our Renovation account Ann King and myself often rely on Corey to provide additional information on various charges. He provides immediate response and documentation which is an enormous help to us. Without hesitation he is always available and helpful, assisting with signage, directories, and sharing his knowledge. He is truly an exemplified employee as I'm sure you already know.*

*I've been meaning to send this note for quite some time, sorry it took so long. Many thanks to Corey."*

## *BRS Employee Returns Mistakenly Discarded Cash*

*"I write with highest praise and great appreciation for Joyce Harris, a CS staff member who works in the Laney Graduate School. Last night, I inadvertently threw out some money, with other papers on my desk. It was a long day, and I just returned from a trip with a little jet lag. I wasn't paying attention to what I was cleaning up, it seems. This morning I found the money on my desk, with a note from Joyce Harris saying she had found it in the trash. I am so appreciative of her professionalism and kindness. Please thank her for me. I cannot find her email address in the staff directory. Thank you for supporting a work environment for treasured staff members."*

## *BRS Employee Returns Lost Wallet*

Building and Residential Services employee, Gladys Brown found a customer's wallet in the Modern Languages Building. Gladys took it upon herself to email the customer to let her know that her wallet had been found and let her know where to retrieve it.

Gladys received the following note of thanks.

*"Hello!*

*I just picked up my wallet thank you so much! You have no idea how worried I was! I really appreciate you finding it and emailing me so promptly. Thanks again!"*



*Check Out The Work of PDC's Jonathan Milton in the Law Library!*

