



Campus Services

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

Sharon Williams Goes Above & Beyond On Temporary Assignment

While providing temporary support to the Work Management center, BRS employee Sharon Williams displayed her commitment to excellence and was recognized by one of our customers.

“Hello Jackie (Langham),

I just wanted to let you know that Sharon Williams went above and beyond the call of duty Friday January 31st to get us out of a bind. We had ordered stanchions for our events but forgot to include tables and chairs. Her initial response was that they were booked (due to snow and campus closing) and probably no chance of getting our request in on short notice. I asked one more time and she said “let me see what I can do for you”. After multiple attempts to get in touch with a driver she was able to get us the items needed for our event.

Without her “going the extra mile” to see about the items, our event could have been less than first class. We appreciate the good work Sharon has done for us and I am sure this is an example of the great employees with Campus Services.”

Best Regards

Elijah

Elijah Ajayi

*Assistant Director of Athletics, Community Development
Emory University Athletics*

Wanda McMullen's Expertise Invaluable to Volunteer Emory

Wanda McMullen received the below recognition from Volunteer Emory, and her AVP, Lisa Underwood.

Dear Wanda,

Congratulations, how nice to hear that Volunteer Emory recognized your recent efforts with a thank you note and treat. I also wanted to thank you for all of your hard work on this event. I know that assisting departments with planning charter events can be very challenging, with so many moving pieces that typically require multiple changes and adjustments along the way. Not only do you have the expertise to assist groups like Volunteer Emory with complicated transportation logistics, but you show such patience with these groups and you provide such a valuable service to the campus community. How wonderful that we were able to provide support for this MLK event by coordinating 14 buses and three vans to transport 467 participants to 13 different volunteer sites. I recognize that working with departments to plan and provide charter transportation can be complicated and this is a great example of your dedication to quality transportation at Emory and to service excellence.

Thank you!

Lisa P. Underwood

Associate Vice President

Transportation & Parking Services

Dear Wanda,

Thank you so much for your unwavering support and all the help you gave both Volunteer Emory (and me personally) in making Emory's Day ON 2014 such a success. This year's event was one of the best on record, and certainly one of the smoothest. Much of that smoothness is because of your help and we cannot thank you enough.

Best,

Daniel Kuzmanovich + Volunteer Emory

EPD's Teen PRIDE Program, An Appreciated Service

"Hi Chief Watson,

I want to thank you first for allowing your officers the time to educate our teens on the importance of safety driving. My son is fifteen years old and he's eager to begin driving. Officer D. Johnson's presentation was well put together and the handouts he provided are good materials to take home. I myself learned some things that I wasn't aware of. Officer Johnson's interaction with the parents allowed us to ask questions and get a better understanding of what steps our children need to take to get their licenses, and be safe while driving. He did a great job!

I will tell other parents I know about this class, so they can attend a session with their children."

Thanks!

Quinsana Grier, CPC
LEAD PAR III, Patient Financial Services
The Emory Clinic, DP



CS Employees Look Out For Each Other In Inclement Weather

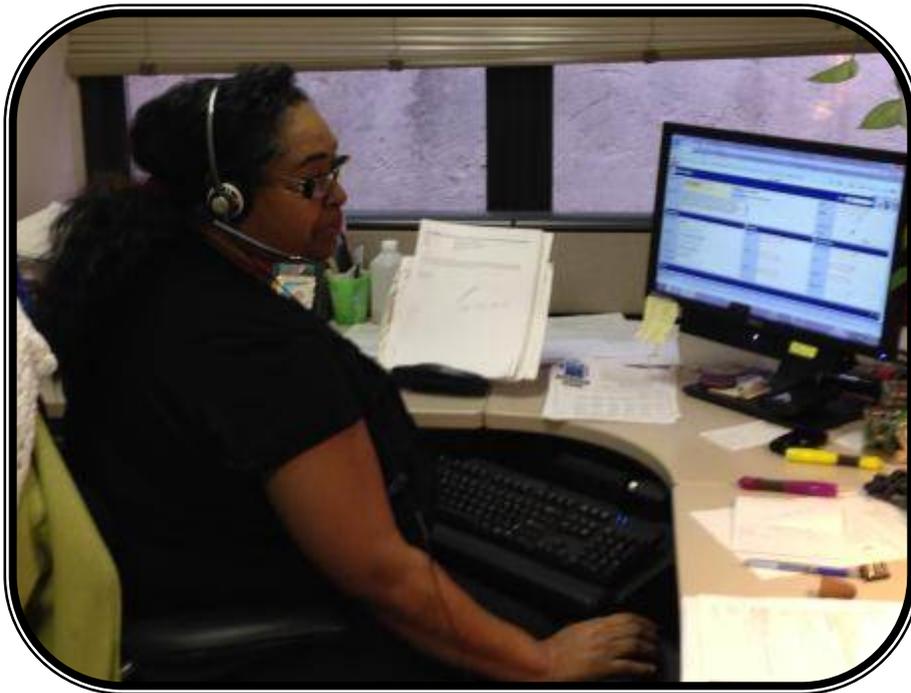
During our most recent snow event, Peggy Burns was the “Lone Ranger” of the Work Management Center. She handled calls, work requests, and EPD transmissions. Peggy took the time to recognize other CS employees on campus who truly espoused teamwork, empathy, and concern for her wellbeing.

“I would like to thank you all for the assistance that you provided for me this past week, it was great. I want to send special thanks to Mark Kimbrough for checking on me and making sure that I got to breakfast & lunch and that all went well for me. I want to also thank Robert Williams for getting me back to the building from lunch when he could. I want to shout out and send a special thanks to Ricky Ray, Tyrone English, Trent Brown, Miguel Duenas, Clayton Foxxx, and Russell Miller for getting me back and forth from the Clairmont Campus where I stayed during the storm.

I want to especially thank my son for putting up with me through all these storm days and putting his mother up much love!”

To all you wonderful guys you Rock!!!

Peggy Burns
Work Manager Center



CS Rises Above The Call Of Duty In Inclement Weather

During the two snow events that greeted us in early 2014, AVP for Facilities Management, Todd Kerzie kept Campus Services leadership as well as leadership across campus well informed of the measures we were taking to prepare for and address the issues presented by the inclement weather through daily PowerPoint photo summaries of the day. Associate General Counsel Adrian Jackson took a moment to express his gratitude and recognition of the efforts put forth by the Key & Essential staff.

“Todd,

Really great job! I know it has not been easy for the many workers in Campus Services that have logged so many hours and gone far and beyond the call of duty. Two major snow events in such a short period of time I’m sure has taken its toll, but I want to personally express my gratitude and thanks to all that have worked so hard to make sure the campus is safe, secure and up and running. Please pass along my sincere appreciation.”

*Adrian L. Jackson
Associate General Counsel
Office of the General Counsel*

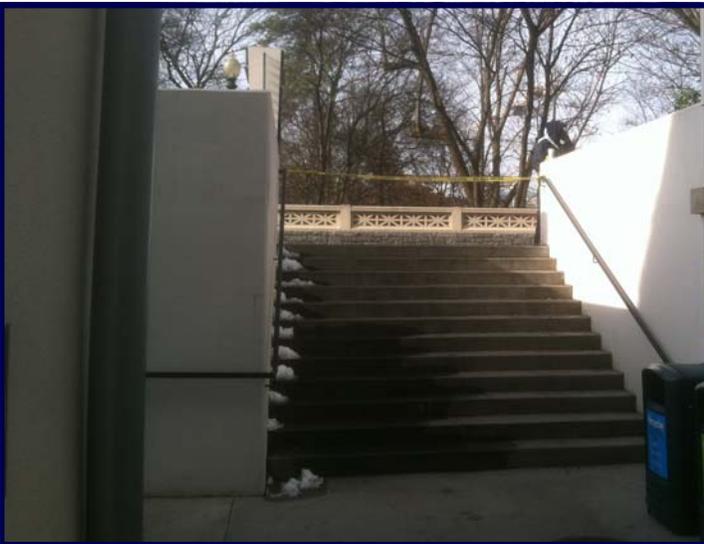
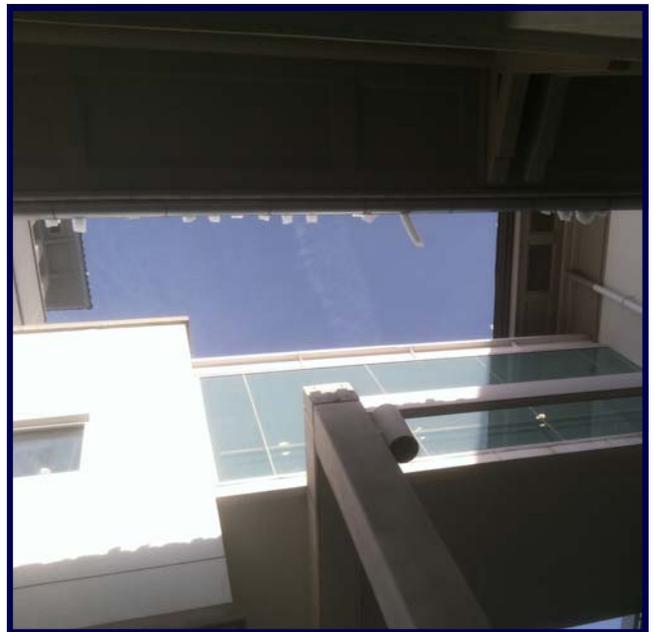


We Practice Safe Behaviors & Ensure The Safety Of Others

"I want to commend Ruby Childers and Willie Brokenburr for their safety awareness at Cox Hall. Large sheets of ice were getting close to the edge of the roof. Ruby and Willie placed caution tape at two stairs that lead to the area where the ice would fall. They also stayed on site redirecting personnel until Food Services was able to place a sign on the exit alerting people to exit via the south doors!!"

In addition to ensuring the safety of people using Cox Hall this is a great example of Do the right thing, Do it the right way, Do it for the right reason in action."

*Alfred J. Herzog, P.E., LEED AP
Project Manager
Planning Design & Construction*



We See It, Own It, And Act On It

Candler School of Theology recently experienced a water line break which caused flooding in the Ethics Center. Because we were able to work together across departments, by the time the news reached AVP, for Facilities Management a resolution was already well underway. Below Project Manager Tom Tarrantino expresses his gratitude for the quick response of all who assisted.

“Todd and Stephen,

I wanted to express my appreciation for the quick response of several people with regards to the water line break and flooding of the Ethics Center. James Davis, Glenn Westry and their crew, did an excellent job of keeping the flood in check until the restoration company got there. And, of course, the assistance from Darryl Miller, Jose Rodriguez, Don Kemmerer and Steve Varner to get the water shut off was also very helpful of keeping the damage to a minimum. Without everyone's' quick response, this issue could have been a lot worse.

Thanks to all.”

*Tom Tarrantino
Project Manager – Planning, Design & Construction
Emory University*