



## *Al Mitchell Receives 2014 Pierce Award for Staff Leadership*

Since 2007, the Pierce Award for Staff Leadership has been given annually by the Pierce Institute to a staff member who demonstrates admirable leadership, dedication, and service to Oxford College and its students. The award includes public recognition, a plaque, and a significant monetary award.

The 2014 recipient of this award is, Al Mitchell, Lead Maintenance Mechanic, Facilities Management.

For 35 years Al Mitchell has devoted his work life to the care and maintenance of Oxford College. All of us—whether we know it or not—have benefited from his professional skill and generous spirit. Most of Al’s hard work is done behind the scenes and thus is under appreciated, although his work has not gone unnoticed, since he has received multiple nominations for this award. As one person who nominated him wrote:

Al never seeks our appreciation nor does he expect us to recognize his work on behalf of the Oxford students, faculty, and administration. Al is probably happiest when everything seems to be going well, and we just don’t really notice [all that he does on our behalf]”

Whenever there is a problem with the facilities, Al is often the first person to receive a phone call. Although many of those calls deal primarily with problems or complaints about the physical plant, Al never complains himself but responds with a positive “can do” attitude to solve the problem. His mechanical and engineering skills are complemented by unflappable patience, good humor, kindness, and thoughtfulness. Al works hard every single day for the greater good of Oxford College and to keep its various parts running smoothly and efficiently. As his nominations for this award demonstrate, though, Al’s concern for Oxford’s physical plant is also matched by his deep love for and dedication to Oxford’s students, faculty, and staff.

Al’s quiet but effective leadership, his personal and professional integrity, his unfailing good humor, and his deep love of Oxford College—both the place and the people—make him the well-deserved recipient of the 2014 Pierce Award for Staff Leadership.

Pictured: Dean Bowen and Al Mitchell



## *Admin Occupants Appreciate Terrance Wilson's Service Communication*

Terrence,

On behalf of everyone in the Administration Building, including Rosaline Madray and the first floor staff and Jonetta James and the third floor staff, thank you for taking such good care of our building. We particularly appreciate your making sure we look good for commencement by checking to see what weekends are good for carpet cleaning, and then getting it done so quickly. Please share this with your supervisor, so they know how much we appreciate your good work.

Dan Tucker  
Executive Administrative Assistant  
Office of the Executive Vice President for Business and Administration

## *School of Medicine Sends Appreciation for Donald Hunt & Mike Roberts*

Andrew (Stickell),

I would like to express my gratefulness and thanks for your employees Donald Hunt and Mike Roberts. My office alone has submitted several requests which both Donald and Mike have promptly taken care of no matter the size or length of time taken to perform them. There aren't various occasions that recognition is given for outstanding customer service and superb assistance but I would like to take time to express that of Donald and Mike. School of Medicine Business and Finance-Research truly appreciate their presence and strong work ethic.

Nicole Smith  
Nicole Smith ERMp, CHTS-PW  
Electronic Records Administrator  
Emory University School of Medicine

## *Efficiency of CSIT Recognized by Emory Clinic*

Deborah (Moyers),

My name is Will Sullivan and I work for Emory Clinic Facilities Management. I just wanted to reach out to you to share how much Larry and I appreciate Joan Wang and her team. Every person we have interacted with has always been extremely responsive in helping update our space allocation system, which is very important in the budgeting process for our clinical sections. Our turnaround times for requests are often tight during budget season and the group always seems to come through. I don't send e-mails like this often but thought it was necessary considering the outstanding service they have provided over the past 3 years I have been with this department.

Thank You!

Will Sullivan  
Manager, Business Operations  
Emory Clinic, Facilities Management

## *Icilda Walker-Street's Customer Focus Contributes to Success of Earth Day Festival*

Hi Icilda,

I just wanted to send a final thank you for your help in making the Earth Day Festival possible. We really appreciated your help with the planning and last-minute request. I apologize for any inconvenience we may have caused you. You played an integral part in making the accommodations suitable for all participants. Despite the afternoon rain and early ending, we thought the event was a great success.

All the Best,

Taylor Spicer

MDP Candidate, 2015 | Emory University  
Sustainability Chairs Grad Intern | Office of Sustainability Initiatives, Emory University

## *David Pugh Recognizes the Pride we Take in Shuttle Appearance*

All,

Please see David Pugh's note below. David is an administrator at Emory University Hospital and works closely with us on the transportation services we provide to Healthcare employees. I realize that keeping the buses clean is part of our job, but it certainly is rewarding when the pride we take in our service and in our equipment is noticed by others. Thank you for all you do, and please pass our thanks along to the rest of the team responsible for keeping things looking great and running well on a daily basis. This is a clear example of the Campus Services values, thank you for your commitment to excellence in our operation and in the way we serve our customers.

Many thanks,

Lisa P. Underwood  
Associate Vice President  
Transportation & Parking Services

Lisa,

I was walking thru Woodruff circle today and noticed how clean the shuttles were. Others may not notice but I just do. I wish my cars looked this shiny. This attention to detail sends a message to our staff that we care about them! Kudos to you and your team. Special thanks to the person that maintains the shuttles! Great job!

David



## EPD Makes an Impact on Cub Scouts

May 12, 2014

Dear Sgt. Allen,

Thank you and everyone at the Emory Police station for giving our Den 3 Cub Scouts such a great tour on April 28. We all learned a lot about the great work your team does to keep everyone at Emory and the surrounding community safe.

The boys made some thank you's to show their appreciation of your time with us.

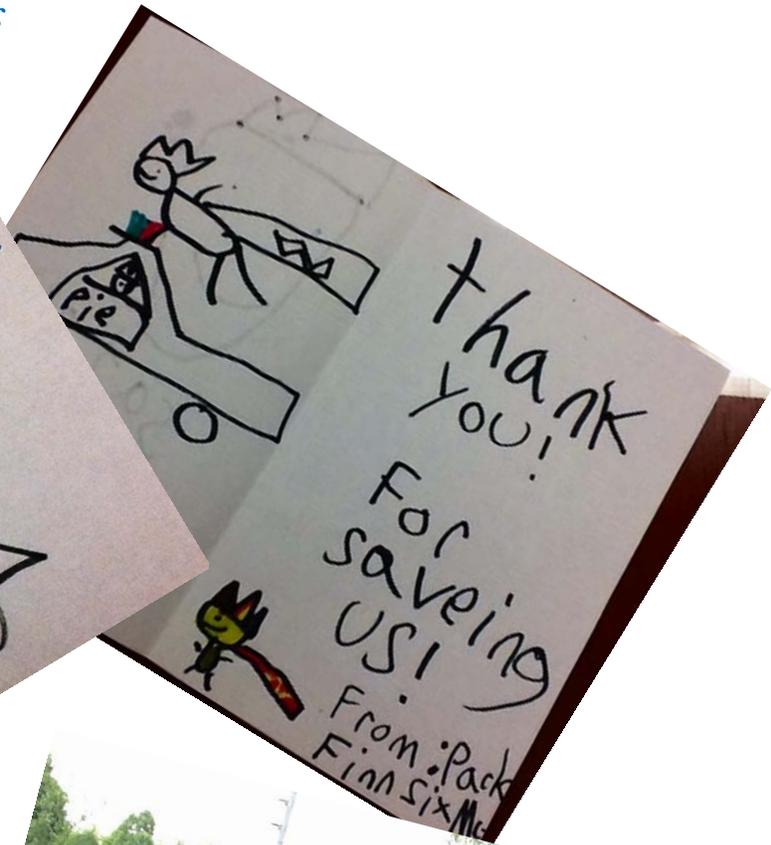
Thank you again for a great tour!

Sincerely,

Ken Schweder

Den 3, Pack 6 Cub Scout leader

*EPD Makes an Impact on Cub Scouts*



## *Katrina Wright Provides Good Customer Service in the Face of Adversity*

Dear Lisa (Underwood) and Parking leadership:

I am writing to pass along my commendation of the two staff members who are working in the front office of the Clairmont deck. I witnessed an exchange this morning between a very irate employee and Katrina. (I'm sorry I didn't get her last name!)

It clearly takes a very calm and collected person to be the first face at that window, and Katrina displayed the utmost patience and professionalism in a difficult, emotional exchange. I would have not been capable of being so polite!

I wanted you to know that Katrina and Kimberly (Lane) were extremely gracious and knowledgeable, and they are a credit to your unit.

Bravo on having such great employees!

Tiffany Worboy

Office of the Vice President and Secretary of the University

404.727.9988



## *Job Shadowing a Positive Experience for Energy & Utilities and Planning Design & Construction*

Stuart (Adler),

I just wanted to share with you how helpful Al (Herzog) was with the Job shadowing program that Energy & Utilities put together as part of our Departments Mission Vision and Values. I received great feedback from both Al and Charles Wade whom Al let shadow with him for a few hours a few weeks ago. These opportunities have been great for our teams to have an opportunity to see what the program management teams do during a project. This has been a great experience for my team and I wanted to say thank you for allowing this to take place.

Thank you,

Jody Dicarlo  
Assistant Director  
Energy & Utilities

## *FM Makes an Impact on the Rollins School of Public Health*

Good afternoon,

I am not sure that I am addressing the correct person for this, but wanted to bring to your attention something that has crossed my mind recently.

I am just finishing my first year here at Rollins and have really noticed something that sets it apart from my undergraduate university: the facilities team and support staff. Whether it's the state of the buildings or the interactions made, their effort and positive attitudes at work make such a difference to the community we have here at Rollins. For instance, I was leaving late a few weeks ago after studying, and a facilities team member held the door for me with a smile, asked how my day was going, and truly cared. I have never felt this sense of community with such a nice and great team at a university before. I am always amazed at how well everyone does their jobs, as well as how they truly care about the students. Their positive attitudes and smiles always make some of the tough days that much better.

I know each person works extremely hard, but I hope that they are recognized for their efforts. They truly have an important piece of the puzzle in making Rollins the special place that it is. I have spoken to a few friends here about this as well, and they completely agree how lucky we are to have such a great community here.

Kind regards,

Kelsey Rogowski  
MPH Candidate 2015: Epidemiology  
Emory University Rollins School of Public Health

*Cheryl Elliot's Empathy Towards an Exhausted Commencement  
Attendee Greatly Appreciated*

Cheryl,  
Thank you for my ear,  
the ride back to you certainly she  
on graduation day. You certainly she  
help make ATLANTA the GREAT City  
15. You have a wonderful day!  
Thank you

## *John Pine's Technical Knowledge and Willingness to Assist Others an Asset to CS Vendor Relationships*

John,

As you are aware, this software problem [in the gas tanks] had a significant impact not only on the operations within Fleet Services, but more critically on all of the customers who utilize the tank for fuel. Not only do you have the technical ability to resolve these types of issues, but you invest the time and effort to be sure that the impact of these types of problems is minimized for our customers and operations. In our experience, working to resolve issues between third party providers and internal resources can be challenging, but when you are involved, everything always goes so much more smoothly.

Thank you for all you do!!

Lisa Underwood  
Associate Vice President  
Campus Services Finance and Business Operations

## *Robert Stolarski Embodies the Campus Services Ambassador*

On 5-7-14, Robert Stolarski informed me that he had caught 2 people that had entered Few Hall during student move out going into various student rooms looking for items to take. With the assistance of Toni Gregory (SP Plus), they were both able to detain (without getting physical) the intruders. EPD arrived and took the 2 individual's information, and escorted them out of the building, and advised them to leave the premises. The backpack that one of them had was checked and no items were inside except for some food, and 1 clothing item. When asked what they were doing there they stated "we heard that people were throwing things away, so we wanted to see if we could get something". With the investigative actions that Robert did, he put an end to what could have been a pretty bad situation for the student(s) that could have been involved. Thankfully no one had any items taken. Robert and Toni together as a team put MVV into action by doing the "Right Thing". Thank you.

Regards,

Michael Lance Brock  
Supervisor, Facilities Management

## *Officer Ryan Andrews Displays His Customer Focus*

To whom it may concern,

I wanted to take time out of my Saturday to thank Office Andrews for helping me two weeks ago after I had run out of gas. I just moved to Atlanta and had bought a new car. Although the dash said I had 12 miles left until empty I completely ran out of gas (in the rain no less) on Clairmont road near the VA. Luckily, Officer Andrews came to investigate. He was investigative but courteous and accepted my request of a ride to the gas station so I could buy gas and a gas canister. This is definitely the definition of protect and serve. This was a major help to me as a 5 min. drive in the rain equates to about a 30 min. walk in the rain (in my suit). Needless to say, he was a huge help to me and a real example of serving the people he's sworn to protect.

Thanks again buddy!

Jack Whittaker

## *Stuart Adler Experiences How CS Shines During Commencement*

Matt (Early)

Getting to experience commencement as the parent of a graduate gave me a different perspective than usual. I was very proud of our CS team and the amazingly positive impression they made on the guests. The campus looked stunning and the marshals and other CS staff were all extremely professional, personable and helpful. And best of all everyone was smiling and welcoming.

We have a great bunch of folks and commencement day was a terrific example.

Stuart Adler  
Director, Program Management

## *Bridget Lombardi's Quick Thinking and Willingness to Assist an Asset to the Customer Experience*

Bridget,

Wow, what a great story! I really appreciate the way you jumped in to assist with this issue. Your quick thinking resulted in a great solution that turned this problem into a success. This is a great example of a successful service recovery, thank you for your focus on our customers and on service excellence!!

April (Lewis),

Thank you so much for taking the time to recognize Bridget for her great work yesterday! And thank you for noticing this problem unfolding, for stopping to talk with the customers to assess the situation, and then identifying and connecting them with the necessary resources to assist!

Both of you were wonderful examples of CS values in action yesterday, job well done!

Lisa

Lisa P. Underwood  
Associate Vice President  
Finance and Business Operations

Lisa,



I wanted to take this opportunity to share with you a positive experience this afternoon. I was on my way to the Parking office suite when I noticed several people standing in the lobby. Since I'd noticed them before I locked the doors on our side, I asked if they needed help. It turns out that they were here to register for the carpool program and was being assisted but due to a lack of communication, or miscommunication, they were left waiting with no idea of what to do next. Long story short, the primary driver was registering for regular parking and had returned his permit but the other members had no way of parking on campus the next day.

I was able to enlist Bridget's help and she was gracious enough to come out and speak with them about what they needed. Because we weren't able to process a carpool permit for them, Bridget quickly found another solution so that they'd still be able to park on campus until their applications were processed. I was so grateful that she was able to assist them and make this a little less stressful for them. She explained to them how the process would work and that someone would follow up with them once the applications had been processed.

I'd like to say thanks to Bridget for "doing the right thing, the right way, and for the right reason".

April

## *EPD Building Strong Relationships in the Oxford Community*

All,

On Thursday, June 19th, Oxford College, as part of a partnership with The Path Project, hosted a soccer game on the Oxford Campus. The Path Project, <http://www.path-project.org>, is a 501(c) (3) non-profit community and youth development organization which strives to address the challenges faced by at-risk children. The Path Project Mission: Helping kids in at-risk communities find the right path for their lives - spiritually, academically, and socially.

Emory Police Capt. Bob Walker, Off. Jeff Brooks, Sgt. Richard Mittenzwei, and Sgt. Lesia Violette took part in the PATH project soccer game. They served as player / coaches for teams of children ranging in age from 9 to 11 (3rd to 5th graders). This was a great opportunity to showcase our Mission-Vision-Values by acting as ambassadors of Campus Services, building strong relationships in the community, and having fun. No word on a final score, but it appears that everyone was a winner!

Craig Watson  
Emory University  
Chief of Police



## *Al Herzog and Charlie Raudonis Work together to Solve a Customer's Problem*

Good morning Al,

I am involved with an incident that happened Wednesday this week. A customer was driving down Dowman Dr. when she ran over a piece of metal in the road beside the Chemistry expansion project. She turned around in the cut out beside the wooded area, drove back towards the main gate but got no farther than B. Jones/Admin and her tire was flat. She got our motor assist man to change her tire so she could go about her way. Our motor assist man told her the tire may not be repairable. The tire repair company verified that and she had to spend \$95.00 to get back on the road. She would like to get reimbursed for her trouble.

Al I know this not something that Holder let's happen; they are the most mindful of keeping the street clean of all the contractors on campus. There was a big rain the night before that could have washed the metal into the street or it could have fallen off a truck.

Al please call her, and with your great customer service skills I know this will work out well.

Call me if you need help.

Thank you,

Charlie

### **Resolution:**

Al was able to work with Holder Construction to get the customer reimbursed for her trouble. Al made sure to provide good customer service not only to the woman affected, but to Charlie as well. As soon as the issue was resolved, he closed the loop with Charlie so that he was also aware that the problem had been taken care of. Charlie and Al displayed a shining example of Customer Focus and Teamwork!

## *Toco Hills Route Passenger Appreciates the Customer Experience*

Dear Emory Shuttles:

I ride the Toco Hills shuttle on Saturdays and wish to say that one operator in particular is deserving of a special "thank you." Her name is Rene Smith.

Ms. Smith is always friendly and drives her shuttle in a very professional manner. Some drivers do one or the other, a few neither, but Ms. Smith always excels at both. One warm day she even shoed a large red wasp out of the bus - she was fearless. She is deserving of recognition for a "job well done."

Sincerely,  
R. Pettey

*John Pine, Linda Sheldon, James Johnson, the Fleet Team, and the Roads & Grounds Crew work together to Bring Upgrades to Fuel Tank*

Everyone,

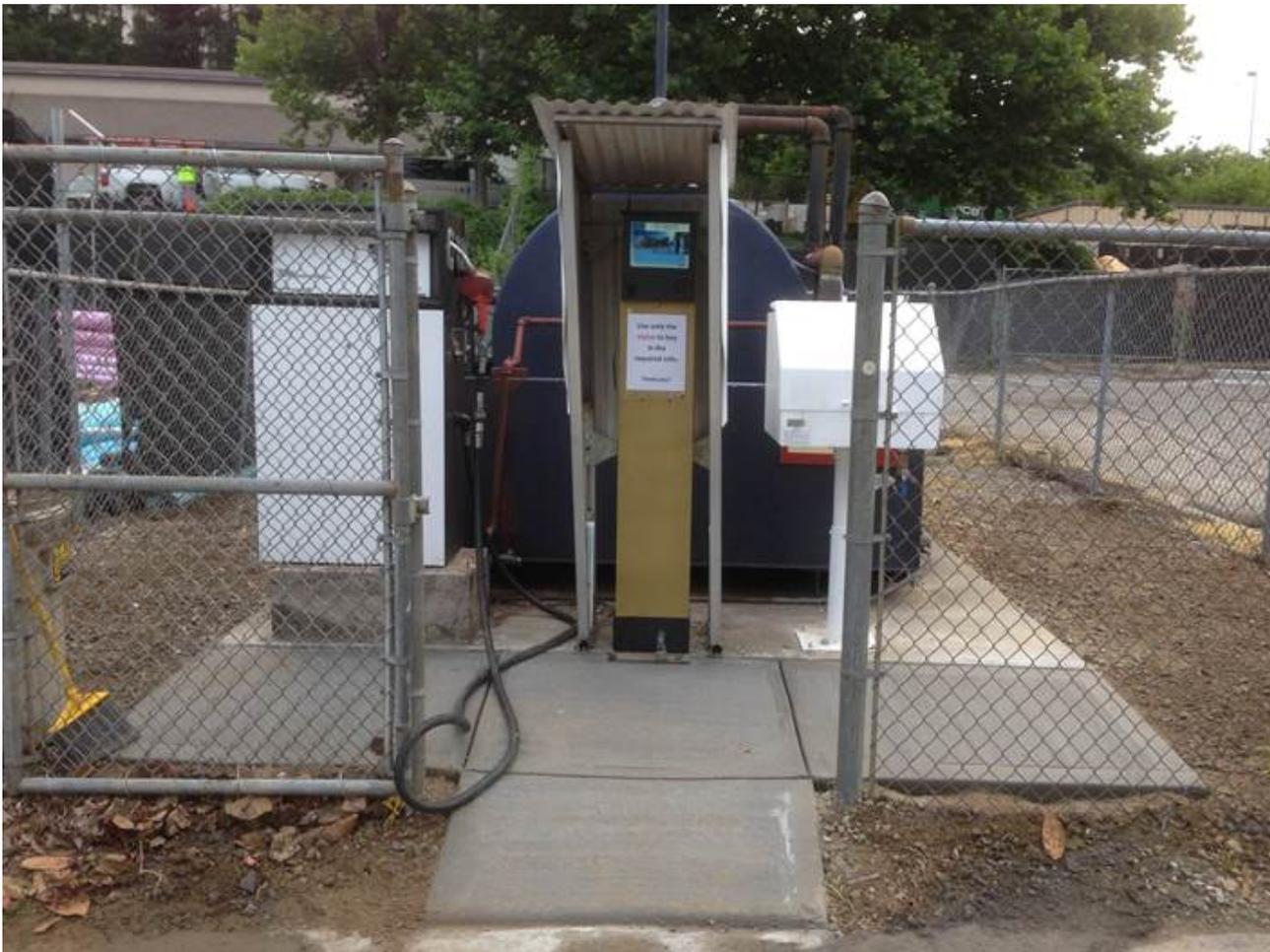
Great job, this is just fabulous! I love that in addition to the planned tank upgrades, we were able to include some enhancements that will be very much appreciated by those who use the tank (photo below)! This is a great example of teamwork in Campus Services and being good stewards of Emory's resources! Special thanks to Clif (Clarno), Robert (Jaynes), and the Roads/Hardscape Team, to John for suggesting the unused concrete, to James for the quick design, to Linda for the request, and to the Fleet team!! You all certainly did the right thing, the right way, and for the right reason!!

Lisa P. Underwood

Associate Vice President

CS Finance and Business Operations

**Pictured Below:** Fuel Tank with new ramp and elevated pad, to make it easier to see the fueling station and access the pump!



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## *EHSO and Zone H Employees Recognize Lance Brock's Leadership*

Hi Lance,

We have now completed the validation inspections of Zone H except for Alabama and Harris Halls, which will be postponed due to the ongoing construction projects. Today's inspection with Lorraine (Lombardi) and Rodney (Walton) was, as expected, great and we had no findings.

Lorraine made it clear that she believes you deserve some recognition for the hard work you have put forth to assemble the Zone H staff into a cooperative team and the Zone H buildings into their current state of compliance. On behalf of EHSO, I would like to thank you for all that you have done to achieve this. It was a pleasure inspecting Zone H this year. Not only were the facilities in excellent condition, but you and your staff were also helpful and eager to do the right thing. Well done!

Sincerely,

Heather Banta, MPH, CEAS  
Environmental Health & Safety Professional II  
Emory University