



# QUARTERLY NEWS & INFORMATION

APRIL 2008

VOLUME 2

## THE IFMA FOUNDATION OFFERS FINANCIAL AID EACH YEAR FOR MANY PROGRAMS

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### ELECTIONS

IFMA-HR will be electing officers for the 2008-2009 year. The slate of officers is:

**President Michael Lee**

**Vice President Nancy Mitchell-Veeck**

**Secretary Gardner Winstead**

**Treasurer Ben Sutherland**

Officers will be voted in at the June IFMA Meeting.

### COMMITTEE CHAIR POSITION IS OPEN

The board is looking for a chapter member to fill the **Communications Chair**. Duties include writing the IFMA HR Chapter Newsletter. Elections will be held at the June meeting and your help is needed. Don't miss the opportunity to get involved with our chapter. You can be part of the solution.

Please support our sponsors as they support you

### UPCOMING EVENTS

#### Board Meetings:

05/13, 06/10, 07/08

#### Chapter Programs:

05/20 Tour: Liberty Three LEED bldg in Chesapeake

06/17 Meeting: Damuth Trane. "How Hiring Illegal Immigrants Can Impact Your Business."

07/15 No Event in July!

08/19 Annual IFMA Summer Social Gala

**SERVPRO**  
Chesterfield \* Tri-Cities \* Newport News

**Professional Heating & Cooling**

**DAMUTH TRANE**

**First Atlantic RESTORATION**

**20th Anniversary Pace COLLABORATIVE**

**ABM Janitorial Services**

**BELFOR PROPERTY RESTORATION**

**milliCare Textile and Carpet Care**

**BECK ROOFING CORPORATION**

**SIGNS of Success**

**ADVANCED RESTORATION SERVICES, INC.**

## 2008 IFMA SPONSOR PROFILE: ABM JANITORIAL SERVICES

**Describe your business:** Combining award-winning technology with more than 95 years of consistent, innovative facility service cleaning experience — ABM Janitorial Services is a preferred choice of businesses and industries nationwide. A subsidiary of ABM Industries Inc., we provide services and benefits that are unsurpassed in the industry today ... financial strength, an extensive selection of cleaning services, customized management support and planning, industrial/technical services leadership, advanced safety and training programs, and a reputation among service workers as “the company to be with.”



**Give an example of a recent project where you were able to help a facility manager in the successful operation of his or her property:** A well known college was battling high cost, poor quality, out-of-control turnover, and a complacent outsourced work force. The school was confronting the need to increase the level of cleaning and service to its students and faculty while remaining mindful of budgetary concerns. The college environment required expanded coverage, elevated security involvement, flexible staffing levels, multi-service capability, technical expertise and seamless service delivery. Furthermore, quiet professionalism and efficiency were top priorities.

Once ABM Janitorial Services was chosen, we initiated a Quality Program. The program was customized to fit the college's unique needs and scope, and included incentives for the service employees. Utilizing information provided by experienced operations management as well as input from a cooperative custodial staff, personnel assignments were re-engineered to maximize service time and minimize set-up and travel time. Also, measurable Key Performance Indicators (KPIs) were designated and tracked, focused customer surveys were implemented, and call center enhancements were initiated. These programs, along with a solutions-oriented reporting format, paved the way to capturing opportunities for continuous improvement.

As a result of ABM's involvement as service provider, quality ratings and customer satisfaction dramatically rose, accompanied by a precipitous drop in employee turnover. Moreover, service frequencies have been increased and new service programs have been incorporated.

**Local Contact Info:** Hakon Mattson, Sales Manager Southern VA Phone Number: 804-400-2139



Wherever you are in the United States, whatever type of facility you operate and whatever your maintenance and operation needs ... ABM is your service solution.

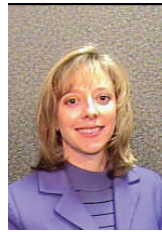
Contact your ABM representative for more information.

[Click here to visit the ABM website](#)

# PRESIDENT'S MESSAGE Michelle Gold, FMA

## OUR CHAPTER IS LOOKING TOWARDS THE 2008-2009 SEASON

Another IFMA year (and Presidential term) will soon come to an end. I want to recognize the 2007-2008 Board: Pete Burke, Michael Lee, Lisa Zawacki, Gordy Taylor, and Nancy Mitchell-Veeck, the 2007-2008 Committee chairs: Michael Shaffer, Kirk Baldwin, Chris Ingram, Holly Nugent, Eric French and Hakon Mattson, as well as our Administrator, Al Veeck. These individuals made my two year presidential term a pleasure. The success of this group is obvious. Our Membership continues to increase.



Our volunteer Board and Committee Chairs offer their time to steer the chapter towards the successful seasons that we enjoy. They deserve our Thanks for a job well done, AGAIN. Earlier this year, we bid farewell to Treasurer, Gordy Taylor. Business took him back North. Nancy Mitchell-Veeck volunteered to replace Gordy. We also lost Eric French to "business." Eric was replaced by his ABM counterpart, Hakon Mattson. Thank you to Nancy and Hakon for stepping in to help out the chapter half way through the year.

At the end of this IFMA season (July-June), we say goodbye to Secretary, Lisa Zawacki and Communications Chair, Michael Shaffer. Their contributions over the last several years have advanced our chapter as can be measured by the ease of our Annual Reporting to IFMA National and our expanding chapter newsletter. My THANKS to you both. You will be missed.



## Elections for the 2008-2009 season will be held at our June IFMA Meeting

If you are interested in running for a Board or Committee position please contact an IFMA officer so that we can put you name on the ballot. Remember, the benefits you realize from your IFMA membership are directly related to your participation.

Have a terrific summer. I hope to see you at an upcoming meeting.

### BOARD & COMMITTEE CHAIRS:

**President,** Michelle Gold

[michelle.gold@usaa.com](mailto:michelle.gold@usaa.com)

**Vice-Pres,** Michael Lee

[mlee@slusbaum.com](mailto:mlee@slusbaum.com)

**Past President,** Peter Burke

[Peter.Burke@goldkeyphr.com](mailto:Peter.Burke@goldkeyphr.com)

**Treasurer,** Nancy Mitchell-Veeck

[njmitchell@trane.com](mailto:njmitchell@trane.com)

**Secretary,** Lisa Zawacki

[lzawacki@roseandwomble.com](mailto:lzawacki@roseandwomble.com)

**Membership,** Hakon Mattson

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**Programs,** Kirk Baldwin

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**Sponsorship,** Chris Ingram

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**Communications,** Michael Shaffer

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**Outreach,** Holly Nugent

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**Education,** Dan Morgan

[dmorgan@lpsi.com](mailto:dmorgan@lpsi.com)

**Administrator,** Al Veeck

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**How to Reach Our Chapter:**

[www.ifma-hamptonroads.org](http://www.ifma-hamptonroads.org)

**Contact the Editorial Staff:** Send comments and suggestions to the editorial staff. Article submissions are welcome and will be considered by the Chapter Board.

**Mail:** SERVPRO of Newport News, Attn: Michael P. Shaffer, 310D Ed Wright Lane, Newport News, VA 23606.

**Phone:** (757) 244-8467

**email:** mshaffer@servproctn.com



### IFMA LOGO POLO (GOLF) SHIRTS AND T-SHIRTS NOW AVAILABLE

2008 IFMA Hampton Roads shirts are now for sale. Show your support for the group by getting your shirt today. Both Shirt types feature our IFMA Hampton Roads Chapter custom logo! Contact any board member or committee chair to get your IFMA logo shirt. Shirts may be picked up at the next monthly event after your request is received— unless other arrangements are made.

Polo shirts are \$25.00 available in gray with sizes from medium thru XXL.

Casual T-Shirts are only \$12.50 available in stone (see photo below) with sizes from medium thru XXL.



Our sponsors help make our chapter events a success!



## IFMA FOUNDATION ANNUAL SCHOLARSHIPS FOR 2008

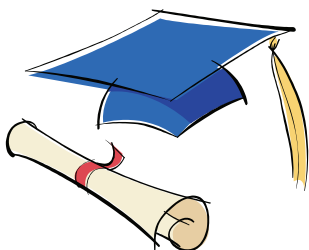


### Annual Scholarship Announcement

It's time to apply for the IFMA Foundation scholarships! Last year the IFMA Foundation and sponsors awarded 25 scholarships with a combined value of US\$68,700. The individual scholarships ranged in value from US\$1,500 to US\$7,500. These scholarships went to undergraduate, graduate and certificate program students that were enrolled in facility management or FM-related programs. (FM-related programs include, but are not limited to, construction management, architecture, some engineering disciplines and interior design).

Visit the IFMA Foundation Web site Education/scholarships page at <http://www.ifmafoundation.org/scholarships/>

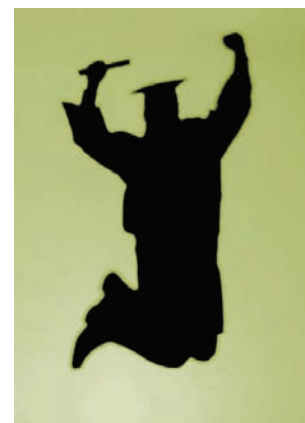
Do not delay the May 31, 2008 deadline is right around the corner. All of the qualifications and requirements are detailed on the online application. Contact Executive Director of the IFMA Foundation William Rub if you have any questions at [william.rub@ifma.org](mailto:william.rub@ifma.org) or +1-281-974-5600.



### IFMA FOUNDATION GRANTS / AWARDS ARE OUT THERE

In addition to the annual scholarships you may be able to get financial assistance:

Take advantage of career development opportunities with financial assistance from the IFMA Foundation! A number of grants are available to facility professionals, students and educators to fund continuing education, conference attendance and on-site training. IFMA membership is not required for eligibility. Apply today for the grant that best suits your educational needs! Here are some examples of what the foundation was able to provide last year:



- ▶ Local Seminar Grant (\$500)
- ▶ FM Educator Subsidy (\$500)
- ▶ Research Paper Award (\$5,000)
- ▶ Continuing Education Grant (\$1,000)
- ▶ World Workplace 2007 Conference and Expo Attendee Subsidy (\$795)

Grants are awarded on an ongoing basis, except where deadlines are specified. Learn more about these grants and download your application today at [www.ifmafoundation.org](http://www.ifmafoundation.org). You may review last years awards at:

[http://www.ifmafoundation.org/foundation\\_newsletter/jan\\_feb07\\_Found\\_News.pdf](http://www.ifmafoundation.org/foundation_newsletter/jan_feb07_Found_News.pdf)

## FOODBANK'S TOP TEN WANTED LISTS

### Most Wanted

Peanut Butter  
 Chunky Soups  
 Canned Meats  
 Canned Tuna  
 Canned Vegetables  
 Juice  
 Cereal  
 Macaroni and Cheese  
 Pasta  
 Pasta Sauces

### Emergency Needs

Water  
 Canned Juice  
 Snack Foods  
 Boxed, Canned Powdered Milk  
 Canned Vegetables  
 Canned Fruits  
 Canned Meats  
 Canned Soups  
 Spreads (PB&J)  
 Cereal

### Senior Citizens

Pudding cups/ Fruit Cups/ Jell-O cups  
 Crackers  
 Sugar free snacks  
 Small packets of dried milk  
 Small cans of vegetables  
 Small jars of peanut butter and jelly  
 Reduced sodium canned soups  
 High fiber cereal  
 Canned tuna and chicken  
 Dried fruit

Any donations of food, time or money are appreciated. These items are the most in demand for the season. Together we can make a big difference if we each just give a little. The Foodbank will be here until hunger goes away.



## LIBERTY THREE LEED CERTIFIED BUILDING TOUR COMING IN MAY

**Liberty Property Trust** received LEED (Leadership in Energy and Environmental Design) "Silver" level certification for Liberty Three, located at 1317 Executive Boulevard in Liberty Executive Park.

The 75,000 square foot building officially opened in December 2006, and features energy-efficient glazing, a minimum nine-foot ceiling height, an elegant lobby, state-of-the-art telecommunications and fiber optics, and five-per-1,000 parking. The construction consists of recycled materials which include the concrete, steel, carpet, ceiling tiles and similar materials. In addition, the paint, glues and adhesives are all free of toxic materials.

The building has a designated recycling room, showers, bicycle racks and preferred parking spaces for hybrid vehicles. This building also offers a state of the art HVAC system with energy efficient mechanical equipment, motion sensors for lights and water faucets and waterless urinals. The maintenance of the building is supported by a cleaning green program that includes environmentally-friendly cleaning agents.



High-performance green buildings are designed, constructed, and operated to provide greater environmental, economic, health, and productivity performance than conventional buildings. Employers in these buildings reap the benefits of lower operating costs and higher employee productivity.