

**International  
Facility  
Management  
Association**

**IFMA** Atlanta

## **Program Calendar**

**September 15**

**Education Program**

**Steelcase Showroom**

**September 21, 2005**

**Luncheon - Maggiano's**

## **THIS MONTH IN IFMA**

***Luncheon - Maggiano's***

**September 21, 2005, 11:30 - 1:30**

***Topic - Have you ever been ignited, let alone  
burned out? - Fred Broader, PhD.***

***Outing - Getting to Synergy September 15, 2005***

President - Rachel Blankenship, *Best Software*, rachel.blankenship@bestsoftware.com

Treasurer - Chet Bounds, *Milliken*, chetbounds@milliken.com

Secretary - Stewart Smith, *Kilpatrick Stockton*, stsmith@kilpatrickstockton.com

Vice President Professional Development - Ellen Townsend, *North Highland Company*, etownsend@northhighland.com

Past President - Mitch Rabil, *Turner Properties, Inc.*, mitch.rabil@turner.com



**CONTACT US!**

**Newsletter Editor:** Monte Townsend  
**T:** 678-547-0133 **F:** 678-547-0132  
 If you would like to submit a newsletter article, please contact [ifmanews@rentacrate.com](mailto:ifmanews@rentacrate.com).  
**Reminder: The deadline for submitting articles is the third Wednesday of each month.**

**STAY CONNECTED WITH [www.ifmaatlanta.org](http://www.ifmaatlanta.org)**

Where do you need to go to stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at [www.ifmaatlanta.org](http://www.ifmaatlanta.org) is the place. Check out the hotlinks to upcoming and pending events. There is no guesswork once you get there. All of the information you need (locations, times, registration processes) is at your fingertips. Check out the wider screen, and flashing front page sustaining patrons' icons. Even the newsletter you are currently reading is on the site. Put it on your favorites list, tell friends and colleagues, the new IFMA website is the source to "connect" at: [www.ifmaatlanta.org](http://www.ifmaatlanta.org).

**IFMA ATLANTA STRATEGIC PLAN 2005**

**Vision**

To serve as the resource and representative for facility management.

**Mission**

To provide exceptional products, services, and opportunities that support and advance the facility management profession.

**Goals**

1. Support a community that fosters vitality, momentum and impact for the facility management professional.
2. Anticipate and prioritize the resources required to enhance effective delivery of products and services.
3. Inspire passion for the facility management profession that compels facility practitioners to want to join the IFMA network, engages volunteer leaders and attracts / retains top-talent to the full-time staff.
4. Sustain IFMA's financial integrity to achieve and fulfill our mission.

**Purpose**

IFMA is a member-centered association that exists to guide and develop facility management professionals. In support of its members, IFMA promotes the Facility Management profession by providing leadership, recognition and standards of excellence.

Please check out the website at [www.ifma.org](http://www.ifma.org) for more details.

**P R E S I D E N T ' S M E S S A G E**

Reports have shown that two-thirds of Americans broadly resist change. If true, we should commend the Atlanta Chapter on a job well done adjusting to the changes thus far in 2005. To recap, in April, we announced the alignment of our chapter with International's fiscal year. In June, we held our first annual meeting. In July, we introduced a Co-Presidency model to support the fiscal year alignment. Now, in September, and we have yet another change to report. Beth Chaplin has resigned her position at Knoll and as Co-President to move out of Georgia to begin a new chapter in her life. I'm personally grateful to Beth for all of her efforts in leading the Atlanta Chapter so professionally over the past several months. I wish her well in her new endeavors.



Rachel Blankenship

As we embark upon our journey to create entrepreneurial leadership within our Chapter, I will take personal responsibility to clearly communicate the vision upon which IFMA International was founded. International's vision is to serve as the resource and representative for facility management. Our mission as the Atlanta Chapter is to lead, sustain, represent and develop the progress of Facility Management and its workplace professionals. It's my belief that we have a highly energized Board that will make this mission a reality. Our Board members are excited about creating an organization that provides you with the most effective tools in your FM tool belt. We want you to look forward to our program announcements and register for those events to help further your career. We want to be a "one stop shop" for all of your Facilities Managements needs. We want you to be excited about the endless possibilities offered within our Chapter!

Now, it's your turn to take action - join a committee. True leaders lead the action! They go first! They set the example and act as the role model. They do what they expect others to do. If you haven't already joined a committee, please don't wait another minute. Assume a leadership role within the chapter and within your organization. I encourage you to get involved. It is with your involvement that continues the Atlanta Chapter's winning tradition of excellence.

The very essence of leadership is that you have to have vision.  
 You can't blow an uncertain trumpet. ~ Theodore M. Hesburgh

I look forward to seeing you all at our upcoming Fall Classic on October 13 at Emerald Point, Lake Lanier Islands.

Rachel Blankenship  
 IFMA Atlanta President 2005  
 Sr. Director, Facilities & Production  
 Sage Software

**DIRECTIONS TO LUNCHEON**

**At Maggiano's**

**Directions:** From Roswell, Alpharetta and N. Fulton Suburbs: Take 400 south to Exit #2 (Lenox Rd.) Turn left at light and go to Peachtree Rd. Turn right on Peachtree and we are just past Dante's on the right hand side of the street.

**From Downtown Atlanta:** Take 75/85 north to 85 north to 400 north. Get off at Exit #2 (Lenox Rd). Turn right and go to Peachtree Rd. Turn right on Peachtree and we are just past Dante's on the right hand side of the street.

**AUGUST LUNCHEON PHOTOS**



**What you missed**

John A. Mitchell Phd., P.E. of FMC-Services LLC discussed Facility Operational Analyses. Mr. Mitchell has more than thirty years of facilities experience in the institutional and manufacturing arenas. We learned important ways to analyze the efficiencies of the role of the Facility Manager. Through Strategic, Tactical and Operational Indicators Facility Managers can determine if they require a Facilities Operational Analysis FOA. Closing the gap between where you are and where you want to be get your company to the Bottom Line reducing costs.



IFMA's dapper duo.

No, I won't smile and you can't make me!

**COOKING CLASS**

Coming November 3, 2005...  
A holiday cooking class, taught by one of Atlanta's premier chefs will feature hors'deuvres that will impress your holiday guests. This will be a fun evening of food & wine.

**Sponsored by Jones Lang LaSalle.**

Gloria Williams, AccuClean, Inc.  
gloriawilliams@accucleaninc.com

Event to be held at The Inspirence® Studio in Buckhead.

**SAVE THE DATE**

Coming October 18, 2005...

CNN TOUR & Happy Hour

"Behind the scenes" with Mitch Rabil  
Mitch will lead a special Tour of the newly Renovated CNN Facilities followed by an after tour "Happy Hour social"

For details contact Nancy Cartledge at nancyc@tvsa.com



## WORLD WORKPLACE CONFERENCE & EXPO

### More Than An Event....An Experience!

Register now for IFMA's World Workplace to lock in early registration rates. Visit [www.worldworkplace.org](http://www.worldworkplace.org) today!

As an IFMA member, you have access to a wealth of FM networking and educational opportunities. Don't miss out on the most all-inclusive experience available to members: IFMA's World Workplace Conference & Expo!

Advancements in the FM profession are being set by IFMA and members just like you. IFMA's World Workplace is the annual gathering for your Association, and this year, we're celebrating 25 years as the only international association dedicated to serving and representing the FM profession.

Take advantage of your IFMA membership and attend the biggest FM event of the year at a discounted rate! Register by Aug. 26 to save \$250 off the regular nonmember three-day rate.

Get the full IFMA member experience! Join us at IFMA's silver anniversary celebration in historic Philadelphia! For more information on attending, exhibiting or sponsoring, visit [www.worldworkplace.org](http://www.worldworkplace.org) or call 713-623-4362.

#### ACCOMODATION INFORMATION:

The Hampton Inn Center City Philadelphia - \$129.00 plus tax per night. Located in Center City Philadelphia the Hampton Inn Center City is ideally across from the Pennsylvania Convention Center. Surrounded by incredible restaurants and shopping. This hotel amenities include coffee maker, iron and ironing board, hair dryer, health club, heated indoor pool with whirlpool, guest laundry facilities, and two dual-line phones (complimentary local calls, credit card & 800 access calling) with complimentary unlimited (DSL) High Speed Internet Access in all rooms and a Hot Buffet Breakfast with complimentary newspaper. There is a room block for only 25 rooms at the \$129 price and the deadline to reserve is August 21, 2005 for the Hampton Inn. You must call the hotel directly to reserve at 215-665-9100 or e-mail [cbrown@hershahotels.com](mailto:cbrown@hershahotels.com) and ask for the ATLANTA-IFMA room block.

The other 2 hotels that IFMA International approved are:

The Wyndham - \$159.00 per night plus tax & The Marriott - \$179.00 per night plus tax

Lynn Moorman will be in charge of handling the banquet tickets for the Awards Banquet on Tuesday evening. You should be receiving your packet a week before the conference. Please bring your banquet ticket, which will be enclosed in your conference packet to the IFMA luncheon on September 21, 2005 and Lynn will collect them at that time. This will ensure that we all get to sit together at the gala on Tuesday evening. If you are unable to bring this ticket to the luncheon please contact me so we can make arrangements for me to obtain your ticket.

Additionally, there will be some events that will be taking place during the conference. Royal Cup Coffee and Cort Furniture Rental will be sponsoring events on Monday evening, October 24th. Let's see if they can top last year's festivities!



All the specific details will be included in your information packet distributed at the IFMA luncheon on September 21, 2005. If you are unable to make that luncheon when the pins and information will be distributed, we can make arrangements to get them to you.

Contact Lynn Moorman, IFMA Atlanta's World Workplace Coordinator if you have any questions at 678-947-0579 ext. 26, or send an e-mail, [lynn.moorman@artandassociates.com](mailto:lynn.moorman@artandassociates.com).

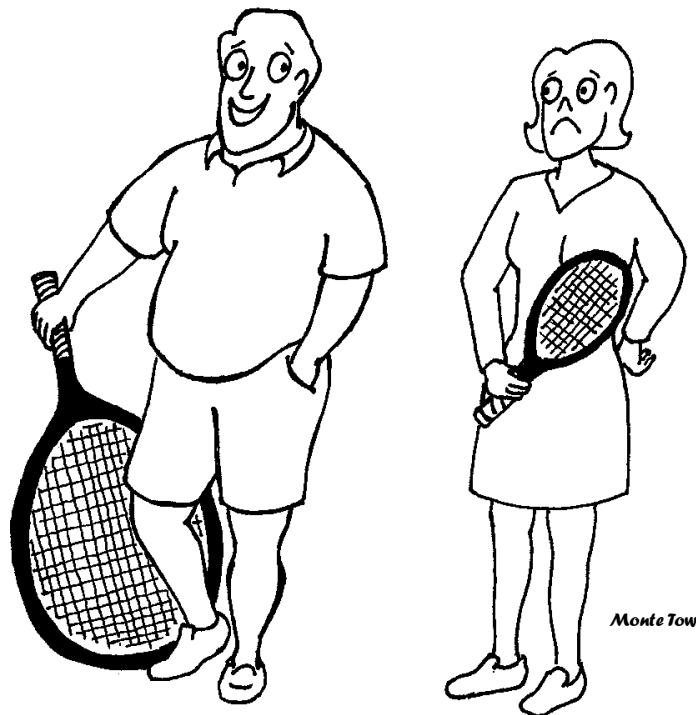
**Start planning your experience now!**



[www.ifmaatlanta.org](http://www.ifmaatlanta.org)

### Facility Funnies

At last year's Fall Classic they told me to get in better shape or get a bigger racket.



Monte Townsend

**GEORGIA TECH CORNER**

**In Need**

Kathy Roper

The Integrated Facility and Property Management graduate program needs new reference materials that you may have on hand. Students and faculty routinely access information that has accumulated in the IFMA Atlanta Library for papers and reports, but many of these are now very outdated. Current IFMA Reports and other recent publications, books, CD's and journals are the primary format for library materials. If you can donate business, facility management or other materials we will use them!

We can arrange for pick-up if necessary or you can mail your materials to us in care of Professor Kathy Roper, 276 Fifth Street, Building Construction Program, Atlanta, GA 30332-0680 or contact me at [kathy.ropер@arch.gatech.edu](mailto:kathy.ropер@arch.gatech.edu). Thanks for your continuing support of the program.



Kathy Roper instructs the group on techniques in career enhancement.



Career Services seminar organizers Jean Lusso, committee chair and Chris Vest committee member.

**JOB POSTINGS ONLINE**

Looking for a new job?  
Know of a vacant position?

Check out the job posting section of [www.ifmaatlanta.org](http://www.ifmaatlanta.org). Enter the Career Services section to post a job. Enter your membership number to view available positions.

This website highly benefits our members, so start using it today. Call Brant Bosley with any questions at 404-392 2284. Call Joe Carroll for resume critique and career counseling at 404-582-8859.

**CAREER NEWS**

By Jean Lusso, Career Service Chair

The IFMA Atlanta Career Services Committee was honored to have Kath Roper, a Ga. Tech professor in Building Construction, present two vital workshops at the Steelcase Showroom. The first workshop on July 21st enlightened our members on the current trends and guidelines required to create an eye-catching resume. The attendees also received helpful pointers on how to network when looking for career advancement. On August 11th, members gathered to learn how to develop their interviewing skills to WOW a future employer. Sharing personal interviewing experiences was extremely enlightening, and the lunches were free!

The Career Service Committee thanks Kathy Roper for volunteering her time and knowledge to enhance the careers of our Atlanta members and Steelcase for donating their facility.

**CAREER SERVICES EVENT**

Who Should Attend: All IFMA Atlanta Chapter Members

Date: October 6, 2005 Time: 5:30 PM - 8:30 PM

Location: 191 Peachtree Street, 50th Floor Dining Room, Atlanta, GA 30303

Topic: Networking For Success Panel Discussion  
Learn the techniques to network within your own company, through your IFMA contacts, and with industry experts to enhance your existing position or look for a new position.

Cost: No Charge (free hors d'oeuvres, door prizes and free parking) (first 50)

The Speakers:

- David Brookmire, Founder, Corporate Performance Strategies
- Jim Cichanski, President & CEO, Flex HR
- Liz Fitzgerald, President, XChange Consulting, Inc.
- J. Patrick Haly, President, National Personnel Service
- Brian Ray, Founding Director, Crossroads Career Network

EARN CEU CREDITS:

Earn 1 CEU and 1 CEU/FMP Maintenance Point

Don't miss this exciting opportunity to learn networking strategies and to network with our members and HR experts..

To Register: Go to [www.ifmaatlanta.org](http://www.ifmaatlanta.org).



### COMMUNITY SERVICE

Community Service's comity hosted an ice cream social at the Frazer Center to thank the IFMA member partners for all their support. A good time was had by all.



### CFM ARTICLES FOR POINTS

Attention all CFMs! You can receive CFM Maintenance Points for writing educational articles in Industry Related Publications including our Chapter Newsletter.

Please submit any articles of educational value to Monte Townsend at [ifmanews@rentacrate.com](mailto:ifmanews@rentacrate.com).

### IFMA ATLANTA CHAPTER CFM COORDINATORS

- Clara M. Smith, CFM - CMS Enterprises
- Cheryl Waybright, CFM, CFMJ, - CB
- Richard Ellis

### ASK ME ABOUT CFM

As a benefit to the Atlanta Chapter Membership, the Professional Development Committee plans to have members with CFM designation wear ribbons at each monthly meeting. Professionals and Associates are encouraged to discuss the benefits of getting CFM certification and information on taking the exam during the networking session before the meeting. Learn what certification is all about with other members who have become Certified Facility Managers. Ask questions, get the details, maybe hook up with a study partner.

Cost? Experience required? Qualifications? Information on the test? Bring your own questions. Look for the CFM ribbon attached to member name tags.

### MONTHLY CFM EXAM QUESTIONS

1. If you must know who is in your facility at all times, what type of security system is best?

- A. Video
- B. Push button access system
- C. Security cards
- D. Proximity cards

2. The steps of identifying, ordering, receiving, storing and expending are parts of:

- A. Cost estimating
- B. Scheduling
- C. Work control
- D. Inventory control

3. The most common means of exposure to a hazardous chemical is through:

- A. Absorption
- B. Injection
- C. Ingestion
- D. Inhalation

4. Fines for failure of employees to comply with a Hazard Communication Standard (HCS) are ultimately the responsibility of the:

- A. Workers who had the problem
- B. Employees' direct supervisor
- C. Building manager
- D. Employer



## HAPPY HOUR

IFMA Atlanta held its third Annual Happy Hour at Joel Restaurant on August 11th. Not even the incredible Atlanta August heat or the weekday evening traffic (made worse by afternoon thunderstorms) prevented members from attending this year's event. More than 40 IFMA members and guests were present to sip Joel's signature cocktails, including the "peachtree" and "lenox," while we mixed, mingled and enjoyed the live music performed by local duo "Sweetest Taboo." The Happy Hour is just one of the events planned by the Special Events Committee that provides an opportunity for members to network in an informal and social setting. It is also a great opportunity to introduce clients and potential members to our group. Be on the lookout for the next event hosted by Special Events Committee!



Gina M. Vitiello, Esq.  
Shapiro Fussell Law Firm



## THANKS BETH

By Joyce Roper, Coca Cola Enterprises

Congratulations, Beth Chaplin. We will miss you more than you know.

Beth Chaplin has done something that makes many of us envious. She has decided to follow her dreams, one of which is to live at the beach! Beth has resigned her position with Knoll and from the 2005-2006 IFMA Atlanta Board of Directors. Beth is moving to Pawleys Island, S.C.

It is traditional to present the outgoing IFMA Atlanta President with a gift of remembrance from the Chapter. Since Beth will not be with us in December, we presented her gift to her at our August 17 Membership meeting. We're sure Beth will remember IFMA Atlanta each time she uses her Tiffany pitcher for lemonade.

Many of you know Beth personally and understand what a fabulous President and Board member she has been. Beth joined the IFMA Atlanta Board mid-year in 1997 and served her first full year as Membership Director in 1998. She has served the Chapter admirably since her first meeting. During Beth's tenure as Membership Chair, we enjoyed the greatest growth in our history. Then, she worked her magic as Programs Chair, where she ensured that programs were planned around IFMA's nine core competencies. Her turn as Professional Development chair continued to provide the best ever educational opportunities for our members. IFMA Atlanta's winning the Chapter of the Year Award in Professional Development in 2004 is directly attributed to Beth's drive to provide the best possible FM-related programs. During her year as Vice President, she led our Board to develop job descriptions and Standing Rules for Chapter operation. After years of our attempting to get this done, Beth's organization skills and knowledge of the Chapter lead us to success. Beth has consistently been dedicated to IFMA Atlanta, and her major interest was always in helping us become IFMA's best chapter.

We wish you well, Beth, and insist that you stay in touch.





## 2005 IFMA ATLANTA SUSTAINING PATRONS

ABM Family of Services  
AIA  
Aircond  
Allied-Barton Security  
Andrew Rissland Turpen  
ASD  
Baker Audio  
BC Group  
Bonitz Flooring Group, Inc.  
Carithers, Wallace & Courtenay  
Carole Parks Catering  
Carter & Associates  
CB Richard Ellis  
Choate Interior Construction  
Contract Marketing  
Corporate Environments of GA, Inc.  
Cort Furniture Rental  
DeKalb Office Environments  
Flood Brothers Relocation  
Geiger  
Gensler  
Graebel Atlanta Movers, Inc.  
Haworth, Inc.

Hendrick, Inc.  
Herman Miller, Inc.  
Humphries & Company  
IntraSpec  
Invista  
Ivan Allen  
Jova Daniels Busby  
Kimball  
Malcolm B. Weiss & Assoc.  
Malone Construction  
Milliken  
Mohawk Group  
NFL Officeworks  
Royal Cup, Inc.  
Southern Business Systems  
Steelcase, Inc.  
Trilogyfm  
Walter Hopkins  
Wegman Associates

## MEMBER PROFILES



**NAME:** Michael S. Rice  
**COMPANY:** HOK  
**EMAIL:** michael.rice@hok.com  
**EDUCATIONAL BACKGROUND:**  
Georgia Tech  
**HOW LONG HAVE YOU BEEN AN IFMA MEMBER?** 4 years.



**NAME:** David Feitell, FMA  
**COMPANY:** The Weather Channel  
**EMAIL:** dfeitell@weather.com  
**EDUCATIONAL BACKGROUND:**  
BS Biology, Emory University  
**FAVORITE MOVIE:** Remember the Titans

**FAVORITE VACATION DESTINATION:** Maui, Hawaii

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** Often I worked in mailroom settings and this position was an advancement from Mail Services.

**HOW LONG HAVE YOU BEEN AN IFMA MEMBER?** Since 2002

**WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?**  
Achieving the results my customers desire within the budgetary constraints (of which they may not be aware).

**Send your Member Profile and Photo to [ifmanews@rentacrate.com](mailto:ifmanews@rentacrate.com) or fax to 678-547-0132.**

### International Facility Management Association

Atlanta Chapter  
1185 Willingham Drive  
Atlanta, GA 30344



### DIRECTORY UPDATE

Note corrections to mailing label at right and fax to 713-623-6124. Include phone/fax numbers.

FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
PERMIT NO. 650  
NORCROSS, GA

# IFMA Atlanta's Fall '05 Classic Registration

## GOLF REGISTRATION

\$180 per player; \$200 after September 30

Registration at 10:00am; Shotgun Start at 12:00 Noon SHARP!

We request that one professional member be included in each foursome.

Includes golf, cart, range balls, lunch, networking, awards dinner.

\*Individual registration accepted; you will be placed in a foursome. **Registration Deadline is September 30, 2005**

## TENNIS REGISTRATION

\$120.00 Per Player; \$140 after September 30 Begins at 9:00 a.m.

Includes tennis courts, refreshments, scoring, lunch, 2 Hour Island Queen Wine Cruise, Awards dinner.

\*Individual registration accepted

## ISLAND QUEEN WINE CRUISE ON LAKE LANIER

\$100.00; \$120 after September 30 Begins at 3:00pm

Includes 2 Hour Island Queen Wine Cruise, Networking, Awards Dinner.

## AWARDS DINNER ONLY

\$80.00; \$100 after September 30

Begins at 6:00 p.m. Includes Networking and Awards Dinner.

## SPONSORSHIP OPPORTUNITIES

I am interested in sponsoring the following:

LONGEST DRIVE \$500.00 (1)

HOLE SPONSOR \$300.00 ea. (32)

PREMIUM HOLE SPONSOR \$750.00 (5)

CLOSEST TO THE PIN \$500.00 (1)

BEVERAGE CART \$500.00 ea (2)

LUNCH \$1000.00 (1)

TENNIS \$750.00 (1)

HOLE-IN-ONE CONTEST \$500.00 (1)

DINNER: \$5000.00 (1)

ISLAND QUEEN BOAT WINE CRUISE \$2000

**PLATINUM SPONSOR** - Any company who contributes \$5000 or more to Fall Classic through sponsorships or participants

**GOLD SPONSOR** - Any company who contributes \$4000-5000 to Fall Classic through sponsorships or participants

**SILVER SPONSOR** - Any company who contributes \$3000-4000 to Fall Classic through sponsorships or participants

**BRONZE SPONSOR** - Any company who contributes \$2000-3000 to Fall Classic through sponsorships or participants

If you would like to sponsor a door prize  
or goody bag please  
contact Gail Herndon at  
gherndon@choateco.com or 678-892-1237.



# “GETTING TO SYNERGY”

IFMA ATLANTA PRESENTS:

AN EDUCATIONAL SEMINAR



WE ARE HONORED TO HAVE LARRY BIESTER, MANAGER OF AVIATION AND ASSEMBLY WITH MILIKEN PRESENT: “GETTING TO SYNERGY”. JOIN US TO LEARN HOW TO MAKE CONFLICT A GIFT NOT AN OBSTACLE. DISCOVER WHAT “MAGNIFICENT COLLABORATION IS. ENHANCE YOUR SKILL SETS TO BUILD SUSTAINABLE, THRIVING EXCHANGES. BECOME A MORE EFFECTIVE COMMUNICATOR. CREATE A DEEPER UNDERSTANDING OF THE COMPLEXITY IN DEVELOPING TOP PERFORMING TEAMS AND ORGANIZATIONS.

DATE:  
SEPTEMBER 15, 2005

TIME:  
10:30 AM—2:00 PM  
LUNCH WILL BE PROVIDED

LOCATION:  
THE STEELCASE SHOWROOM  
303 PEACHTREE CENTER  
AVE. ATLANTA, GA. 30303  
SUITE AL-175

REGISTRATION:  
COST: \$25.00 - ACT FAST:  
SPACE IS LIMITED TO 30  
INDIVIDUALS

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TO REGISTER GO TO:  
[WWW.IFMAATLANTA.ORG](http://WWW.IFMAATLANTA.ORG)

FOR MORE INFORMATION  
CALL:  
ANDREA NOLAND AT:  
770-356-5737