

**International
Facility
Management
Association**

IFMA Atlanta

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THIS MONTH IN IFMA

Monthly Meeting - April 13, 2006

IFMA Showcased

NEXT MONTH IN IFMA

Atlantic Station Tour - May 4, 2006

Monthly Meeting - May 17, 2006

Spring Fling Comedy Night - May 18, 2006

Volunteer - May 20, 2006

President - Rachel Blankenship, *Sage Software*, rachel.blankenship@sage.com

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

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

Secretary - Christine Vest, *Propex Fabrics*, vestcn@propexfabrics.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.
Reminder: The deadline for submitting articles is the third Wednesday of each month.

STAY CONNECTED WITH 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 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.

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 for more details.

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

Spring in Atlanta!

Spring has finally arrived in Atlanta! This time of year brings excitement as we watch new growth all around. Growth in leaders occurs in many different ways and different speeds. In this month's message, I want to share a few qualities about leadership. I believe after reading this list you will notice how blessed we are to have so many great leaders involved in our Chapter.



Rachel Blankenship

Leaders give the people around them a new perspective.

Leaders stand out. They set themselves apart from the crowd, but they also fit in.

Great leaders have the ability to follow as well as lead. These leaders are sometimes called outside-in leaders. Outside-in leaders always find ways to include others to use, draw out, and promote others in their counsels and decision making.

Leaders pay close attention.

Good leaders are great listeners.

Leadership is a marathon, not a sprint. You have to modify it at times, but every day you've got to get up and play hard.

The final test of a leader is that he leaves behind him in other men the conviction and the will to carry on.

Those who are lifting the world upward and onward are those who encourage more than criticize. - Elizabeth Harrison

If you are not actively involved in YOUR chapter today, please take the first step to becoming a leader within this great organization. Join a committee or networking group so you can receive the full benefits of membership. This one small step will create measurable value not only in your professional career, but your personal life as well.

I look forward to seeing you at IFMA Showcased on April 13. Please come out to support our associate members and learn more about the value of this partnership.

Thank you.
 Rachel Blankenship
 President - IFMA Atlanta 2005/2006
 Sage Software, Sr. Director of Facilities North America

ON THE COVER

Stewart Smith, Robert Flood, & Monte Townsend showing THRASHER pride at last month's networking event. See page 4.

DIRECTIONS TO IFMA SHOWCASED

Puratin Mill

Directions: FROM I-75 South: Exit Northside Drive. Turn right, traveling south on Northside Drive. Drive through the intersections at 14th and 10th Streets. Bear right at the fork. Turn right onto Marietta Street. Bear left at the next two forks. Drive over the bridge. Turn left onto Lowery Blvd. (formerly known as Ashby Street) across from King Plow Arts Center. Puratin Mill is the first set of buildings on the right. Enter at the second drive. Parking is available behind the building.

FROM I-85 South: Exit 10th and 14th Street exit. Turn right onto 14th Street. Follow 14th Street until it ends into Howell Mill Road. Turn left at Howell Mill Road. Turn right onto Brady Street. Turn right onto West Marietta Street. Turn left onto Lowery Blvd. (formerly known as Ashby Street) across from King Plow Arts Center. Puratin Mill is the first set of buildings on the right. Enter at the second drive. Parking is available behind the building.



WHAT YOU MISSED - MARCH LUNCHEON

“Benchmark This”

March’s Luncheon topic.

Our speakers were Jim Rice and Mitch Rabil. Jim Rice, Vice President and Senior Consultant with HOK Advance Strategies in Atlanta. His job responsibilities include the delivery of planning and other pre-design services for corporate and institutional clients. Mitch Rabil is Director of Corporate Projects for Turner Properties Inc. in Atlanta. He is a Charter Member of Atlanta Corporate Headquarters Benchmarking Group. Mitch is the immediate Past President of IFMA Atlanta.

We learned how a thoughtful benchmarking process can support decision making and elevate the role of a facilities organization to increase it’s value and credibility within the company.



When life hands you lemons...



You should see the other guy.



If we stand over here she won't take our picture.



NETWORKING EVENT

Hockey and Happy Hour

Around 30 IFMA Atlanta members and guests met at McCormick & Schmick's at the Philips Arena for mingling and cocktails prior to the game. We all thrilled in watching what some of the real hockey fans there called one of best games they'd ever seen. The Thrashers pulled out a victory in an overtime shootout against the New York Rangers. Everyone had a great time!



THRASHERS WIN!



IFMA Hockey Night 2006.



Hey, you're right. There really are 99 bottles of beer on the wall.



I like this brown liquid stuff.

EDUCATION SEMINAR

March 7th 2006

IFMA Atlanta was honored to have Dr. Dean Kashiwagi; the Director of the Performance Based Studies Research Group, a research group of best value procurement methods at Arizona State University, present: "Facility Assessments: Minimize Problems in Project/Budget Planning". A group of professional and associate IFMA Atlanta members explored innovative best practice concepts that identify how "efficiency" is required for both the facility manager and vendor to have a win-win environment. The attendees learned how to identify risks before a project starts instead of during the project. Guidelines were demonstrated on how to select a vendor. The group also reviewed various case studies regarding new construction projects. The IFMA Atlanta Education Committee thanks Dr. Kashiwagi for his time and much appreciated presentation.





ATLANTA INTERNATIONAL COMMITTEE

- Conducting Business in Saudi Arabia -

Several years ago in the mid-nineties, I had the opportunity to live and work in the coastal Red Sea port city of Jeddah, Kingdom of Saudi Arabia. During that nineteen month assignment, I had ample opportunities to socialize, do business with and befriend over several dozen Saudis. Although Westerners living and working in the Kingdom were required to live separately in walled communities called compounds with other westerners; this did not prevent me from getting out into the local community or meeting with Saudis in their offices for business or social interaction.

Before departing the blizzard swept landscape of Ohio for the sun-baked dessert of the Saudi Kingdom, I attended two cultural orientation briefs and read several books that described in detail Saudi Arabian society, its people and way of life. The briefs and books did prepare me effectively to deal with the cultural differences that exist between a Middle Eastern society and Western norms. The first fact that I and many newcomers to Saudi Arabia must quickly acclimate ourselves were the daily calls to prayer over the neighborhood mosque minaret's loud speakers. The first call to prayer occurred before sunrise and was impossible for new arrivals to sleep through the loud speaker call.

Conducting business in Saudi also required a change in the Western mindset. In the west, we were accustomed to diving into the meeting agenda and discussing the business at hand upon starting the meeting. In the west, businessmen operate on the mantra "time is money" and little time was devoted for small talk or exchanging pleasantries. In contrast, business in Saudi Arabia was conducted only after a degree of familiarity and trust had been established. In those meetings, considerable time must be spent exchanging courtesies and often, several visits were needed to complete or secure business. Additionally, Saudi officials maintained an "open office" during meetings in which they would sign papers, take telephone calls, and converse with friends or colleagues who dropped by.

In my many meetings with Saudi officials, small-talk often preceded any serious business or work-related discussions. We were taught that foreigners who rushed straight to the point appeared impatient or rude. In the small talk that starts the meetings, you would first inquire about your Saudi host's health and about his family's health and well-being. However, it was considered impolite for a man to inquire about the wife or another female member of a Saudi's family. Asking about a Saudi's family's health stood as the polite limit.

While engaged in the required small-talk, we were obliged to partake in the "coffee ritual". Drinking coffee and tea was a part of all business and social meetings with Saudi officials. The coffee (called "qahwah") was poured from a long-spouted pot called a dalah. The greenish-yellow colored (with the spice cardamom added) "qahwah" or coffee was consumed without milk or sugar from a small handleless cup. It was courteous for guests to accept no more than three cups of coffee unless with close friends. Traditionally, after two cups of the bitter coffee, the guest would signal that he was finished by wobbling the cup from side to side (or in some instances cover the cup with the palm of the hand).

Cont.>

Send your Member Profile and Photo to ifmanews@rentacrate.com or fax to 678-547-0132.

Following the "coffee ritual", tea (called "chai") was served. The "chai" or tea was served very sweet. The term "have a little tea with ones sugar" comes to mind. The tea was served either plain or with fresh mint and served in small glasses with handles. Again, to indicate that we were finished, we would wobble or cover the glass with our hand.

Another social custom in Saudi was smoking the shisha or water pipe. The shisha was a tall, elegant adorned water-pipe, referred to as a hubbly-bubbly by many westerners in Saudi, because of the sound the water makes as the smoke filters into the water filled base. The shisha was traditionally smoked in the evening by small groups Saudi men in cafés. Saudis and their guests would spend hours puffing away on a long tube attached to the water filter. The shisha's tobacco mixture, often flavored with fruit - particularly apple - was placed in a clay bowl at the top of the shisha and lit. The tradition of shisha usually occurred as a way to relax and an opportunity for Saudi men to socialize.

Personally, I avoided smoking the shisha until my final weeks in the Kingdom since I was not a smoker and did not enjoy tobacco. But, when I was departing the Kingdom, many of my Saudi acquaintances wanted to acknowledge my time residing in the Kingdom and my departure. Thus, they invited me to dine with them at either local restaurants or invited me into their homes; it would have been rude to decline the offer.

After nineteen months in the Kingdom of Saudi Arabia, I departed with many fond memories of the culture, society, food and people. From enjoying the best scuba diving in the world to learning about a diverse and rich culture, my assignment in Saudi was a rewarding experience.

Ed Brownlee
Vice President Facilities Operations
Turner Properties, Inc.
404-827-1552

JOB POSTINGS ONLINE

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

Check out the job posting section of 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

www.ifmaatlanta.org



SUSTAINING PATRON PROFILE

HENDRICK By Marty Taffel

Hendrick is an Atlanta based corporation formed in 1974 that is a recognized leader in the design industry. Since its inception, design excellence, responsive client service and financial stability have made Hendrick one of the most experienced and reliable design firms in the Southeast. Our principal business is providing interior design and facility consulting services for the commercial office and healthcare industries.

Interior Design Magazine has nationally ranked Hendrick among the Top Interior Design "Giants" in the country for the last 25 years.

Hendrick serves its clients from a single office location in Atlanta, Georgia. The firm maintains a practice of comprehensive interior design services for private and public companies, government agencies, developers and architects. Services include Strategic Facility Planning, Facility Programming, Building Evaluations, Interior Design, Tenant Planning, Graphic and Signage Design and ADA Reviews.

Hendrick is committed to its clients, the team concept and how to balance function, schedule, budget and aesthetics. Our commitment to excellence in client service is confirmed by our high percentage of repeat business. If there is any particular insight into our methodology for success, it is that we listen to our clients and create solutions to enhance their business operations. We like to work with clients who respect our expertise and look to us for direction and inspiration.

DEVELOPMENTAL DISABILITIES MINISTRIES

Developmental Disabilities Ministries, Inc. (DDM) began in 1981 as the Developmental Disabilities Ministry of the Georgia Baptist Children's Homes. DDM became an independent non-profit organization serving adults with mental retardation in 1999. DDM currently owns and operates 12 group homes and offers 2 apartment programs. Each home serves 4 to 6 residents.

DDM is community based, serving residents of various religious, social, racial, and economic backgrounds. Residents are provided room and board, training and supervision, transportation, and are actively involved in many community activities. DDM is funded through resident and family payments, Medicaid waiver and third party payments for some residents, and contributions from individuals, churches, and foundations. DDM residents are served irregardless of ability to pay and DDM subsidizes a large portion of cost of care for the residents. DDM is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in Community Services, Community Housing, Community Integration, and Supported Living.

DDM is greatly appreciative of the support of and relationship with IFMA, as we seek to find a new office space and properly maintain our group homes.

MONTHLY CFM EXAM QUESTIONS

1. Relational databases in automated system are important because:

- A. All data items must be sequenced in order
- B. Cost considerations are an important element of the systems
- C. Different data elements should be able to be grouped together for analysis
- D. Each equipment category must be complete

2. From a management standpoint, automated work order call centers are most important because:

- A. Incoming calls are treated through standard protocol
- B. Documentation of workload for planning budget
- C. Personal contact with the customer
- D. Audit trail for uncompleted work

3. In most buildings, a low power factor is caused by a major inductive load from:

- A. Fluorescent lighting ballasts
- B. Large motors
- C. High-voltage transformers
- D. Low-voltage switchgear

4. In maintenance, curb appeal means:

- A. Height of the curb and distance to the parking lot.
- B. Initial impression a facility makes a visitor.
- C. layout of the landscaping and shrubbery.
- D. Large natural areas preserved for environmental reasons

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.

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.

BRAVES BASEBALL**BRAVES PICNIC AND BALLGAME**
"Save the Date"

Please mark your calendars for IFMA's annual Braves event on June 7!

The event includes food and beverages at the "Top of the Chop" tent overlooking Turner Field. More details to follow.

Alicia Kelly Stryker
alicia.kelly@facilities.gatech.edu

**SAVE THE DATE****SPRING FLING COMEDY NIGHT on MAY 18**

The Career Services Committee is inviting all our members and guests to attend our newest and most brilliant meeting yet, the SPRING FLING COMEDY NIGHT! Mark your calendars for Thursday, May 18 at 5:30 pm. You may recognize some of our members acting out a few choice skits on presenting yourself and interviewing, and there will be other fun activities going on all evening in which we can all participate. This promises to be more fun than the proverbial barrel of monkeys, and maybe just a bit educational, too. And it's free with food and prizes! Life is good! Be there!

Arrival instructions:

Turner Entertainment Group Techwood Campus
1050 Techwood Drive; Atlanta; 30318.

Visitors will need to enter off of 10th Street to the front of the property and get checked in at the Guard Shack. They will park in the Visitor parking on Level P1 and come up the elevator to the Lobby Level of the 1000 Building. The Multi-Purpose room is behind the reception desk coming from the elevators.

Register Online at IFMAATLANTA.ORG

For more information contact:
Joe Carroll, IST Management Services, Inc. 404-582-8859
www.istmanagement.com

**Send your Member Profile and
Photo to ifmanews@rentacrate.com
or fax to 678-547-0132.**

COMMUNITY SERVICE CORNER

One of the most satisfying and rewarding aspects of my membership in IFMA Atlanta has been my involvement with the Community Service Committee. I have been privileged and honored to work with and help non-profit organizations in the Atlanta area that provide vital services for children, the elderly and the disabled, and in the process, have made a number of lasting friendships.

Attending the monthly luncheons and other events affords members an opportunity to become acquainted and familiar with one another but the real opportunity to form lasting relationships comes with true involvement. When a group of people are united in a common cause, the bond that develops between them is cemented with commitment.

The Community Service Committee is eager to help others and in that capacity we are not shy about asking for help to achieve results. It's not only the in-kind donations so generously given by our associate members and pro-bono services such as architectural, programming and design that help us to achieve our goals. It's the people willing to step up to the plate and use their organizational, management and leadership skills to help our community partners to make their facilities functional and ever more efficient that make all the difference to our partners. It doesn't take a lot of time (1-4 hours per month). I know we're all busy but the effort you put forth will return to you ten-fold—it's a Universal Law. So join a committee! If not the Community Service Committee, then pick another. There's plenty of work (play, fun, and friendship) for all. Get involved and maximize the return on your investment!

Right now we are involved in several exciting projects. We are renovating the corridors and lobbies on all ten floors of Branan Towers, a home for the aged and are receiving wonderful support for new furniture, carpet, wallcoverings, paint, and project management. Once we are finished with the floors, we will start work on retrofitting new kitchen cabinetry in the 176 apartments in the home. At Fulton County Child Development Center, we are under construction to add space to their administrative area and completing major roof and HVAC work at the facility. At the City of Refuge we are in the planning stages of build-out for a commercial kitchen and dining room large enough to seat 500 people, major roofing work, redesign and space planning work in their THRIFT Store and On-The-Job Training eBay Business Program. And we are currently waiting on the mayor's approval to renovate the Cascade House for the YWCA of Greater Atlanta in partnership with the City of Atlanta.

Please be sure to register for IFMA Showcased on April 13th where we will be honoring all of our wonderful vendors and professionals who are helping to make these projects a reality. All of our Partners will be there as well to tell you all about their organizations and how you can help them to help others in our community. Hope to see you there!

Community Service Committee meets the second Friday of each month at Hendrick, Inc. from 8:30-9:30 am (Networking at 8:00 am). Next meeting will be Friday, April 7th.



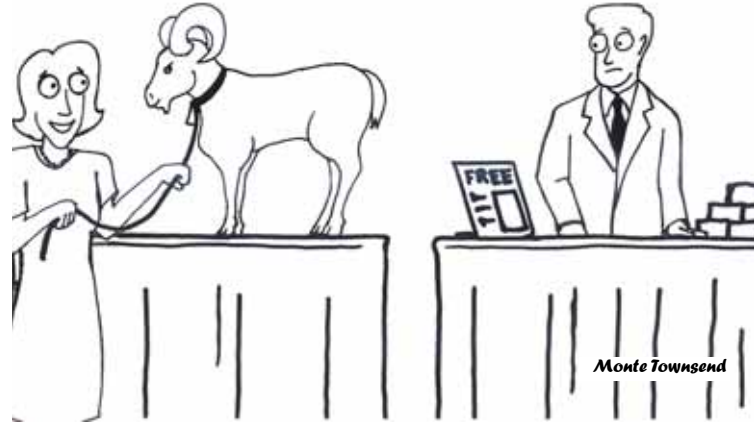
2005 IFMA ATLANTA SUSTAINING PATRONS

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

Facility Funnies

Sally was really excited to show off her company's new "LEEDS" shredder.



Send your Member Profile and
Photo to 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
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NORCROSS, GA

IFMA Volunteer Day 2006

Saturday, May 20

8:30 am to 12 noon

**projects planned for the day...*

Painting, planting, and
creativity needed to make this
a cheerful entrance.



Brawny men needed to
remove railroad ties.



Raking leaves. Planting
flowers.



Inside the Center, closets and
things to organize.



North Fulton Child Development Center

89 Grove Way
Roswell, GA 30075

directions

off Roswell Road, turn onto Oak St.
(Krispy Kreme is on the corner),
right onto Bush St. – the Center is on the left

schedule

There will be coffee, drinks and donuts
at 8:00 am, and lunch at noon.
Activities from 9 am to 12 noon

how to sign up

Volunteer sheets will be available
at the Monthly Meeting Sign-In table, or
email: VOLUNTEERDAY2006@MAC.COM

contact

Marie Kitchen: 404-468-3330
Maureen Gundaker: 404-350-0733



Why should you attend?

Network with over 200 of your closest facility management professionals

Learn about new, innovative products and services from IFMA Associate Members and Sustaining Patrons while enjoying an open bar

Chance to win the Facility Manager Cash Door Prize

Participate in the Silent Auction to win exciting gifts

Show support for your local IFMA Atlanta Chapter

Date & Location:

April 13, 2006 from 5:30 - 8:30 pm

Puritan Mill

916 Joseph E. Lowery Blvd

Atlanta, GA 30318

Wonderful food served by Divine Events Catering.

Silent Auction:

Each company participating will have a silent auction item to auction at their space. This is your opportunity to win exciting gifts - everything from iPods to spa gift certificates.

Community Service Partner:

All proceeds from the event will go towards the IFMA Foundation and Community Service Partners.

Costs:

Members: \$30.00

Members (Unreserved): \$40.00

Non Members: \$40.00

Non Members (Unreserved): \$50.00

Booth Fee:

\$375 for members, which includes one representative

\$425 for non members, which includes one representative

How can you register to attend this exciting event? Visit <https://www.ssl-locked.com/ahqi/forms/> and submit the on-line registration form.

Please contact Mark Hawkinson with questions at 678-245-3228.