

**International
Facility
Management
Association**

IFMA
Atlanta

THIS MONTH IN IFMA

Luncheon - Villa Christina

August 17, 2005, 11:30 - 1:30

**Topic - Do You Need A Facilities
Operational Analysis**

Speaker

John A. Mitchell, PhD.; P.E.

Outing - Ice Cream Social



Program Calendar

August 11

IFMA Atlanta 3rd Annual Happy Hour

August 11

Interviewing Skills Workshop

August 17

Monthly Meeting

August 25

Ice Cream Social

President - Beth Chaplin, *Knoll*, bchaplin@knoll.com

Co- 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.
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



Beth Chaplin

It is time to celebrate! As of August 19, IFMA Atlanta is 23 years old. What an accomplishment! Not only have we been around since almost the beginning of IFMA (International is celebrating 25 years this year) but we are also recognized within the organization as one of the leading chapters. Our International Awards and recognition are certainly evidence of this as is our continuing growth.



Rachel Blankenship

We just received a letter of congratulations from International – we are one of the top ten chapters with the most new members. Once again, they are looking to IFMA Atlanta as a model for other chapters. They want to know how we did it. It is simple. We have great people, great programs and a great chapter. Thanks to each of you for all of your efforts in helping make IFMA Atlanta a chapter that “everyone” wants to join. A special thanks to Lindsey Bradshaw and Andrea Noland for their leadership on our membership committee.

IFMA Atlanta had our first Annual Meeting during the June luncheon. It was great to hear from the hilarious Stewart Smith that our association is doing well overall and from Chet Bounds that our financial position is strong and healthy. Thank you to Stewart and Chet for their leadership and for their presentations. This will be an annual tradition. The Annual Meeting will take place each June and will be a time for the annual report, the annual financial report, and the installation of the new board of directors.

Speaking of the board of directors, we just had our annual retreat. With the changes in the IFMA Atlanta calendar, we met in July rather than November and have planned the transition year for the chapter. Chet Bounds and Milliken Carpet hosted us at their facilities in LaGrange. The meeting was very productive and Milliken was a most gracious host. Thanks to Chet and to Milliken for all of your support of IFMA Atlanta.

And speaking of the change in the IFMA Atlanta calendar, the Sustaining Patron program is currently being evaluated for the changes it needs to under go to align with the new calendar. Joyce Roper and her team have been meeting with current Sustaining Patrons and with prospective patrons to determine – how? when? why? etc. about the program and its future. If you have input or suggestions, Joyce would love to hear from you.

Lots of positive changes. Lots to celebrate. The chapter leadership would love to hear from you if you have suggestions or comments about IFMA Atlanta and our chapter’s future.

Enjoy the rest of the summer!
 My best,
 Beth

DIRECTIONS TO LUNCHEON

FROM GEORGIA 400: Take I-285 East, to Ashford-Dunwoody Road (Exit 29), turn right. Go to first traffic light and turn right onto Lake Hearn Drive. Go to first traffic light and turn left onto Parkside Place. Then go one block and turn right unto Perimeter Summit Blvd. At the Stop Sign, turn left (Summit Blvd). We are the three story stone villa, which is the last building on the left.

FROM I-85 & I-285 (Spaghetti Junction): Take I-285 West to Ashford-Dunwoody Road (Exit 29), turn left. Cross over I-285 and go to the second traffic light and turn right onto Lake Hearn Drive. Go to first traffic light and turn left onto Parkside Place. Then go one block and turn right unto Perimeter Summit Blvd. At the Stop Sign, turn left (Summit Blvd). We are the three story stone villa, which is the last building on the left.

JULY LUNCHEON PHOTOS



WHAT YOU MISSED

VIK BANGIA (speaker)

This presentation for the Atlanta Chapter of IFMA will provide an historical overview of the evolution of outsourcing real estate services. The discussion focused on Transaction and Facilities Management and highlight what Real Estate professionals (both Corporate and Service Provider) have done to re-define themselves as value creators. The presentation explored the perceptions and factors that currently make Facilities Management one of the largest and most visible candidates for outsourcing and what Facilities Managers can do in conjunction with Real Estate Departments to become more client-focused and learn to communicate value. The presentation concluded with provocative questions about the future of outsourcing and a challenge to Corporate Facilities Management professionals regarding personal "functional obsolescence."

Vik Bangia serves as Managing Director in CB Richard Ellis' Global Corporate Services Client Development organization. Mr. Bangia specializes in corporate real estate outsourcing - integrating CBRE brokerage talent, consulting, and management services to build teams that provide best-in-class solutions to the firm's global clients.

Most recently, Mr. Bangia worked with CBRE Global Account Teams to implement transition plans and Best Practices for Account Management. He also supported the GCS organization in its marketing and business development efforts.





BALONEY BINGO

1. Before (or during) your next meeting, seminar or conference call, prepare yourself by drawing a square. Most find that 5"x5" is a good size. Divide the card into columns, five across and five down. That will give you 25 one-inch blocks.

2. Write one of the following words/phrases in each block:

- | | |
|------------------|------------------------|
| *result-driven | *at the end of the day |
| *out of the loop | *24/7 |
| *infrastructure | *core competencies |
| *revisit | *bottom line |
| *best practice | *strategic fit |
| *fast track | *think outside the box |
| *win-win | *proactive |
| *value-added | *benchmark |
| *110% | *client focus(ed) |
| *paradigm | *game plan |
| *leverage | *moving forward |

3. Check off the appropriate block when you hear one of those words/phrases.

4. When you get five blocks horizontally, vertically or diagonally, stand up and shout, "BALONEY!"

Testimonials from satisfied "BALONEY BINGO" players:

"I had been in the meeting for only five minutes when I won."

-Paul D., Seattle

"My attention span at meetings has improved dramatically."

-David D., Portland

"The atmosphere was tense in the last process meeting as 14 of us waited for the fifth box."

-Ben G., Salem

"The speaker was stunned as eight of us screamed 'BALONEY!' for the third time in two hours."

-Kathleen L., Spokane

FALL CLASSIC

The Fall Classic

The registration form is on the website so folks can start signing up!

IFMA Fall Classic '05 - Thursday, October 13

Emerald Pointe at Lake Lanier Islands

Join us for Tennis, Golf, or Wine Cruise

Register online at www.ifmaatlanta.org

Gail Herndon

Director, Interior Business Development

(678) 892-1237

Choate Interior Construction



CAREER SERVICES NEWS

Education Program -

Interviewing Skills Workshop

Date: August 11, 2005 Time: 11:30 - 1:30

Location: Steelcase Showroom

303 Peachtree Street Suite 175

Atlanta, Ga 30303

Topic: Interviewing Skills Workshop

Speaker: **Professor Kathy Roper**

Cost: FREE

RSVP: Association Headquarters

404.766.1632

404.768.7767

info@ifmaatlanta.org

Gather pertinent information on techniques to improve your interviewing skills.

Space is limited to the first 30 reservations. Lunch will be provided.

GEORGIA TECH CORNER

Georgia Tech Integrated Facility and Property Management graduate program

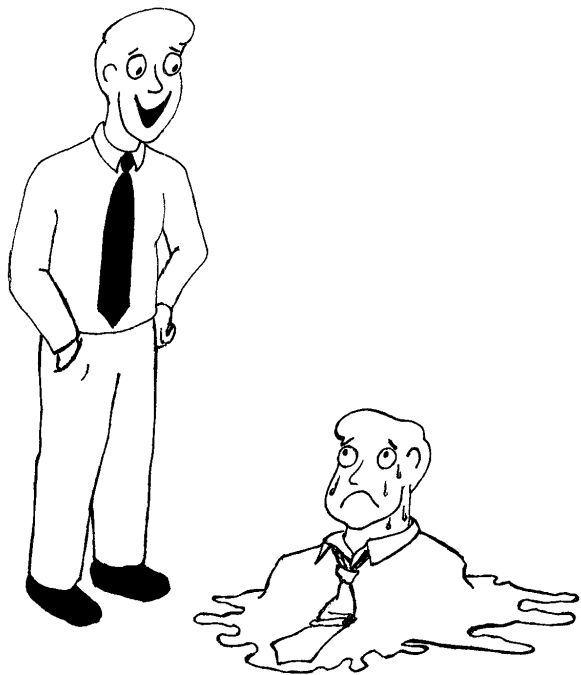
-Kathy Roper



The Georgia Tech Integrated Facility and Property Management graduate program has students looking for co-op job opportunities. Several international students are also looking for part-time and full-time positions this fall. If you have a position or need additional help in your office, please consider providing a co-op job to one of our students. For more information on the Georgia Tech co-op program visit the web at www.grad.gatech.edu/coop/ or contact Professor Kathy Roper at kathy.roper@arch.gatech.edu or 404-385-4139.

Facility Funnies

Congratulations, by cutting back on our air conditioning expenses we saved the company \$1.



Monte Townsend

IFMA'S ICE CREAM SOCIAL

Everyone

is invited for the Community Service Ice Cream Social!

Community Service Committee would like to thank all the members and vendors you have donated time and/or materials for the community partners.

The Frazer Center
1815 Ponce de Leon Avenue, NE
Atlanta, GA 30307



August 25th from 6-8pm

Any questions can directed to Beverly Parker, ASD bparker@at.asdnet.com

HVAC SERVICE

Help my HVAC is down!!!

- Howard Newmark/ Best Software

Portable Air Conditioning Units

These are packaged self-contained units. The supply air is used to cool an area or a worker at their station. The hot condenser air is relieved through a flexible duct to the outside or discharged straight into the space. Humidity condensate is collected in the unit, pumped, or gravity drained.

Spot Cooling for Operator Stations

Spot cooling air conditioners are a ducted system with an indoor air handler and an outdoor or indoor compressor condensing unit or chiller. It has several flexible nozzles coming from the main duct to the operator workstations. These blow cool air on the operator providing relief from the hot environment.

A typical Spot Cooling Air Conditioning System includes the following:

1. Outdoor chiller or compressor condensing unit
2. Indoor fan coil air handler
3. Interconnecting pipe
4. Pipe Insulation
5. Insulated sheet metal main supply duct
6. Multiple insulated flexible duct supply nozzles located at the Operator stations
7. Return and or outside air sheet metal ducts
If both return and outside ducts are installed, dampers and Controls to switch the incoming air to the coldest temperature of
Either would be installed.
8. Unit operating controls.

COMMUNITY SERVICE

The IFMA Atlanta chapter was honored to have Kath Roper, a Ga. Tech professor in Building Construction, present a workshop on networking and resume skills, July 21st. A group of 20 members were enlightened on the current trends and guidelines imperative in creating an eye-catching resume. The group also learned how to network when looking for career advancement. We are eagerly anticipating the second session on August 11th at 11:30am, location the Steelcase showroom, 303 Peachtree Center Ave., Ste. 175, Atlanta, GA. 30303. Please join us for a FREE lunch and valuable information on interviewing skills. To register please visit: www.ifmaatlanta.org. We look forward to seeing everyone on the 11th.

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'S THIRD ANNUAL HAPPY HOUR



When:
Thursday, August 11TH at
5:30pm

No registration fee.

Where: **Joel Restaurant**

Live jazz music and small hors d'oeuvres will be provided by Joel.

This is a cash bar event.

Please R.S.V.P to
gvtiello@shapirofussell.com
by August 8th.

www.ifmaatlanta.org



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

9. 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

10. While implementing automation operations, most important management initiative should be:

- A. Selling and training staff
- B. Purchasing the best hardware
- C. Integrating IT processes into the system
- D. Working out all operational bugs

11. Which facility managements system (FMS) features reduces electrical consumption by automatically turning off some of the equipment for short period while maintaining occupant comfort?

- A. Duty cycle
- B. Supply water side
- C. Economizer switchover
- D. Supply air reset

12. Within the context of a business contingency plan, the most important element that needs to be coordinated between IT and FM is:

- A. Backup site and number of essential employees
- B. Configuration of computers and necessary software
- C. Emergency call lists
- D. FM systems necessary off-site location

13. 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

14. A computerized EMS can help manager achieve large savings in energy consumption primarily by controlling:

- A. Older, unreliable equipment
- B. Occupant access to heating and cooling
- C. Hours of equipment operation
- D. Fuel or electrical distribution



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 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 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 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

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. Start planning your experience now!

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.

IFMA ATLANTA BOARD RETREAT PHOTOS



Air Head Guitar!



Beth ROCKS!.



Taking a BREAK at the Board Meeting.

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



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: Mike Bowers
COMPANY: Haworth
EMAIL: mike.bowers@haworth.com
EDUCATIONAL BACKGROUND: University of Tennessee, Knoxville
FAVORITE MOVIE: The World According To Garp
FAVORITE VACATION DESTINATION: Hilton Head

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I was in International Sales with a floorcovering company for 10 years and wanted to learn something new.
HOW LONG HAVE YOU BEEN AN IFMA MEMBER? 4 years.
WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB? Increasing my knowledge base of all the products we manufacture.



NAME: Jim Heck
COMPANY: Cabot Corporation
EMAIL: james_heck@cabot-corp.com
EDUCATIONAL BACKGROUND: FLorida Atlantic University/ BA Communications
FAVORITE MOVIE: Patriot (Mel Gibson)

FAVORITE VACATION DESTINATION: Bahamas, Charleston, FLorida
HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Working for Nextel and a Facility Manager job became available. The regional VP thought I would be a good fit and I have him to thank ever since.
HOW LONG HAVE YOU BEEN AN IFMA MEMBER? 5 years.
WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB? Balance -it's challenging to balance the demands of daily responsibilities.

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