

**IFMA ATLANTA 2004
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mitch.rabil@turner.com

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**2004 IFMA ATLANTA
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Wegman Associates, Inc.

MONTHLY MEETING

Wednesday, December 15, 2004 - InterContinental Buckhead

TIME:

11:30 AM networking, 12:00 Noon - 1:30 PM luncheon.

COST:

Pre-registered Members-\$35.00
Non-members (must pre-pay)-\$55.00
Members without reservations -\$45.00 (if seating is available)
Non-Members without reservations—\$65 (if seating is available)

RESERVATIONS:

Please register by 12:30 p.m., Fri, December 10, 2004—no refunds unless cancelled by 10. a.m. Dec 13. You may now register by credit card on our secure site— www.ifmaatlanta.org.

LOCATION:

InterContinental Buckhead

Directions: The directions are on the IFMA Atlanta web site —www.ifmaatlanta.org (Click on Awards of Excellence). Parking will be \$7.00 for self parking and \$12 for valet parking. Each attendee will be responsible for their own parking. We are trying to have a table at our check-in, with hotel staff, so all members can pay for their parking before they enter the luncheon.

TOPIC:

Annual Awards of Excellence

IFMA Atlanta will recognize its most outstanding members and present awards for their contributions to the success of the association.

COMMUNITY SERVICES PROGRAM:

Sixth Annual Christmas Toys and Books for the Children of the YWCA

Everyone is encouraged to bring an unwrapped gift or book to this meeting. The following are suggested: Sports balls, Blocks, Board Games, Craft Kits, Dolls, Etch-a-Sketch, Tonka trucks, books for all ages, coloring books and crayons, current encyclopedias and dictionaries, handheld electronics, floor puzzles, video tapes (Disney, Sesame Street, rated G & PG)

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CONTACT US!

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If you would like to submit a newsletter article, please contact fran.rissland@artandassociates.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 2004

Mission Statement:

To lead, sustain, represent and develop the process of Facility Management and its workplace professionals.

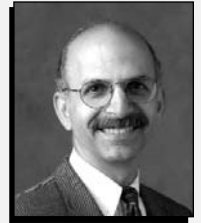
Goals:

- Communicate facility management trends and best practices through programs and education
- Lead the progress of the profession by supporting the success of membership through the best workplace related education, information and interaction
- Enhance the Atlanta chapter through the process of awareness, recognition, interest and desire leading to the utilization of facility management profession
- Enrich the Atlanta chapter culture through productive growth and involvement of membership

PRESIDENT'S MESSAGE

IFMA's Atlanta Chapter...WHAT A TEAM!!!

I cannot express to you how wonderful it is to work with such a passionate, dynamic and fun TEAM. I am specifically talking about the Atlanta Chapter's Executive and Committee Chair Board. These professionals are full-time employees dedicated to their own companies and succeeding at their jobs every day. Yet, they come to this Chapter of IFMA with sheer passion for making this the best organization it can be and are dedicated to serving you as members of that organization.



There is so much energy flowing among these leaders and their respective committee members that I can barely keep up with all they are accomplishing. Believe me, they are accomplishing a lot. It is difficult to detail all of their successes over the past year, but I will highlight a few. The education segment of Professional Development has established an alliance with BOMA and IREM to bring more educational opportunities to our three organization's membership. Community Services continues to support seven (7) non-profit organizations in Atlanta through facility management, project management, preventative maintenance, building assessments, project budgeting and schedules, and foundation presentations for funding acquisitions. Programs has given us a variety of great luncheon programs over the past year and what a great International program we had last month. Career Services has enlightened us to be better at interviewing, resume writing and job searching. Our alliance with Georgia Tech and the IFMA Foundation just keeps getting stronger and stronger. Our Newsletter, Web and Public Relations continue to keep us informed on many levels. The Special Events TEAM helps us to maintain the fun in doing business and what a great Fall Classic. The Associates put on another successful Showcased Event. Membership keeps us active with the Atlanta Chapter in the drives and new member orientation. Hospitality was always there to welcome us at the luncheon programs and assist with new members and guests. Without the Sustaining Patrons none of this would be possible. Your support of this organization has been the catalyst to keep the momentum moving forward.

It is the time of year to be thankful and count your blessings. I am very thankful for the trust you placed in me to be your President this year and your support throughout the year. I am thankful to be surrounded by such great professionals on the Executive Board and Committee Chairs. I am blessed to have these fine people as colleagues, but most importantly as friends.

Thank you all for all you do. IFMA's Atlanta Chapter is a great TEAM. Next year you will have an exceptional Executive Board and Committee Chairs to lead you and serve you.

You have consistently seen my reference to the TEAM concept for this year, so get involved with the Atlanta Chapter because Together Everyone Achieves More.

All of our committees are doing a great job, and with your assistance that can only get better. Remember....As a TEAM you can do more with less individual effort...more or less!!

Mitch Rabil - Turner Properties
President - IFMA Atlanta 2004
Turner Properties

NEW MEMBER LUNCHEON

About 22 members attended the New Member Luncheon at Steelcase on November 16th. New Member luncheons are a way for a new IFMA member to get acquainted with IFMA and to learn about the different committees. Thanks to Andrea Noland, her team and Steelcase for putting this luncheon together.



COMMUNITY CORNER

THANKS FROM BRANAN TOWERS

Many thanks to the following for their work on the newly renovated beauty salon at **Branan Towers**:

Joanne Cole
Heery International
 Branan Towers Team Leader
 Design and project coordination

Build-out by:
Choate Construction Co.
Steve Soteris
 Branan Towers Team

Tim Miles
 Supervisor

The following new salon equipment was provided by **Buy-Rite**: Shampoo sink and cabinet, Styling Chair, Dryer Chairs, and a Pedi-spa Chair.

Venetian Plastering was provided by Joanne Cole with the help of **Cornell Evans** of Branan Towers.

Other faux finishes (stenciling) provided by Joanne Cole (**Divine Touch**). Joanne also donated the artwork, clock, coat rack, wall sconce, and telephone bench.

The supply cabinet was donated by **Malcolm Weiss and Associates** and **Michael Pepper** of **Peter Pepper Products**. Thanks to CWC for the delivery of the supply cabinet.

Mirror Frames donated by **ART and Associates**. The TV was donated by **Turner Properties** and the TV wall bracket donated by Steve Soteris.

The following products and labor as well, was provided either by donation or at costs:

- Flooring/labor - donated by **Resource Georgia**
- Drywall work - donated by **Morse Construction**
- Plumbing - donated by **ANO plumbing**
- Electrical (Lighting/labor) - donated by **Eckhardt Electric**



BEFORE



AFTER

Thank You to 'Scapes

Thanks to donations from **Home Depot** and **Siemens Medical Group**, along with a group of 20 volunteers for planting, Branan Towers now has new pathways and garden beds for their side lawn. 'Scapes developed the landscape plan, aided in plant and tree selection, sent out a crew to lay out and prep the flower beds, dig, set up and lay the concrete for the sidewalk, set out mulch and provided volunteer coordination and supervision for Volunteer Day.



CDANF RECEIVES GRANT

IFMA Community Service Team Members:

Laxmi Parmeswar called this week to spread the news that the Child Development Association of North Fulton received a \$250,000 Grant from the Woodruff Foundation for the HVAC work, lighting replacement, Conference Room renovation, etc.!

Thank you all for your assistance, especially **Mitch Rabil** and **Clara Smith**, in preparing and presenting documentation for this request.



IFMA BOARD RETREAT

Thanks to Chet Bounds and Milliken for hosting this years IFMA Board Retreat at their facility in Lagrange, GA. Planning is well underway for 2005's new IFMA Board.



MEMORIAL CEREMONY FOR DON KNIGHT

Many IFMA members attended a memorial ceremony for Don Knight at Hillside Hospital for abused children in the Virginia/Highlands this past November. Don was on the Community Service Committee for BOMA and went above and beyond donating his time and energy for the children at Hillside.

BOMA members purchased and planted a tree, in Don's honor, on top of the hilltop where he helped weed and plant flowers with the children of Hillside in the Spring and Fall.



INTERNATIONAL MONTH A SUCCESS

During International Week, the Atlanta Chapter hosted a roundtable for our guest from Japan, Steve Louis and Fujiko Suda. Gensler hosted the southern style luncheon and thirteen global participants attended. Facility Managers and Architects from Atlanta met to hear Fuji present an interesting slide show with commentary on Japanese work styles and designs. In contrast to Steve's presentation to the entire chapter on Wednesday, Fuji focused on the work style and issues that architects and planners encounter in planning workspaces in Japan. As an independent consultant/planner, Fuji often has to bring various groups together to work through the planning process and she uses innovative "games" and techniques to get people to think in new ways.

One of the primary learning outcomes from the Roundtable was the fact that while customs vary in the U.S. and Japan, the basic techniques of dealing with people and their attitudes and expectations is similar the world around. Everyone wants a nice place to work, and to have some input into the design of his or her space. Managers are slowly learning that employee input frequently results in increased buy-in during the planning process and better acceptance and higher productivity in the new space.

One interesting note is that the Japanese government has issued guidelines for companies to follow when providing telework for



employees. Another interesting fact is that due to space constraints in Japan, the space provided at one's employers location, "the desk," is considered a "man's domain," while the home is considered the "woman's space". When telecommuting occurs, this male-female conflict is often a surprise issue that must be addressed to avoid decreased productivity. Not all that different from the U.S. but exacerbated by the limited size of homes throughout Japan.

Japan is also dealing with the multi-generational issues in the workplace. With three or four generations now working, the issues that each generations considers important vary greatly from the "Baby Boomer" 50-somethings, and the Gen-X'ers or 20-somethings. Japan has already reached the point where more workers are leaving the workforce than available to hire. Therefore, understanding the wants and needs of the newer generations is critical to hiring and retaining the best workforce, and this has become a competitive advantage for the companies that get it right.

On Tuesday evening, members of the International Committee hosted Steve and Fuji in the home of Ann Schrock and her husband "Santa" John. Our international guests seemed to be very pleased with their southern welcome and hopefully they will take back great memories of the Atlanta Chapter experience.





NOVEMBER LUNCHEON - WHAT YOU MISSED

Steve Louie, a Principal of Gensler and the Design Principal of Gensler's Tokyo office spoke at our International luncheon held on 17 November 2004 to record breaking attendance. Steve is Gensler's Design Principal for the Asian region. Through his presentation of cultural norms in Asia, specifically Japan, attendees learned that landlords have been "king" in the tight Japanese real estate market, and that American furniture manufacturers are opening plants in Asia to reduce lead time.

Until recently tenants normally receive a standard type space with standard finishes (drab), lighting (too much), and layout (boring). Work letter, what work letter??? Typically, the tenants that do spend money to make changes (oh, using the landlord's designer and contractor no doubt) to the space to provide an aesthetically pleasing and functional work environment are forced to return the space to the "standard" at the end of the lease (landlord contractor again \$\$\$). Steve shared some case studies and examples of end results of how he and his team have been able to work with the landlord to develop a win-win environment for Gensler's clients that want to incorporate American or European culture into the design of the space. Attendees took away an understanding the facility management issues unique to the Asian market.



MEMBER PROFILES



NAME: Lynn Moorman
COMPANY: ART & Associates
EMAIL: lynn.moorman@artandassociates.com
HOMETOWN: Lyons, IL
EDUCATIONAL BACKGROUND:
 Special Education & Business

FAVORITE VACATION DESTINATION: Beach

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I worked in Chicago for ten years in Sales with Flooring.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: My son Drew is a Sophomore at GA Southern through the GA Tech Engineering Program.

Let us get to know you! Send your Member Profile and Photo to fran.rissland@artandassociates.com or fax to 678-947-8593.



NAME: Sid Berkstresser
COMPANY: Grubb & Ellis Management Services, Inc.
EMAIL: sidberk@us.ibm.com
HOMETOWN: Alabama
EDUCATIONAL BACKGROUND:
 BSIE, Auburn University

FAVORITE VACATION DESTINATION: Mountains of North Georgia

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I changed careers after being down-sized from a job which included facility construction and repair responsibilities.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: I receive a lot of satisfaction from having grown in recent years to be a much more effective servant of my God, family, friends and company.



CFM News and Events

FACILITY MANAGEMENT PROFESSIONAL DESIGNATION



IFMA introduces the Facility Management Professional (FMP) designation preparing new and transitioning facility professionals for the demands of today's dynamic workplace. An entry-level, knowledge-based credential, the FMP is geared toward FMs with less than five years of experience and designed

to accelerate an FM's transition into the profession.

The FMP designation will launch in October of 2004. Courses completed through IFMA Headquarters during 2004 will be accepted for fulfillment of designation requirements once course assessment is completed.

The Basis for the Designation

In 1992, the International Facility Management Association (IFMA) established the Certified Facility Manager (CFM) program, highly regarded as an industry standard for ensuring the knowledge and abilities of practicing facility managers and the only global FM certification available.

CFMs are comprised of experienced facility professionals who are recognized for their proficiency in all areas of FM. A competency-based certification, the CFM program assesses expertise in the field through work experience, education and the ability to pass a comprehensive exam.

Throughout the years, IFMA has appreciated the need for a similar designation for beginning and transitioning facility professionals who do not yet have the hands-on experience requisite for obtaining the CFM.

In response to that need, IFMA has established the Facility Management Professional (FMP) designation. An entry-level, knowledge-based credential, the FMP is geared toward FMs with less than five years of experience and designed to accelerate an FM's transition into the profession.

The Candidates / Who Should Apply

- Facility management practitioners with less than five years of experience
- Transitioning professionals with significant experience in former related careers

- Partner practitioners such as architects, designers and safety engineers
- Associated corporate providers of FM products and services
- Students entering the profession from colleges, universities, certificate or technical programs

A Springboard for Obtaining Certification

Because the FMP program is designed to not only broaden a beginner's knowledge and professional networks, but also hasten the progression from novice to specialist, it is an ideal catalyst to early candidacy for the CFM.

FMs who commence their career path by obtaining the FMP and maintaining their professional growth through the FMP program, build their competence and confidence levels and have a greater chance of successfully completing the CFM Exam and joining the elite circle of Certified Facility Managers.

IFMA's CFM Exam is competency-based, testing a professional's abilities relative to standards that define the practice of facility management. The CFM is a higher-level credential than a knowledge-based program. IFMA's FMP is designed to bring you one step closer to achieving the CFM, the most respected designation in facility management.

CFM requirements with the FMP Designation

The FMP designation requires six (6) credits and can be completed in approximately 12 months. Training for the FMP will be available through IFMA and approved providers (partner associations, community colleges, training companies) and a variety of learning formats (conferences, chapters, on-site seminars, online courses and IFMA Recognized Programs).

FMP candidates may customize and integrate their training to build the specific knowledge they need to meet individual goals. The FMP Business Workshop is the only course required to be taken through IFMA.

Because the FMP program is designed to not only broaden a beginner's knowledge and professional networks, but also hasten the progression from novice to specialist, it is an ideal catalyst to early candidacy for the CFM.

MONTHLY CFM EXAM QUESTIONS

1. A customer's request for emergency repairs is questionable. An employee has responded without authorization. You should:

- Reprimand the employee
- Notify human resources and let them handle it
- Reprimand the customer responsible for the area involved in the request
- Review policy with the customer and employee and copy them on required paperwork.

2. What is the best way to develop teamwork among your staff members?

- Frequently tell them that they are part of your team
- Have them work together on projects
- Hold meetings on teamwork letting them know how to act
- Consistently involve them in the decision-making process

3. How can the value of an income-generating building be determined?

- Multiply gross income by the rate of return
- Divide annual net operating income by the desired rate of return
- Multiply gross annual income by 10
- Divide gross income by occupancy rate

4. What process for forecasting space needs is most effective for a production or manufacturing facility?

- Department growth
- Production growth
- Period growth
- Employee growth



PROGRAM CALENDAR

DECEMBER 15

AWARDS OF EXCELLENCE

LOCATION

InterContinental Buckhead

Don't forget to bring a toy or book for the YWCA!

JANUARY 19

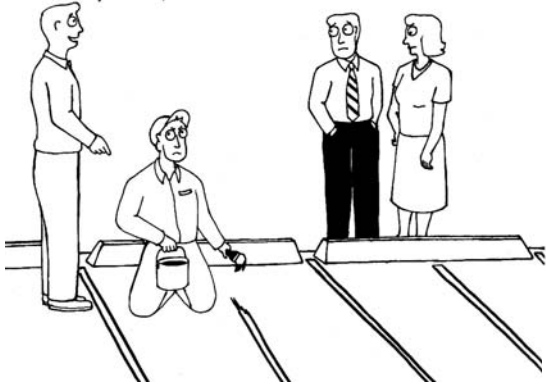
MONTHLY LUNCHEON

LOCATION

Villa Christina

Facility Funnies

You said we needed twice the parking spaces we currently have, so.....PROBLEM SOLVED!



Monte
Townsend



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