

**IFMA ATLANTA 2005
EXECUTIVE BOARD**

P R E S I D E N T

Beth Chaplin

Knoll

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V I C E P R E S I D E N T

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P A S T P R E S I D E N T

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**2005 IFMA ATLANTA
SUSTAINING PATRONS**

Aircond Corporation
ABM Family of Services
Allied Barton Security
Andrew Rissland Turpen
Architectural Installations Atlanta, Inc.
ASD, Inc.
Baker Audio, Inc.
BC Group, LLC
Bonitz Flooring Group, Inc.
Carole Parks Catering Associates
Carter
Carithers, Wallace & Courtenay
CB Richard Ellis
Choate Interior Construction, Inc.
Contract Marketing
Corporate Environments
Dekalb Office Environments
Invista
Gensler
Graebel Atlanta Movers, Inc.
Haworth, Inc.
Hendrick, Inc.
Herman Miller, Inc.
Humphries & Company
IntraSpec Solutions
Ivan Allen Workspace
Jova Daniels Busby
Kimball
Malcolm B. Weiss & Associates
Malone Construction Company
Milliken
Royal Cup Coffee, Inc.
Southern Business Systems, Inc.
Steelcase, Inc.
Trilogyfm
Walter H. Hopkins Company
Wegman Associates, Inc.

M O N T H L Y M E E T I N G

Wednesday, January 19, 2005 - Villa Christina

TIME:

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

COST:

Pre-registered Members-\$30.00, Non-members (must pre-pay)-\$50.00

Members without reservations -\$40.00 (if seating is available)

Non-Members without reservations—\$60.00 (if seating is available)

RESERVATIONS:

Please register by 12:30 p.m., Fri., January 14, 2005—no refunds unless cancelled by 10. a.m. Jan. 17. You may now register by credit card on our secure site— www.ifmaatlanta.org.

LOCATION:

Villa Christina

Directions: 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 onto 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 onto 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.

TOPIC & SPEAKER:

Change, Chaos, Contrasts and Compromise - Workplace of the Future - Practical Applications

Meredith Thatcher is President of Carroll Thatcher Planning Group. She is a facility strategic planner and a Certified Facility Manager (CFM) with extensive experience in the public and private sectors. Her experience ranges from developing business processes to consulting with clients. Meredith is a Senior Advisor to the International Centre for Facilities, and a qualified instructor for the International Facility Management Association. Meredith speaks regularly in Canada and the United States on facility issues. She spoke on the topic of What Colour is Your Hammer? at World Workplace 2003, in Dallas.

The future is bringing about accelerating change. How do we house 'boomers' and 'Xers'? When do we need to start adjusting for the aging workforce? How are we going to accommodate emerging occupations, what skills are required? Who is the knowledge worker and what do we need to know about them? What are the new technologies and what opportunities are there? Change is stress enough. We must reduce the stress created by the work environment. People who experience positive moods solve problems more quickly and come up with more creative solutions. This presentation will look at a number of upcoming changes affecting the workplace of the future, make connections between them, and identify practical applications.

Attendance at this meeting provides - CEU: 0.1 - - CFM Maintenance Pts: 1.0

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- Awards of Excellence

PG 4

- Awards of Excellence

PG 5

- Awards of Excellence
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- CFM Exam Review Class

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- Facility Management Professional Designation
- Monthly CFM Exam Questions
- Tour - Intercontinental Hotel

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- Program Calendar
- Facilities Funnies



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**

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

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

Happy 2005!

Thank you - to each of you and to the chapter for entrusting me with this position. I do know that LEADERSHIP is ACTION not POSITION. I hope to live up to your expectations and hope to hear from you when you have thoughts, concerns, and/or ideas. Thank you to Kirk Jundt and Knoll for supporting IFMA Atlanta and me. Thank you to Matt Dawson, Ken Gwinner, Joyce Roper, Kathy Roper and all of the others who have encouraged me and mentored me in my IFMA experience.



Whether you think you can or think you can't, YOU'RE RIGHT.

- Henry Ford

TEAM, Together Everyone Achieves More was our theme for 2004 and we truly achieved amazing things. Thank you to Mitch Rabil for his great leadership and for another award winning year for IFMA Atlanta. The board that he assembled and the leadership that they each exhibited contributed to our success and proved that the TEAM approach is truly the best one for our chapter

Our theme for 2005 will be A Winning Team. The players are the most important part of the success of any team and I am convinced that IFMA Atlanta has truly the best players (officers and members) of any organization out there. Another key component to success is the "playbook" and the rules. At the retreat, the board had a training session to help insure that everyone is on the same page and knows what they are doing. And as we all know from our favorite sporting events, at the end of the day it is the scoreboard that tells the story.

In the eyes of International, IFMA Atlanta is a winning organization and to prove it we have been bringing home awards since 1999. Now, what about in our eyes? We all know that we have a lot to be proud of with all of our International Awards but how are we doing for each of our members? What can we do to make your IFMA Atlanta experience a better one? How would you like to participate? At the end of the year, when it is time for you to renew your membership - what will you be thinking? How did we measure up? What score would you give our chapter? Your board wants to hear from you and to know how you are scoring us.

One of our key focuses in 2005 will be growing professional membership. As members of the chapter, everyone will benefit from additional professionals. For Professional members, here is a great source for additional networking and resources and for Associate members - additional potential clients. Every member of the board has committed to contribute to this effort and I would challenge every member to contribute as well. This is another way for us to measure our success. I know we can do it and we need everyone's help to get there.

Please help us post a W for our Team on the Scoreboard in 2005.

**My best,
 Beth Chaplin
 President - IFMA Atlanta 2005
 Knoll**



AWARDS OF EXCELLENCE



Holidays bring friends close
(Spiked eggnog brings them even closer)



Peggy is smiling because she's having a great
time at this year's party. Ramon is smiling
because he just spotted the mistletoe.



Its wonderful to see good friends
back again.



Shane and Allen decided that Monte has had
way too much eggnog.



Nice List . . . Nice List . . . Naughty List?



Party Animals!!!



Are you kids ready to sit on Santa's lap?



AWARDS OF EXCELLENCE



The first ever Harry L. Ludwig III
Community Services Award



Harry's acceptance speech for the
Harry L. Ludwig III Community
Service Award



Joanne Cole receives the first ever
honorary Harry L. Ludwig III
Community Service Award



Anne Shrock accepts the CFM Award



Barbara di nijs Bik receives the Achievement
in Facility Management Award



Lynn Moorman and Chet Bounds receive the
Outstanding Associate Award



Joyce Roper receives the Distinguished
Member Award



Tom swears in the 2005 IFMA Atlanta
Executive Board



Your new 2005 IFMA Atlanta
Board of Directors

AWARDS OF EXCELLENCE



Past President Mitch Rabil donates his monetary appreciation check to the YWCA



YWCA/IFMA Atlanta Toy Drive

MEMBER PROFILES



NAME: Andy Andres
COMPANY: DPR Construction
EMAIL: andya@dprinc.com
HOMETOWN: Annandale, VA
EDUCATIONAL BACKGROUND: BS, Civil Engineering, Virginia

Military Institute

FAVORITE VACATION DESTINATION: Outer Banks, North Carolina

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Bad/Good Luck

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Other than making it through the first few teenage years of raising a daughter, I would say creating a successful business unit in Atlanta based on the Core Value of DPR; Uniqueness, Ever Forward, Integrity and Enjoyment.



NAME: Thomas H. Walker
COMPANY: General Services Administration (GSA)
EMAIL: Thomas.Walker@gsa.gov
HOMETOWN: Taylorsville, MS
EDUCATIONAL BACKGROUND: MBA, University of West Florida; BS, Industrial

Engineering, Mississippi State University

FAVORITE VACATION DESTINATION: Cayman Islands

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Was hired with the Government once I completed college.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Distinguished Engineering Fellow at Mississippi State University.

Let us get to know you! Send your Member Profile and Photo to ifmanews@rentacrate.com or fax to 678-547-0132 .



The Atlanta Chapter of IFMA Presents CFM Exam Review Class

April 7 and 8, 2005 (7:30 am – 4:00 pm)

BellSouth Center | 675 West Peachtree Street, (Midtown) Atlanta, GA

What is the Review Class?

This is the definitive course of preparation for successfully completing IFMA's Certified Facility Manager (CFM) examination. It is designed to provide those preparing to take the exam with increased confidence. It is not an in-depth study of FM but an opportunity to self-evaluate your readiness to take the exam. The review discusses the format, sample questions and information related to the **nine competency areas** tested by the exam.

IFMA's CFM Nine Competency Areas:

- Leadership and management
- Communication
- Finance
- Human and environmental factors
- Planning and project management
- Operations and maintenance
- Quality assessment and innovation
- Real estate
- Technology

The course will be led by Peggy McCarthy, an experienced Certified Facility Manager and IFMA Fellow. She has extensive knowledge of the profession and has delivered this course to the Atlanta and other chapters.

This is an invaluable opportunity for any professional interested in career development through certification. After completing the course, individuals who feel ready to write the CFM exam will need to submit an application to IFMA Headquarters, Houston. This course is open to members and non-members of IFMA. One does not have to be a member of IFMA to obtain the CFM designation.

Registration - Register early!

Cost: **-Early Bird (up to March 2nd, 2005) \$225 for Members of the Atlanta Chapter of IFMA and \$250 for non-members.**
-After March 2nd, 2005, the rate is \$250 for Members of the Atlanta Chapter of IFMA and \$275 for non members.

Note: these are deeply discounted rates.

How: Online at www.ifmaatlanta.org/events or use the form on the back and fax to Association Headquarters 404-768-7767 or mail with a check to Association Headquarters at 1185 Willingham Drive, Atlanta, GA 30344.

Top Five Reasons to Get Certified

1. **Distinguish Yourself.**
In today's competitive job market, your CFM status puts you ahead of the competition. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.
2. **Invest in Your Future.**
CFMs earn, on average, 13% more than non-certified facility managers. Earning your CFM is one of the most important career decisions you can make.
3. **Demonstrate Your Leadership and Initiative.**
It's not easy to achieve CFM status. The CFM credential is a tangible sign of your success. Share your expertise and mentor up-and-coming members of your organization.
4. **Advance Your Profession.**
Facility managers must be proficient in a wide range of competencies. The CFM program articulates the level of skill and talent required of the profession.
5. **Enhance Your Professional Network.**
Enjoy opportunities to network during special CFM events. IFMA chapter members receive special recognition from their chapters.

Additional information regarding the CFM Exam can be found at www.ifma.org or you can contact Clara Smith by phone at 770.321.8686 or at clara.smith@mindspring.com. Ask about scholarship opportunities! (Atlanta members only.)

** Morning Snack, Lunch and Afternoon Break Service will be provided by member companies*



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 Basis for the Designation

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.

UPCOMING EVENTS AND SEMINARS

InterContinental Hotel Tour

Join IFMA Atlanta for a behind the scenes look at Atlanta's newest four-star full service hotel and spa. Join us Tuesday, January 25th. The tour will begin with check-in at 4:00 p.m. with light refreshments. The tour will begin at 4:15 p.m. Cost is \$10.00. Register at www.ifmaatlanta.org

Happy Hour

Following the tour of the InterContinental Buckhead on January 25th, please join your fellow IFMA members for conversation, networking, and cocktails from the cash bar in the lobby. For questions, please contact Pam Essler at 404-233-5453 or pessler@srssa.com.

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 that you are willing to share with your fellow Chapter Members to Monte Townsend at ifmanews@rentacrate.com. Your participation is encouraged!

MONTHLY CFM EXAM QUESTIONS

1. What is the primary purpose of a shop drawing?
 - a. To show how a contractor plans to build something.
 - b. To call attention to items requiring additional work.
 - c. To confirm the materials to be used are appropriate.
 - d. To allow the contractor input in the design phase of a project.
2. You have to plan space for an occupant who refuses to provide you details of his/her requirements. How would you obtain the information you need from him/her?
 - a. Pursue the problem to the highest level needed to resolve the issue.
 - b. Hire a consultant to gather the information from the occupant.
 - c. Send a detailed note outlining specific needs and ask for a response.
 - d. Plan the space based on your experience and ask for a review before work begins.

3. In what way can you best communicate the magnitude of change order costs to decision makers?
 - a. Insist representatives of executive management attend all meetings.
 - b. Have end user representation at each meeting and ask them to initial documents and minutes.
 - c. Maintain a cuts and adds list of credits and overruns for executive review.
 - d. Send minutes of meetings to executives for their review and sign-off.
4. The landlord is planning asbestos removal in your facility. What information should you provide for employees?
 - a. When the process will start and how long it will take.
 - b. The safety procedures needed to avoid hazards.
 - c. A complete description of asbestos materials.
 - d. An explanation of why the asbestos must be removed.



PROGRAM CALENDAR

JANUARY 19

MONTHLY LUNCHEON

LOCATION

Villa Christina

TOPIC

Change, Chaos, Contrasts and Compromise - Workplace of the Future -
Practical Applications

SPEAKER

Meredith Thatcher

JANUARY 25

TOUR

InterContinental Buckhead

FEBRUARY 16

MONTHLY LUNCHEON

LOCATION

Maggiano's

TOPIC

The Belt Line Project

SPEAKER

Ryan Gravel

MARCH 16

IFMA SHOWCASED

Facility Funnies

Gerald was hired for the new Facilities Management position because of his unusual abilities to Multi-Task.



*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
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