

IFMA ATLANTA 2004
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Turner Properties, Inc.
mitch.rabil@turner.com

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bchaplin@knoll.com

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Peachtree Software
rblankenship@peachtree.com

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stsmith@kilpatrickstockton.com

PAST PRESIDENT
Tom Haslach

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thaslach@millicare.net

2004 IFMA ATLANTA
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Millicare Commercial Carpet Care
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Wegman Associates, Inc.

MONTHLY MEETING

Wednesday, January 21, 2004 - Villa Christina

TIME:

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

COST:

See www.ifmaatlanta.org for pricing information.

RESERVATIONS:

Association Office (404) 766-1632 or Fax (404) 768-7767. Please register by 12:30 p.m., Friday, January 16, 2004. You may register by credit card on our secure site at www.ifmaatlanta.org.

LOCATION:

Villa Christina

Directions: From I-285, take Exit 21, Ashford-Dunwoody Road and go South on Ashford-Dunwoody (inside the perimeter), take the first right onto Lake Hearn, then turn left onto Parkside Place. Take the next right onto Perimeter Summit Blvd. The first driveway on the left goes to Villa Christina. It is a three-story stone villa on the left.

TOPIC

Choosing the High Road in 2004:

Becoming More Transparent and Building Personal Credibility

SPEAKER:

A respected leader on credibility and transparency, **Barbara Pagano, Ed.S.**, helps organizations worldwide capitalize on the bottom line benefits of responsible transparency that builds credibility. Pagano has combined her broad experience in leadership and her extensive research in human behavior in her groundbreaking book, **THE TRANSPARENCY EDGE: How Credibility Can Make or Break You in Business** (McGraw-Hill, 2004, www.transparencymag.com), co-written with her daughter, Elizabeth Pagano, and award-winning journalist. The book was recently chosen by the editors of Fast Company magazine as one of five finalists for the Fast Company "Book of the Month" for March 2004. Her research on credibility, the diagnostic tools she has developed with a leading company in the assessment industry, and her focus on skills and measurable improvement offer leaders proven methods for building trusting, high-performing relationships.

Pagano has spoken to more than 300,000 executives from companies like Coca-Cola, Target, and Turner Broadcasting, and she has personally coached almost 3,000 executives from companies including American Express, AT&T, and BellSouth.

Because of her leadership expertise, Pagano was recently named an adjunct faculty member of the Leadership Institute of Baptist Health Care (#10 on Fortune's 2002 list of "Best Companies to Work For"), which provides leadership training to CEOs and senior vice presidents of health-care organizations worldwide.

IN THIS ISSUE

PG 2

- President's Message
- Hockey Outing
- Strategic Plan 2004
- Stay Connected with www.ifmaatlanta.org

PG 3

- Transparency: The Clear Path to Personal Credibility

• Past President's Corner

PG 4

- Restoration Ideaplace
- Attention IFMA Associate Members
- Thanks Tom!
- Member Profiles

PG 5

- Celebration of Excellence

PG 6

- So IFMA Wants to Hear ROI Stories...

PG 7 - CFM News

- On-Line CFM Self-Assessment Test
- Upcoming Events and Seminars
- Monthly CFM Exam Questions
- CFM Articles for Points

• Ask Me About CFM

- Online Graduate Course

PG 8

- Program Calendar
- Facilities Funnies



CONTACT US!

Newsletter Editor: Fran Rissland

T: 678-947-0579 x15

F: 678-947-8593

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 through productive growth of membership, markets, resources and capability to provide necessary and timely services
- Preserve the Atlanta chapter culture while integrating the member's choice program

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

Happy New Year to you all!!

-- Knute Rockne said, "The secret is to work less as individuals and more as a team. As a coach, I play not my eleven best, but my best eleven."

The theme for the Atlanta Chapter for 2004 is TEAM. The letters in the word TEAM have a significant meaning to this concept.

Together

Everyone

Achieves

More

The Power of One was our theme this past year and it was a great start. It identifies an individual that can make a difference by being a great leader. Our great leaders are only made greater by the team of individuals supporting the effort.

What we want to emphasize in this TEAM effort is that, yes, an individual can make a difference, but 450+ members can make a change. A team of players can achieve more with less effort than an individual trying to achieve a goal alone.

What does this mean to us as members of the Atlanta Chapter? We have a team mission statement, team goals, and team desires to keep our current momentum of success going forward. We won three distinctive awards of excellence at World Work Place this past year for our Website, Newsletter and Chapter of the Year. These were great accomplishments. It shows that we have very good leaders working with very good team support.

We have the chance next year, in Salt Lake City, to come away with awards of excellence for Membership and Professional Development. Both teams have already begun their work to put together the submissions for their committees. All of our committees have excellent teams in place. But that does not mean there is not room for more TEAM players.

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!!

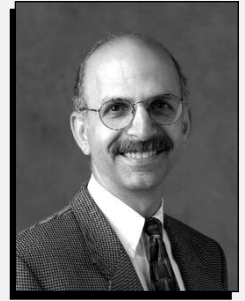
Someone once said that you get more out of something the more you put in to it. Our new year of 2004 will be determined by you and your involvement.

Thank you for your confidence in your Executive Board for 2004. We are here for you.

Mitch Rabil

President - IFMA Atlanta 2004

Turner Properties



IFMA ATLANTA HOCKEY OUTING



Join IFMA Atlanta on Wednesday, January 28, 2004, 7:30 p.m. at Philips Arena for Atlanta Thrashers hockey vs. St. Louis Blues. Ticket price is \$30.00 each and must be paid by registering online at www.ifmaatlanta.org by January 23, 2004. Brought to you by IFMA Atlanta Special Events Committee.



TRANSPARENCY: THE CLEAR PATH TO PERSONAL CREDIBILITY



Barbara Pagano, Ed.S.

There is perhaps no other job that requires one to influence a broader audience than that of the facility manager. Security, food services, contractors and designers of all sorts, engineers, architects, cleaning and maintenance you must influence every one, all while keeping the investors and host companies satisfied. It's enough to make a one-store manager cry for a magic wand, eyes that induce hypnosis, or a very strong cocktail.

So how do you sharpen your influence on others? The answer always come back to the specific behaviors of transparent leadership that build credibility.

A crucial element of transparency is figuring out for there can be too little transparency, just as there can be too much. When transparency is employed without a keen understanding of the potential effects of revealed information, it can be unfair and irresponsible both to the organization and to its individual members.

At January's meeting, we will look closely at some specific behaviors that offer practical guidelines around transparency and, if put into practice, can significantly increase your credibility and influence. Come hear why "self-awareness" requires input from others and how to ask for that input; how to deliver bad news and admit mistakes in ways that build trust, not destroy it; and how showing others that you care about them and their individual success can build loyalty and success for the organization as a whole.

Barbara Pagano, author of "The Transparency Edge: How Credibility Can Make or Break You in Business" (McGraw-Hill, 2004, www.transparenciedge.com), is our featured speaker at January's meeting. All attendees will receive a free copy of her book.



PAST PRESIDENT'S CORNER



Matt Dawson

Ernst & Young, LLP

IFMA Atlanta Chapter President - 1999

Greetings and Happy New Year! I trust this message finds you well. I've been honored this month by the invitation and task to write an article on our chapter's growth and activities during 1999. Much like discovering a drawer of old photos at your home, I've enjoyed pausing today and reflecting back over chapter memories through our newsletters, special events and yes, many photos.

Of the many positive themes I've witnessed in our overall chapter's development, the sustained (and key) focus on our people – enabled the development of both a member-centric and leadership culture. Beyond our activism in community services, educational programming or professional development activities, we can all be especially proud of creating this unique IFMA Atlanta culture represented by each of us. As a natural extension, our leadership culture is the foundation of a balanced and sustained chapter development, member professional development and well-deserved Award recognition of our people and chapter over the years.

In Review - 1999

From a chapter leadership perspective, we adopted our first strategic plan and made organizational changes to better serve the membership. In addition, Four Strategic Initiatives were developed to create a plan on which the Chapter and Committee Chairs can advance their volunteer work in a coordinated fashion:

- **Broaden and Enhance Member Services**

Each of our Committees developed and, in many cases, expanded new programs and services that complimented our 1999 Initiatives. Communication was key throughout the year. As a legacy, future Committee Chairs committed to sustain the year's good work along with a commitment to the Strategic Plan through 2000.

- **Implement A Comprehensive Professional Development Program**

By organizing the group's work around the CFM core competency areas, the Professional Development Taskforce initiated and coordinated many of the improvements in our programs, newsletter content, Associate seminars and tours.

- **Sustain Community Service Efforts with YWCA**

Our Award winning program served as a model within IFMA and the community. Through artful stewardship of Harry Ludwig and Tom Haslach, IFMA Atlanta and member companies sustained and expanded the scope of our community involvement. In addition to having a real impact within our local community, IFMA Atlanta received positive recognition from the Atlanta Business Chronicle.

- **1999 Chapter of the Year – Prepare an Award Winning Submission**

We set a goal to improve our chapter operations, member services and obtain a national recognition for our chapter. We achieved the first, while finishing a very narrow second in the Award judging. Our efforts were clearly sustained by Award recognition in 2000 and again, in 2003!

Closing

Where are we going next? Last month, Mitch Rabil assumed the leadership of our chapter along with a talented and experienced 2004 Board. I'm excited about our chapter theme - **TEAM (Together - Everyone - Achieves - More)**. By building upon the work of our prior volunteer Boards, our chapter leadership will continue to demonstrate focus on supporting each of us, our professional development, and creating opportunities for leadership in the profession.

Please lend your continued support and assistance to these volunteer professionals; the driving force behind all IFMA Atlanta programs, activities and services. Once again, thank you for opportunity to serve IFMA Atlanta and the Association. Many thanks.



RESTORATION IDEAPLACE

At this cold weather time of the year, instead of remediating mold damage, we are finding more of our attention goes to smoke and fire damaged properties. Therefore, rather than talking about mold, our focus this month will be on preventing fires from occurring in your home or office.

Safety experts keep warning us that it's the simple little things that we have to watch for, such as not over loading circuits, using common sense and logic, and asking experts for help if you're not sure. Too many think it does not apply to them and that they know what they're doing...but do they?

As the price for heating our environment electrically or by natural gas increases, and the economy keeps tightening, many small area devices that do not consume as much energy are being used to save money. To do this properly, a number of small considerations could mean the difference between life and death.

For example, an office manager looking to control expenses might purchase a small electrical heater for the reception area. Not bad so far. Now they need to find an empty electrical outlet they can plug the device directly into, safely tuck away extra cord and be sure the cord does not cross a traffic lane. Of course the heater already has a safety overturn switch, has UL approved wiring, and all the current safety features, so the office manager can rest easy...right?

The heater is used every day, works very well, and after a while it is turned on every morning and dutifully turned off every night by the person working in the area. One day the normal receptionist has the day off, and a substitute is called in to fill the position. The heater is inadvertently left on at the end of the day and runs all night. Yes, this is a terrible waste of electricity, but even worse, over time the heater's location has been changed a few times and has now been left close to the furniture or draperies. Will the amount of heat being applied against the furniture be excessive and cause the furniture and the rest of the office to ignite? Does the building have a sprinkler system? Scheduled awareness is the key.

Is this a possibility in your office or home? Think about it, common sense says turn off the heater so we do not waste the electricity AND possibly create a potential fire hazard. Take an extra minute if you are the person responsible for the safety and security of your environment. A fire could cause major disruption in your life and in the lives of others.

We wish you a happy and safe holiday season, as well as a healthy and prosperous New Year.

Larry Fried

SERVPRO of Chamblee-Dunwoody

ATTENTION IFMA ASSOCIATE MEMBERS

IFMA Atlanta board meetings are held the Monday evening before the Wednesday luncheon. There are approximately 20-25 attendees. This is a great marketing opportunity to present your company as well as its products and services to the board for the first 15 minutes of the meeting. If you are interested in hosting a monthly IFMA Board Meeting please contact Stewart Smith for more information at stsmith@kilpatrickstockton.com.

THANKS TOM!

Eugene De Nijs Bik presented Tom Haslach with a pin set from WWP Dallas at the December board meeting. Thanks to you Tom for all your hard work in 2003!



MEMBER PROFILES



NAME: Gail Herndon
COMPANY: Choate Interior Construction
EMAIL: gherndon@choateco.com
HOMETOWN: Georgia
EDUCATIONAL BACKGROUND:
 State University of West Georgia,
 BA - Communication, BS - Education

FAVORITE VACATION DESTINATION: Venice, Italy

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I was in a sales position prior to coming to Choate Construction. They got my name from one of my clients and called me about the position. I was fortunate to get a job that I love with such a great company.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: I'm proud to have a loving family, supportive friends, excellent health and a great job in a very interesting industry. I'm also very proud that Tom Haslach asked me to serve on IFMA's board for 2003.



NAME: Terry Stein
COMPANY: ABM
EMAIL: tstein@abm.com
HOMETOWN: Minnesota
EDUCATIONAL BACKGROUND:
 BA - University of Minnesota

FAVORITE VACATION DESTINATION: Egypt

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Property management was a natural transition to 'selling' building services (janitorial, elevator, lighting & engineering)

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: I went to "Bike Week" in Daytona, FL with only two weeks riding experience on my new Harley-Davidson Electra Glide Ultra Classic.

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



IFMA CELEBRATION OF EXCELLENCE LUNCHEON PHOTOS - DECEMBER 17



Dave Flory and Gail Herndon present Ken Gwinner with his award for Outstanding Achievement in Facility Management



Andrea Bruschi presents Sid Berstreser with the Dale Carnegie certificate for the Membership Drive



Dave Flory presents Fran Rissland and Steve Christopher with Associate of the Year 2003



Beth Chaplin presents Ellen Townsend with Distinguished Member of the Year 2003



Joyce Roper presents Kathy Roper with Outstanding CFM Award for 2003



Mitch Rabil presents Ayesha Khanna with the YWCA with a check for \$500 that he won from the Membership Drive



Executive Board 2004 Installation of Officers



Congratulations to the Charter Sustaining Patrons for their participation in our sustaining patron program



Congratulations to the Sustaining Patrons for their 5 years in our sustaining patron program



Dave Flory congratulates Tom Haslach for his Presidency for 2003



Joyce Roper presents Doctor Kangari with a check for the GA Tech foundation



Steven Purdon presents Ayesha Khanna with the toys collected for the toy drive for the YWCA for 2003





SO IFMA WANTS TO HEAR ROI STORIES...



By Cheryl Waybright, CFM, CFMJ, FMA, RPA, NCIDQ Certified

Why am I a member?

Maybe the answer to this is the human need to "belong" or to "associate" with those who share similar interests. Much of why anyone joins and becomes a member of an association is personal and the benefits derived from membership and involvement is again, personal. Some of us are told to join by our employer. Some of us choose to join and whether the employer covers the costs or not, we continue to maintain our membership.

I might be a member because I actually took a course about and learned the definition of facility management while an undergraduate back in the '80s and our professor was a member and told us about this "new" organization. Maybe the reason I joined IFMA was that as an interior designer by education and training working in a facility management department, I found that I wanted to do more than interior design in my career. Most likely, it was in 1988 having been out of college less than a year, I did not know to run from Dave Cotts' big hand shake, smile, and coaxing "now you really should join this association - it will help your career." I still have that business card and IFMA flyer that he handed to me that day. He was "President of IFMA". Wow! (Membership Committees... get them while they are young and impressionable!)

What is the return I have received from the investment of my time as an IFMA member?

I think the better question is *"Why am I still a member after over 15 years?"*

My reflections on personal ROI derived from my investment of time as an IFMA member come at a very thoughtful time in my IFMA "career". My retirement from eight years of international board service was last month and this year, I celebrated my fifteenth anniversary of membership shortly before attending my 13th consecutive annual conference. Did I say celebrate? Well, so much for the illusion that I remain a youngster in this profession.

To me, the return on my time as an IFMA member is what I call my global extended family of learning, development and friendship. Associate as a verb is defined as "to join in a relationship." So much, if not all, of my ROI is about the people I have met and now call mentors or friends or simply, professional acquaintances. I would have never participated in or accomplished so much within IFMA and our profession had it not been for the people. From Dave Cotts and his urging for me to join IFMA in 1988 to Dr. Larry Spaine, as my employer, for supporting my joining and getting involved in the leadership of the Public Sector Council to Dr. Doug Aldrich for throwing my name into the leadership ring in 1995 and Fred Hess for appointing me an RVP that year to Fred again leading my nomination to Secretary in 1997 to Bob Baird nominating me as a Foundation trustee in 1999 and all those in between.... I thank them all for the faith they have had in me and for seeing something I did not. Although I did not have BellSouth's support to go forward to the helm of the Association when I was on "the track", I still have tremendous ROI.

More important thought is the stability derived from "belonging." I have been employed by four different organizations over the last sixteen years, sauntering back and forth between "in-house" and "out-house". Fortunately, all of my employment changes have been calculated and driven by me, my need for change or professional growth opportunities rather than by having been downsized or outsourced (or run off for some other reason). Constant by me at all times were and are the passengers on the good ship IFMA - headquarters staff, council/chapter peers, vendors/suppliers, IFMA volunteer leaders, and others that are extensions of the IFMA community. If one considers me successful in my career, I must attribute that success to those on board the same ship.

I guess the short answer would have been "networking".

Why have I been a volunteer leader?

Certainly, it is NOT because of the IFMA paycheck. There is typically no direct financial gain to being a volunteer leader of IFMA or any association. But that IFMA paycheck, though lacking in numerals other than zero, has been full of opportunity. Networking. Honing leadership skills. Learning. Just to name a few.

The answer to this could also be that I was still young and impressionable when the Public Sector Council was formed in 1991. I did not know any better and said yes when I was nominated and elected to be Secretary of the Council at our inaugural meeting in San Diego. And went on from there.

It could be that it is in my genes. That I can't stand to be on the sidelines - that I want to be in the game. But does it really matter why? "Just Do It" comes to mind.

What is the return I have received on the investment of my time as an IFMA volunteer leader?

Although much of my "time served" for the Association and the Foundation has been in the background, I did have the opportunity to stand in front of many IFMA audiences and I always worked into my presentation the statement "ask not what IFMA can do for you, but what you can do for IFMA" to draw from a quote by a famous American leader.

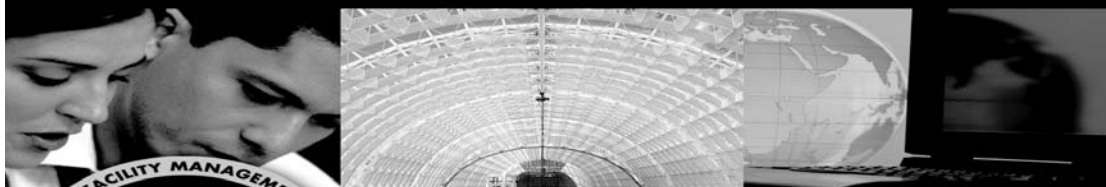
I followed that statement with comments on how one will get more out of IFMA the more one puts into it. I believed it then and I believe it now. Noting that IFMA paycheck again, the opportunities to meet people from many corners of the globe and multiple backgrounds far outweigh any financial gain.

But for me, the most significant ROI is that hopefully, I have left a single legacy over the years. That somewhere, there is an individual that was motivated by what I had to say whilst promoting the association and profession and became an IFMA/FM leader him/herself and has advanced his or her career personally while contributing to keep the good ship IFMA on its steady course.



CFM News and Events

Online CFM Self-Assessment Test is now available!



A great way to see how ready you are to take the CFM Exam! Log on to IFMA Web site at www.ifma.org, find the CFM Practice Exam under Certification and take the exam from the convenience of your home or office computer!

The exam consists of 48 questions drawn from the eight core competencies. After completing the test, users receive the results by competency, along with an explanation of the results.

Cost: \$39.95 IFMA members; \$79.95 nonmembers

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.

For more information regarding CFM points, go to www.ifma.org, click "Certification" then "Certification Maintenance".

Please submit any articles of educational value that you are willing to share with your fellow Chapter Members to Fran Rissland at fran.rissland@artan-dassociates.com. Your participation is encouraged!

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.

UPCOMING EVENTS AND SEMINARS

RE-IMAGINE Facility Management

For more information visit www.fmdceducation.com
Toll-Free: 1-888-322-FMDC (3632)
Fax: 1-866-522-FMDC (3632)

Summit on Sustainability 2004

Building a Better Georgia
February 5, 2004
6 - 8 PM
The Georgia Tech Hotel and Conference Center
at Technology Square
Register online at www.aiaga.org

IFMA Management Summit

March 18-20, 2004
Astor Crowne Plaza Hotel
New Orleans, LA



MONTHLY CFM EXAM QUESTIONS

1. The ratio of the maximum demand on an electrical system to the total connected load of a system is known as the:

- a. Energy factor
- b. Load factor
- c. Power factor
- d. Demand factor

2. Which of the following types of flooring would you recommend for installation in a commercial kitchen?

- a. Commercial grade carpet that is easy to walk on
- b. Linoleum which has a luster and never needs to be waxed
- c. Non-slip quarry tile with tile coverings on walls
- d. Concrete which is easy to sweep and damp mop

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

- a. Multiply gross income by the rate of return
- b. Divide annual net operating income by the desired rate of return
- c. Multiply gross annual income by 10
- d. Divide gross income by occupancy rate

4. What is the minimum height of an electrical outlet according to the ADA?

- a. 24"
- b. 15"
- c. 36"
- d. 20"

ONLINE GRADUATE COURSE

Michigan State University offers online graduate course to help you earn a Master's Level Certificate in Facility Management

Achieving Facility Management Organizational Effectiveness

Course Dates: January 12 to April 30, 2004 (one semester)

Tuition: \$1173.00 (\$300 nonrefundable internet fee included)

Visit our website at www.msu.edu/user/facmgt to see what we're about. Online computer technology training required first week of class (fee = \$100). Further details available at facmgt@msu.edu or 517-353-3938.



PROGRAM CALENDAR

JANUARY 21

SPEAKER
Barbara Pagano
TOPIC
The Transparency Edge
LOCATION
Villa Christina

JANUARY 28

ATLANTA THRASHERS GAME

FEBRUARY 4

NEW/PROSPECTIVE MEMBER ORIENTATION

FEBRUARY 18

SPEAKER
Dean Kashiwagi
TOPIC
Performance Based Contracting
LOCATION
Maggiano's

FEBRUARY 26

TOUR - AM

MARCH 10

PROFESSIONAL DEVELOPMENT SEMINAR - EDUCATION

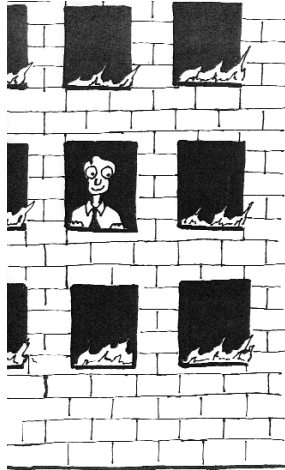
MARCH 17

SPEAKER
Kevin Rosen
TOPIC
Wireless Technology
LOCATION
Maggiano's

MARCH 18 - 20

IFMA MANAGEMENT SUMMIT - NEW ORLEANS

Facility Funnies



"He says he's not coming down, because it's the first time his office has been warm this winter."



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.

