

**International  
Facility  
Management  
Association**

# IFMA Atlanta

## Program Calendar

**July 20**

**Luncheon - Maggiano's**

**July 21**

**Education Program**

**Steelcase Showroom**

**July 27**

**Tour - Centers For Disease**

**Control & Prevention**

## THIS MONTH IN IFMA

**Luncheon - Maggiano's**

**July 20, 2005, 11:30 - 1:30**

**Topic - Corporate Real Estate & Facilities  
Management: It's ALL About VALUE!**

**Vic Bangia, MBA, BS**

**Outing - CDC Visitor and Education Center**

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](mailto:ifmanews@rentacrate.com).  
**Reminder: The deadline for submitting articles is the third Wednesday of each month.**

**STAY CONNECTED WITH**  
[www.ifmaatlanta.org](http://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](http://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](http://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](http://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

Happy New Year! IFMA Atlanta officially kicks off our new fiscal year July 1, 2005 through June 30, 2006. As you may recall in the April and May editions of the newsletter, Beth explained the decisions for IFMA Atlanta to align our calendar year with our fiscal year and therefore with the International calendar.

**What does all of this really mean to you?**

It means change. It means growth. It means that we are more closely aligned with IFMA International

Headquarters. It means that we now have two seasoned members serving dual roles as Co-Presidents for the next six (6) months. It also means creating a "winning tradition" and continuing to offer growth and strong educational opportunities to the Facility Management profession in Atlanta.

**Yes, it means change!**

I would like to challenge every member in our amazing Chapter to take this initiative – **to conceive, to inspire, and to initiate change; In short, to lead.** What we need today, more than ever before, is entrepreneurial leadership. Entrepreneurial leaders think and act in a way that is opportunity obsessed – constantly looking for unfulfilled needs, gaps in service or product, and broken processes; holistic in nature – entrepreneurial leaders seek integrated solutions that do not ignore consequences that may effect other parts of the Chapter.

**Creating Measurable Value**

Leadership balanced for the purpose of value creation – not just change for change sake is critical to create measurable value for the Chapter. We will continue to challenge ourselves and look for opportunities, such as this realignment, to maximize our value as leaders in the FM profession. If you see an area that can increase value to the Chapter, please let me, Beth or any Board Member know immediately. Remember, we are here to serve you, the members of the Atlanta Chapter!

**Finally, Get Connected, Get Mentored, Get Involved**

I am so pleased to have this opportunity to team with IFMA Atlanta into this new fiscal era. It is very exciting to have the opportunity to work with so many talented FM and Associate professionals, all striving for the same common goal, with an enthusiasm and selflessness that is rare to find in corporate America. I want to personally thank Beth Chaplin for all her accomplishments and for helping to create this Co-Presidency bridge to align us with International.

So you know a little bit more about me, I have been an FM professional for the past 11 years. I currently work for Best Software as Senior Director of Facilities & Production. Prior to that, I worked as Director of Operations for Talus Solutions. I am an avid tennis player, a mother of two beautiful daughters, and a marathon runner.

I have been a member of IFMA since 1998. I attended my first IFMA World Workplace in 2004 in Salt Lake City. I highly encourage every member to make the extra effort to attend the 2005 WWP in Philadelphia. You'll be glad you did!

My best,

**Rachel Blankenship**  
 Co-President - IFMA Atlanta 2005  
 Best Software



Rachel Blankenship

**DIRECTIONS TO LUNCHEON**

**Directions: From Roswell, Alpharetta and N. Fulton Suburbs:** Take 400 south to Exit #2 (Lenox Rd.) Turn left at light and go to Peachtree Rd. Turn right on Peachtree and we are just past Dante's on the right hand side of the street.

**From Downtown Atlanta:** Take 75/85 north to 85 north to 400 north. Get off at Exit #2 (Lenox Rd). Turn right and go to Peachtree Rd. Turn right on Peachtree and we are just past Dante's on the right hand side of the street.



## JUNE LUNCHEON PHOTOS



Swearing in the Board Board members for 2005



If you made the June luncheon you learned the specific tools and techniques to evaluate, measure, and to present the value of your labors to others in your organization. Also, how to understand how to identify and implement techniques to evaluate your FM functions' performance as well as measure, compare and document that performance. Finally, Rod explained how to identify critical audiences and effectively communicate with them. If you don't, then who will ??

## PEGASUS BALL BENEFIT

Pegasus Ball to benefit the Child Development Association of North Fulton (an IFMA Community Services Committee Partner) which was held on May 6, 2005 at the Metropolitan Club in Alpharetta, GA.

The following IFMA Members Attended:

- Charlie Casey and Wife,
- Lynn Moorman,
- Maureen Gundaker and Husband,
- Tim Thomas and Wife,
- Jim Heck and Wife (his Firm Cabot bought an entire Table for this Benefit.)
- Clara Smith
- Candace Wood, Gilda's Club (an IFMA Community Service Partner)

Laxmi Parmeswar,  
 CDANF Executive Director  
 Thanks!  
 Clara M. Smith, CFM





## IS YOUR RESUME RECRUITER FRIENDLY?

If you are in the middle of a job search, recruiters can be either your friend or your foe. They have the power to introduce you to corporate hiring decision makers or to keep you out of the hiring process entirely. The quality of your resume plays a key role in determining how recruiters will treat you in the job market. It definitely pays to make sure your resume is recruiter friendly.

There are three elements to a recruiter-friendly resume:

- 1 - Focus
- 2 - Core competencies or transferable skills
- 3 - Accomplishments

If your resume lacks any of these crucial elements, then you probably are not capturing the attention you deserve, and you may be missing out on important interview opportunities.

### 1. Focus

Since recruiters time is at a premium, they must know your career focus within seconds of opening your resume. If your career focus is clearly stated, you can assume the recruiter will take the time to search your resume for clues. Most recruiters consider Career Objective statements worthless if they don't contain real information about the specific position you are looking for and the expertise you offer. A professionally written resume will give the recruiter a quick focus on your skills and abilities.

### 2. Core competencies or transferable skills

Once a recruiter understands your focus, he/she will want to know if you have the required core competencies or transferable skills to accomplish the job. Thorough research of typical job descriptions in your field will help you identify the core competencies your resume must feature.

You'll capture and hold recruiter attention by including only those core competencies relating specifically to your focus. Be careful not to muddy up your personal marketing message by including extraneous skills. If you remember the all-important rule of relevancy, you'll go a long way toward keeping the reader's attention on your key skills.

### 3. Accomplishments

Once your resume has made it through the initial screening for focus and skills, the recruiter will want to know how you stack up against other candidates. Remember, with record-high resume response to job openings, recruiters need good, solid reasons to recommend you for consideration over the mountain of other candidates. Clear, concisely stated accomplishments are the best way to distinguish yourself from your competition.

Whether the recruiter works for one corporation or represents many corporate clients, he or she must be able to give valid reasons for promoting you as a viable candidate. You can make their job infinitely easier by including the information they need in a clear, professionally written format and bring your resume to the top of the candidate pile. When your resume sells itself, you gain the advantage and make the recruiter look good as well.

For optimum impact, write accomplishments that illustrate the strength of your core competencies, transferable skills and focus. An accomplishment is only valuable to your resume if it promotes the skills your target employers are looking for. Remember the rule of relevancy as you craft each of your accomplishment statements. For tips on doing this effectively, you might want to invest in a career coaching session.

In today's extremely competitive job market, employers rely heavily on recruiters to screen out all but the top few applicants. With a recruiter-friendly resume, you'll beat out your competition as the first choice for every interview.

Deborah Walker, CCMC

Resume Writer ~ Career Coach

For more in-depth information on resumes, job-search strategy and interview skills, check out the article archive at my website:

[www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com) phone: 888-828-0814

## CAREER SERVICES NEWS

### Education Program - Resume/Job Search Workshop

Date: July 21, 2005 Time: 11:30 - 1:30

Location: Steelcase Showroom

303 Peachtree Street Suite 175 Atlanta, Ga 30303

Topic: Resume / Job Search Workshop

Speaker: Professor Kathy Roper

Cost: FREE

RSVP: July 14, 2005

Association Headquarters

404.766.1632

404.768.7767

[info@ifmaatlanta.org](mailto:info@ifmaatlanta.org)

This session will show you how to create a flawless resume as well as search for the perfect job.

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

**GEORGIA TECH  
CORNER**

**Australian Facility  
Management, mate!**  
Kathy Roper



Participation in the Facility Management Association of Australia's Ideaction 2005 conference was a long trip! The FMA has done a tremendous job of getting facility management into their government agenda. They have even published a new white paper and brochure explaining the importance of 'facilities management in the Australian economy' which outlines the roles of FM and is used in the current Australian government in their demographics of workers. Their sustainability efforts are included in the report and provide a unique guideline for the U.S. to follow in bringing recognition to facility management.

As a keynote speaker for the conference, I presented a session on Facility Management 2010 and Beyond to the audience of 374 attendees. They've really got a great group and I felt very welcome at the conference. They're a lot like Atlantans in their hospitality, and the city of Melbourne is a vibrant metropolis, just a bit smaller at 3.5 million inhabitants.

It's interesting to travel so far and encounter similar issues and concerns. The global community continues to grow, yet seems smaller and smaller.



**CDC TOUR**

**Tour - The CDC Visitor and Education Center**

You won't want to miss this one!!

Get a special pre-opening tour of the CDC's state-of-the-art facility that will serve as its "Gateway to the World". The new Visitor and Education Center on the Roybal Campus will be officially opened by President Bush in mid September, but you can see it on Wednesday July 27, 2005 at 4pm.

CDC Project and Facilities Manager, Sam Tarr will host the behind the scenes tour which includes two broadcast Television Studios, Knowledge Management Center and extensive Conferencing and Remote Learning facilities in addition to the Visitor's Center. Principal Bob Balke and Associate Principal Nancy Cartledge will also be on hand to share their insight into the design and construction of the project.

The tour is limited to the first 20 to sign up on line at IFMAatlanta.org. For security reasons all participants must be US citizens. More details and directions are available on the website.

**Facility Funnies**

Could you please let the Facility Manager know that these new plants are a little tooooo exotic.





**COMMUNITY SERVICE**

**“LOVE IN ACTION”**

**A Perspective From One of IFMA’s Community Service Partners.....**

Words cannot describe the positive impact IFMA has created for my organization. We are a community-based, grassroots, nationally-accredited, award-winning non-profit organization, serving ‘at-risk’ children & families from disadvantaged communities through a variety of programs. Being chosen as an ‘IFMA community service partner’ brought us such an abundance of time, talent and treasure that it inspired us to embark on a major revitalization project of the North Fulton Human Service Center.

The IFMA project group headed by Clara Smith, completed a comprehensive assessment of our thirty-year old, 33,000 square foot facility, in need of major renovations. This led to my organization applying to many prestigious foundations for funding and the IFMA collaboration positioned us to receive money from several sources. We are currently involved in implementing the renovations and an IFMA member secured our contract for roof replacement. IFMA is also involved in helping us develop a long-term, sustainable relationship with another one of its community service partners, Gilda’s Club, and we are actively engaged in this process.

I am delighted to report that my Board and I have recommended a new policy of designating ‘an IFMA seat’ on my Board of Trustees and we have nominated Clara Smith to serve in this capacity. The nomination slate will be voted on June 29, 2005 at our Annual Membership meeting.

While we are blessed with many volunteers, IFMA clearly is unparalleled in its expertise and excellence in facility management and we are truly grateful for your support. We look forward to a long and mutually rewarding relationship. Thanks for supporting us in our mission to serve our community’s children and families. Thanks for demonstrating your “Love In Action”, our motto!

Submitted by  
Laxmi Parmeswar, Executive Director  
North Fulton Child Development Association/ Human Service Center, Inc.  
89 Grove Way, Roswell, GA 30075  
770-9924339 <http://cdanorthfulton.homestead.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 to Monte Townsend at [ifmanews@rentacrate.com](mailto:ifmanews@rentacrate.com).

**IFMA ATLANTA CHAPTER  
CFM COORDINATORS**

- Clara M. Smith, CFM - CMS Enterprises
- Cheryl Waybright, CFM, CFMJ, - CB
- Richard Ellis

**ASK ME ABOUT CFM**

As a benefit to the Atlanta Chapter Membership, the Professional Development Committee plans to have members with CFM designation wear ribbons at each monthly meeting. Professionals and Associates are encouraged to discuss the benefits of getting CFM certification and information on taking the exam during the networking session before the meeting. Learn what certification is all about with other members who have become Certified Facility Managers. Ask questions, get the details, maybe hook up with a study partner.

Cost? Experience required? Qualifications? Information on the test? Bring your own questions. Look for the CFM ribbon attached to member name tags.

**MONTHLY CFM EXAM QUESTIONS**

5. In commercial construction, an interior wall with studs is:

- A. Always load bearing
- B. Usually load bearing
- C. Always non-loading bearing
- D. Usually non-load bearing

6. The ceiling system that features a flush appearance and good sound transmission control is the:

- A. Concealed grid
- B. Semi-exposed suspension
- C. Radiant ceiling
- D. Integrated modular ceiling

7. Proposed renovation work in an existing building must meet code provisions applicable to:

- A. Additions
- B. New construction
- C. The original construction
- D. Similar buildings

8. Activation of a smoke control system is best done by operation of:

- A. Smoke detectors
- B. Manual pull stations
- C. A sprinkler system
- D. Heat detectors



## ATLANTA BRAVES BASEBALL OUTING

On Thursday, June 23 forty-two people participated in the annual IFMA Braves Event at Turner Field. The Braves outing is one of several popular social activities organized each year by the Special Events Committee, and presents an excellent opportunity for IFMA members and their families to get together. The evening began with food and beverages at the Cityscape pavilion overlooking downtown Atlanta. After the picnic, the group proceeded to its seats in left field for the opening pitch of the Braves - Marlins game. In spite of the home team's losing effort, a good time was had by all.

Alicia D. Kelly, Interior Designer  
Georgia Tech Office of Facilities,  
Design & Construction



IFMA Atlanta Bleacher Bums



I'll kill you if you put my picture in the Newsletter.



Yea, if it weren't for a vicious papercut injury in '91, I'd be playing pro today.



Wow, that new cologne really works.

## IFMA NEW MEMBERS

Shirley H. Ammons  
Helmut Bondarew  
Carolyn Brasfield  
Carlton Bruner  
Roman Canales  
Michael L. Clousing  
Michelle L. Combs  
Sheryl T. Cosby  
Deanna M. Evans  
Leslie A. Hale  
Mary Harmon  
David Heidlauf  
Dean Jones  
Felicia Jones  
Alan Lenowitz  
Chris LePage

First Capital Bank  
MBR Office Solutions  
Cingular Wireless  
NEO Inc  
Method IQ  
ONSITE Woodwork  
Imerys  
Plant Peddler  
Interspace Office Furniture  
Aaron's Corporate Furnishings  
Plant Peddler  
Auto Trader.Com  
Verizon Wireless  
Servpro of SW Cobb  
Working Environments  
DC Taylor

Barney Leibman  
Joanna Mitts  
Gregory Pikulski  
Patricia Sane  
Dawn Saunders-Sanchez  
Joseph Seabolt  
Kimberly Shaw  
Melinda K. Smith  
Ted Sokal

Commerical Relocation Specialist  
Imerys  
NOVA Information Systems  
Shaw Industries Inc  
Booz Allen Hamilton  
Federated Systems Group  
Jones Lang LaSalle America Inc  
Shaw Industries Inc  
Panel Systems Unlimited

Send your Member Profile and  
Photo to [ifmanews@rentacrate.com](mailto: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:** Christine Ray  
**COMPANY:** Computer Associates  
**EMAIL:** Christine.ray@ca.com  
**FAVORITE MOVIE:** Notebook  
**FAVORITE VACATION DESTINATION:** Hawaii  
**HOW DID YOU GET INTO THE CAREER YOU**

**ARE IN NOW?** By assisting the facilities group when they had a need.  
**HOW LONG HAVE YOU BEEN AN IFMA MEMBER?** 6 years.  
**WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?**  
 Managing people.



**NAME:** Tom Haslach  
**COMPANY:** Trilogyfm  
**EMAIL:** thaslach@trilogyfm.com  
**EDUCATIONAL BACKGROUND:**  
 Bachelor of Science Business Administration, U of Maryland  
**FAVORITE MOVIE:** Butch Cassidy & the Sundance Kid

**FAVORITE VACATION DESTINATION:** St. Augustine, FL. My parents live in this town and we gather there annually with my 6 brothers & sisters and their families.  
**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** I had been working for Milliken & Company and had the opportunity to purchase their milliCare business in Atlanta in 1997.  
**WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?**  
 The continuous process of moving each part of our company from good to great, from our people to our services and everything in between.

**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