

**International
Facility
Management
Association**

IFMA
Atlanta

THIS MONTH IN IFMA

Luncheon - Villa Christina

June 8, 2005, 11:30 - 1:30

**Topic - Keeping The Wolves From Your Door:
Doing A Great FM Job, Measuring It
And Telling The Right People**

Rod Stevens, AIA, CFM, & IFMA Fellow

Outing - Atlanta Braves vs. Florida Marlins

Program Calendar

June 8

Luncheon - Villa Christina

July 20

Luncheon - Maggiano's

August 17

Luncheon - Villa Christina

September 21

Luncheon - Maggiano's

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

Vice President - Rachel Blankenship, *Best Software*, rachel.blankenship@bestsoftware.com

Treasurer - Chet Bounds, *Milliken*, chetbounds@milliken.com

Secretary - Stewart Smith, *Kilpatrick Stockton*, stsmith@kilpatrickstockton.com

Vice President Professional Development - Ellen Townsend, *North Highland Company*, etownsend@northhighland.com

Past President - Mitch Rabil, *Turner Properties, Inc.*, mitch.rabil@turner.com



CONTACT US!

Newsletter Editor: Monte Townsend
T: 678-547-0133 **F:** 678-547-0132
 If you would like to submit a newsletter article, please contact ifmanews@rentacrate.com.

Reminder: The deadline for submitting articles is the third Wednesday of each month.

STAY CONNECTED WITH
www.ifmaatlanta.org

Where do you need to go to stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at www.ifmaatlanta.org is the place. Check out the hotlinks to upcoming and pending events. There is no guesswork once you get there. All of the information you need (locations, times, registration processes) is at your fingertips. Check out the wider screen, and flashing front page sustaining patrons' icons. Even the newsletter you are currently reading is on the site. Put it on your favorites list, tell friends and colleagues, the new IFMA website is the source to "connect" at: www.ifmaatlanta.org.

**IFMA ATLANTA
 STRATEGIC PLAN 2005**

Vision

To serve as the resource and representative for facility management.

Mission

To provide exceptional products, services, and opportunities that support and advance the facility management profession.

Goals

1. Support a community that fosters vitality, momentum and impact for the facility management professional.
2. Anticipate and prioritize the resources required to enhance effective delivery of products and services.
3. Inspire passion for the facility management profession that compels facility practitioners to want to join the IFMA network, engages volunteer leaders and attracts / retains top-talent to the full-time staff.
4. Sustain IFMA's financial integrity to achieve and fulfill our mission.

Purpose

IFMA is a member-centered association that exists to guide and develop facility management professionals. In support of its members, IFMA promotes the Facility Management profession by providing leadership, recognition and standards of excellence.

Please check out the website at www.ifma.org for more details.

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

It is hard to believe that summer is almost here. What a great first half of the year it has been for IFMA Atlanta! And with the upcoming changes of the calendar year, the momentum of the past six months has twelve more months to lead us to one of our most successful terms ever.

Joyce Roper is on a roll. She is meeting with current, past and potential Sustaining Patrons to discover ways to improve the program. I am sure she would love your input. She is also working with our Education Partners and the IFMA Foundation to ensure that we are supporting them in the best ways possible.



Gail Herndon and Steve Christopher are in the thick of things with planning the Fall Classic. Mark your calendar for Thursday, October 13th for the annual day at Lake Lanier for golf, tennis, a boat cruise and so much more... We promise - it will be lots of fun. Plus, it is a great way to support our Community and Education Partners with the funds we raise from this great event.

May 14th was a great Volunteer Day at the YWCA of Northwest Georgia. Many thanks to Maureen Gundaker for coordinating the event and to all of the volunteers that came out to make it a success. A special thanks goes to the following members and their companies for donating items for the volunteer day- Larry Fried with Serv Pro, Jodi Teeter with Armstrong, Christy Jellets with The Frazier Center, Monte Townsend with RentaCrate, Maureen Gundaker with Koroseal and Mike Water with Colorburst. And, to our long time sponsors - Steve Christopher with Royal Cup Coffee and Joyce Roper with Coca-Cola Enterprises - thanks for all that you do to support our volunteer efforts and to keep us refreshed. I know that Beverly Parker, the chair of the Community Service Committee and Christy Jellets, the Vice Chair join me in thanking each of you and all of the people on their committee for all that you do.

I could not be more proud of all of the efforts that IFMA Atlanta makes toward our community partners. And, it is especially notable that Clara Smith and Tim Thomas have been asked to be on the Board of Directors of the YWCA of Northwest Georgia and the Gilda's Club respectively. Not only are we giving back to the community but also our members and IFMA Atlanta are being recognized for our efforts.

I bet Kathy Roper, the chair of the Public Relations will be excited to read this article when she returns because now she has even more material to promote about our amazing organization. Thanks to Kathy and her team for their efforts to get IFMA Atlanta more and more recognition in the community.

As you are reading this, you are seeing the results of Monte Townsend and his committee's hard work- not only at the content of the newsletter but also at the appearance. What do you think? I know Monte would love to hear from you. Alan Jones is working closely with Monte on the website. Hopefully, these two tools are keeping you informed and in touch with all of the great things that are going on within IFMA Atlanta.

As always, I would love to hear from you if you have comments, questions or concerns. Thank you for all the you do to support our chapter.

My best,

Beth Chaplin
President - IFMA Atlanta 2005
Knoll

DIRECTIONS TO LUNCHEON

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

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



MAY LUNCHEON PHOTOS



Our May luncheon was at Maggiano's was a hit! Kathy Montgomery owns 'Design for Wellness' and was our monthly speaker. Kathy has been in practice for 30 years designing corporate office and healthcare facilities. Kathy has dedicated her firm to assisting clients to understand the impact of the design on interior environments on well being. Kathy spoke to us about her views on wellness in the workplace and the impact it has on everyone.



Fran Rissland
Programs Chair - IFMA Atlanta 2005

ATLANTA BRAVES BASEBALL OUTING

Atlanta Braves vs. Florida Marlins

Thursday, June 23, 2005

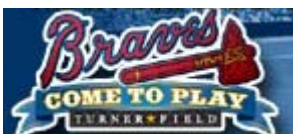
Food & Beverages: "Cityscape Tent" @ 5:35 pm

Game to Follow @ 7:35 pm

Tickets are \$45 each (includes: food, beverage, ballgame)

IFMA Atlanta Braves Game Registration Form: www.ifmaatlanta.org

Brought to you by IFMA Atlanta Special Events Committee.





WHY DOESN'T MY OLD RESUME WORK ANYMORE?

If your last job search was prior to 2001, you may be in for a rude awakening. You might be surprised to find that your old resume, which worked well for you before, is no longer attracting employers, headhunters and corporate recruiters. If you wondered, "What am I doing wrong?" it might not be you-it's probably your resume.

There are three reasons your old resume may not be working for you:

- Drastic increase in competition
- Changes in technology
- Changes in your industry

1. Drastic increase in competition

Increased candidate competition is the #1 reason your resume is no longer working. While current employment outlooks are marginally brighter, competition is still so high that your resume must be able to stand out against a mountain of candidates.

The best way to enhance your competitive standing against other job seekers is through strong accomplishment statements.

Accomplishments are most effective when:

- They illustrate your transferable skills
- They show your contribution to corporate bottom-line objectives
- They are stated quantitatively

If you are confused about how to state your accomplishments effectively, consider hiring a professional resume writer. Correctly written statements will make your accomplishments shine-and you'll be more likely to land those critical interviews.

2. Changes in technology

Is your resume ready for the high-tech world? Probably not, if you are still snail-mailing or faxing your resume to potential employers. Are you willing to take a chance on your resume being tossed, just because you didn't take the time to prepare your resume for an electronic audience?

With dramatic increases in the number of resumes received, many employers have invested in software to manage resumes and candidate responses. It is entirely possible that a computer, not a person, will be the first one to screen your resume. The electronic eye is much more objective than the human eye; it scans only for industry-specific ter-

minology and keywords in qualifications and responsibilities.

Here are some critical questions to ask about your resume:

- Does it contain the right keywords to put you in the "interview" pile?
- Will new resume software be able to read its formatting correctly?
- Will your tables, fonts, and graphics transmit properly in an online resume form-or will they disintegrate into unreadable symbols?

You can give your old resume a real boost by investing in the services of a professional resume writer who understands the pitfalls of our electronic job market. Whether your resume needs a brush-up or a complete rewrite, it's well worth the investment to make sure your name makes it to the top of all candidate lists.

3. Changes in your industry

If you are still tacking your most current job onto the same old resume, then your resume probably contains a lot of old terminology and buzz words. If so, it will make you look outdated-even over the hill. It may also fail to be recognized by software that uses keywords to retrieve the best resumes.

If you're feeling out-of-step with your industry, it may be time for a checkup with a career coach who can help prepare you and your resume to stand up to the challenges of your industry's changing trends.

Bottom line: if your old resume isn't winning the attention of employers, then it's time to ask yourself, "How much is my old resume costing me in wasted time and effort?"

An investment in professional resume help could mean the difference between months of fruitless effort-and landing the perfect new job. A new, better resume built on strategies that are suited to today's job-search challenges may be just the edge you need to get you noticed and get you hired.

Deborah Walker, CCMC
 Resume Writer ~ Career Coach
 To see resume samples and read more job-search tips visit
www.AlphaAdvantage.com
 Email: Deb@AlphaAdvantage.com
 888-828-0814

CAREER SERVICES NEWS

IT MAY NOT BE YOUR BIRTHDAY, BUT THE PRESENT IS COMING!

Be on the lookout next month when the new Career Services job posting page goes live on the IFMA Atlanta's web site:
www.ifmaatlanta.org

Also mark your calendar for these events:

Resume/Job Search Workshop on July 21st from 11:30 - 1:30
 at the Steelcase Showroom

Interviewing Skills Workshop on August 11th from 11:30 - 1:30
 at the Steelcase Showroom

More information to follow soon . . .

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



Career Services Committee

The Career Services Committee helps its members by building a bridge between job seekers and corporate recruiters. The goal is to bring together members looking for great jobs and employers searching for quality people. Here's how it works:

Job Seekers

1. Set an appointment with Joe Carroll, a human resource professional, at 404 582 8859, for a constructive review of your resume. This is a free service to our members.
2. Attend IFMA Atlanta luncheon career seminars on July 21 (resume & job search techniques) and August 11 (networking and interviewing skills). These two events are free for our members.
3. Attend the free "Networking For Success" wine & cheese mixer set for Oct 6 (evening event). A guest speaker will talk about career trends in the facilities management industry. This is a must for both members and your corporate recruiters.

Potential Employers

1. Send us your job postings regarding any vacant positions. We will post your openings on the IFMA-Atlanta website for free.
2. Attend the "networking for success" wine & cheese mixer on Oct 6. Make new contacts and hear about career trends in the facilities management industry.
3. Send us the name of your HR recruiter for networking purposes.
4. Send a copy of this email to your HR recruiter to acquaint him/her with our free services.

IFMA Members

1. Contact Career Services if you know of an open facilities position or a potential candidate. Confidentiality will be maintained if requested.
2. Send this email to your company's Facilities and HR personnel so that they become aware of IFMA's free job placement service.
3. Send this email to your facilities management and HR contacts in companies that are non-IFMA members to expand our database of positions (and potentially our chapter membership).

We welcome your constructive ideas to enhance the committee's effectiveness. With your help, we can make this a vital service to our members. Knowing you were instrumental in making a job placement is the best reward.

All information should be sent to the Career Services Committee at IFMA@royalcupcoffee.com, or contact Brant Bosley at 404-392-2284.

Our Mission:

The Atlanta IFMA chapter assists its members in searching for facility management positions. The chapter also assists member and non-member companies who are seeking facility management professionals to fill vacant positions.

FREE SERVICES FOR MEMBERS:

Maintains a database of member resumes.

Maintains a database of positions available for facility management professionals.

Communicates with and counsels members seeking positions.

Forwards member resumes to companies who are seeking facility management professionals.

Will soon post positions available for facility management professionals.

Organizes job seekers' seminars and job fair mixers.

Constructively critiques resumes.

Facility Funnies

Either we need more durable phones or sales people who can handle rejection!





HOW TO SUCCESSFULLY PURCHASE PRE-OWNED FURNITURE

The difficult economy of the past few years has yielded an extraordinary opportunity for companies to more easily liquidate or purchase pre-owned furniture. Some of the biggest corporate names are reducing staff and real estate costs and selling their furniture out of their offices and even their warehouses. This creates an opportunity for other companies to purchase high-quality, relatively new (six-month to three-year-old), commercial grade office furniture for a fraction of its original cost. The pre-owned furniture market is a difficult one to navigate, however, and even brokers in the industry occasionally get burned. Knowledge and the right service provider are key to making this financially advantageous process work properly.

Managing your expectations and those of your employees is critical before buying pre-owned furniture. This furniture is not going to be "like new" unless you get lucky and catch a six-month old inventory or one from a business with a very detailed facility maintenance program. Pre-owned comes with what I like to call "experience and patina." That said, it will still be very attractive and can be cleaned and refurbished as needed. If you are going to buy pre-owned furniture, tell employees something like the following: "You are getting very high-quality, pre-owned furniture that the company most likely would not be able (or inclined) to buy if new. We hope that these savings will help us reduce operational and capital expenditures, protect jobs and potentially improve profits and support growth."

If you have a lot of time, you may be able to find an inventory or piece together what you need here and there, negotiate a deal, and then search for an installer and negotiate that deal. If your time is limited, engage an independent pre-owned furniture broker to help you, much in the same way you would engage a real estate broker. A skilled broker will ask a lot of questions about your needs, your workflow and other critical issues to identify the inventory that meets your budget, schedule and aesthetics.

The services of a professional broker cost you nothing extra; he/she receives a commission from the furniture cost. Expect to pay 50% down to secure a furniture inventory. (Note: If you find an inventory that meets your criteria, secure it immediately!) Expect to pay the remaining 50% immediately upon completion of delivery and installation.

If you find an inventory that you like but your space isn't ready, expect to pay to tear the furniture down and store it until you are ready. Installation is another cost. This cost is driven not only by the make and model of the furniture, but also by where it is coming from and where it is going. Most class A and B buildings in Atlanta require after-hours furniture installation and de-installation. This means the work must be done on an overtime basis, which is generally time-and-a-half. Obviously, costs will vary from project to project depending upon site conditions and restrictions.

The pre-owned furniture market is very fragmented and difficult to navigate, but is also a great value proposition. Find the right broker to help you analyze the opportunity and make sure you are making the right investment.

John Jerman previously practiced interior architecture of commercial work environments and is now a partner with National Office Systems. jjerman@mindspring.com, 404.966.9687, www.nationalofficesystems.com

Donated Items for the YWCA

Shredding - **Rentacrate, Inc.**
 Carpet Cleaning - **ServPro**
 Ceiling Tile - **Armstrong**
 Planting Materials - **Color Burst**
 Bike Path Materials - **Koroseal Interior Products Group**

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

1. Ceiling components with unfinished edges that are hidden by exposed ceiling grid members are called:

- A. Ceiling tiles
- B. Ceiling blocks
- C. Linear ceiling units
- D. Snap-in metal pans

2. The minimum information required on hazardous chemical labels is the name of the products and:

- A. The manufacturer and hazard
- B. The hazard
- C. The manufacturer and "OSHA approved"
- D. Nothing else

3. Workplace safety for tenant employees is the responsibility of:

- A. The tenant employer
- B. The building owner
- C. The building manager
- D. OSHA

4. 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



YWCA - IFMA Partnership

The IFMA Volunteer Day on Saturday May 14 at the YWCA of Northwest Georgia was another successful effort on the part of IFMA's commitment to supporting the good work of the YWCA.

The Young Women's Christian Association of the United States of America is a women's membership movement nourished by its roots in the Christian faith and sustained by the richness of many beliefs and values. Strengthened by diversity, the Association draws together members who strive to create opportunities for women's growth, leadership and power to attain a common vision: Peace, justice, freedom, and dignity for all people. The Association will thrust its collective power towards the elimination of racism wherever it exists and by any means necessary.



Girl Power!!!

The YWCA of Northwest Georgia, as a social change agency, continues to develop programs and service in response to the needs of the community. In 1965 - The YWCA constructed its current main facility on Henderson Street.

The YWCA of Northwest Georgia Sexual Assault program responds to over 2,000 crisis hot line calls and provides counseling to nearly 300 women and children annually. The Community Education program reaches over 3,000 adults and youth annually through prevention education presentations in schools, colleges, employee groups and civic organizations.

Family Violence Sexual Assault Program: Services for men and women, Crisis Hotline (24 hour), Domestic Violence Shelter, Transitional Housing, Sexual Assault Hospital Accompaniment, Legal Advocacy, TANF Assessments, Support Groups, Children Services, and Case Management Services.



Larry made the stains on YWCA's carpet look like it never happened.

YWCA Paulding Child Development Center is scheduled to open Aug. 9, 2005. The center is a collaboration of the YWCA of Northwest Georgia, WellStar Health Systems, Early Learning Property Management and Smart Start Georgia.

The YWCA has always been about volunteers. They rely on the skills and talents of thousands of volunteers to carry out services and fundraising programs. Whether you want a short-term assignment or on-going you are invited to come out and volunteer.

To volunteer or make donations please contact:

Christine Dunson, Volunteer Services Manager
YWCA of Northwest Georgia
48 Henderson St Marietta, GA 30064
770-427-2902 Main Number 770-423-3599 Direct
cdunson@ywcaofnwg.com



Christy gets proper supervision.



Some work...



...Some play



Everyone ended up with something on their face. Mostly it was a SMILE.



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: Ellen Townsend
COMPANY: The North Highland Company
EMAIL: etownsend@northhighland.com
EDUCATIONAL BACKGROUND:
 University of North Texas
FAVORITE VACATION DESTINATION: Beach
HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Managing retail stores upon graduation.
WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?
 Managing expectations



NAME: John Jerman
COMPANY: National Office Systems
EMAIL: jjerman@mindspring.com
EDUCATIONAL BACKGROUND:
 Degree in Architecture, minor in Textile Technology
FAVORITE VACATION DESTINATION: Anywhere in Italy
HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Was a co-founder in an office furnishing website and them became an asset recovery broker.
WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?
 Managing cleint expectations

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