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THIS MONTH IN IFMA

Education Seminar - March 7, 2006

Atlanta Thrashers Outing - March 8, 2006

Monthly Meeting - March 15, 2006

Benchmark This - Evaluating the Value of Your Facility

Department Through a Benchmarking Consortium

Speaker: Mitch Rabil & Jim Rice

Facility Management Conference - March 20, 2006

Prospective and New Member Orientation &

Cocktail Buffet - March 22, 2006

Sustaining Patrons Reception- March 30

President - Rachel Blankenship, *Sage Software*, rachel.blankenship@sage.com

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

Secretary - Christine Vest, *Amoco Fabrics & Fibers Company*, vestcn@propexfabrics.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
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 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

WE WANT TO HEAR FROM YOU?

We have a lot going on over the next couple of months. Is it too much? Is it too little? Are we providing you with the education tools and value add services you expect as a member of IFMA? If not, what would you like to see? We need to hear from you so we can better serve our members. Please take a few minutes to drop me or any of our board members your comments and suggestions.



Rachel Blankenship

Listed below are just a few of our upcoming events that you won't want to miss.

On **March 7**, IFMA Atlanta is honored to have Dr. Kashiwagi, Director of Performance Based Studies Research Group at Arizona State University present an educational seminar on: Facility Assessments: Minimize Problems in Project/Budget Planning". The seminar is scheduled from 10:00 am to 2:00pm at the Steelcase showroom. The cost is only \$25.00 and you may register on line as well.

Our Special Events committee is hosting a Thrashers game for all you hockey fans. It's scheduled for **March 8** at Phillips arena. We have a block of 20 tickets on sell for \$20. This is half price off the regular admission - thanks to the extraordinary efforts of the Special Events members. You can register on line at www.ifmaatlanta.org.

IFMA Showcase is coming up **April 13th @ Puritan Mill**. Come join 250 of your fellow IFMA Members for IFMA Atlanta's largest fund raising event. Show support for your local chapter, as all proceeds will go towards IFMA Foundation, GA Tech and Community Service Partners. Registration is available on-line now for table top booths and general admission. Your registration includes open bar, food, entertainment by Steve Charles Jazz Trio, silent auction and a chance to win a cash door prize. Booths will be 72" x 36", and 50 are available. This is also a great opportunity to introduce potential IFMA members to our chapter. Sign up between now and April 3rd to secure advanced registration prices.

We look forward to hearing from you. Remember it's up to you to create measurable value within IFMA Atlanta. Get involved today!

Rachel Blankenship
 President - IFMA Atlanta 2005/2006
 Sage Software, Sr. Director of Facilities North America

DIRECTIONS TO LUNCHEON

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 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 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.

WHAT YOU MISSED - FEBRUARY LUNCHEON



Karla Brandau, Speaker.

Dealing with Difficult People

We learned to recognize and deal with the following people:

The Know-It-Alls — They're arrogant and usually have an opinion on every issue. When they're wrong, they get defensive.

The Passives — These people never offer ideas or let you know where they stand.

The Dictators — They bully and intimidate. They're constantly demanding and brutally critical..

The "Yes" People — They agree to any commitment, yet rarely deliver. You can't trust them to follow through.

The "No" People — They are quick to point out why something won't work. What's worse, they're inflexible.

The Gripers — Is anything ever right with them? They prefer complaining to finding solutions.

Of course we recognize them. They're the people we work with, sell to, depend on, and live with. Understanding difficult people makes dealing with them less frustrating. We learned how to use techniques in specific situations, with all types of difficult people. This will make us less of a target for difficult people.

Let's face it — nobody's difficult all of the time (and everybody's difficult some of the time). We can use the new skills we learned to help reinforce the most positive behavior in everyone — at work and at home.



Pardon me lady, you'll have to come with us.



What are you looking at?



Has anyone seen my Easter Egg?



Yes, I know I'm beautiful.



LYMRICKS FROM THE LUNCHEON



Part of the monthly meeting was interactive: the speaker, Karla Brandeau, asked each table to comprise one limerick about “Change”. Each table nominated a spokesperson and that person read each to the rest of the crowd. Here they are, in no particular “no-name” order:

Change is like catching a ball.
If you don’t do it, you will probably fall

The more you try,
You will wonder why
In the end, you will wonder why
you questioned at all.

There once was a man named Hall.
He didn’t like change at all.
But they moved his cheese,
And didn’t even say please,
So he gave Human Resources a
call.

Change is like a ball,
Rollin’ down the hall.
It’s here to stay,
So follow its way
Or be flattened against the wall.

There was a new member named
Ridico,
Who sat at our table with an itch.
Who looked around the room,
Because he couldn’t find his broom,
Who wanted to be next to Mitch.

Change always comes with some fear.
It’s good to discuss over a beer.
Careful not to have too many,
Or you’ll be left without a penny.
So embrace change to make your pre-
meier.

We never did find those limericks
about Nantucket —yes, the clever
use of that fine northern town was
used in our meeting!



CFM REVIEW CLASS



Looks like Lynn is fashionably late, again.



Kathy Roper, CFM Review, Feb 23 & 24. Don't you wish YOU were there?



I can't believe she said that.



CFM Review Class.



Something in the juice made everyone grin in class...



The other side of the room did not try the juice.



GEORGIA TECH CORNER

Georgia Tech Corner

New creativity in the workplace research is being planned by Professor Roper and students to find out how creative endeavors can invigorate, motivate and inspire employees to new levels of productivity. Part of the plan is to set up summer lunch & learn workshops for employees in their workplace. Artistic classes would be taught and then evaluations would be provided to workers and managers to assess the impact of creativity on workplace productivity.

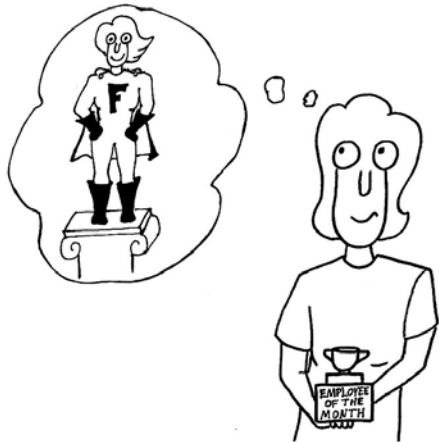


If you think your employees might enjoy this opportunity and have a conference or training room or cafeteria area that can be used for a 60-minute workshop once every month, then please let Professor Roper know. Who knows, maybe your creative outlet will be tapped with these fun, entertaining workshops! Large landlords, companies with more than 80 employees and others interested should contact:

Professor Roper at 404-385-4139 or kathy.roper@gatech.edu

Facility Funnies

Sally, having just discovered her Facility Management Super Powers, had not yet decided to use them for GOOD or for EVIL.



Monte Townsend

NETWORKING EVENT

Join us for an action packed evening with your Atlanta Thrashers on Wednesday, March 8th when they take on the NY Rangers. Tickets are available for the low price of \$20.00. Register online at www.ifmaatlanta.org. Game time is 7:00 p.m. but the die-hard fans will be mingling at McCormick & Schmick's adjacent to Philips Arena at 6:00 p.m.



JOB POSTINGS ONLINE

Looking for a new job?
Know of a vacant position?

Check out the job posting section of www.ifmaatlanta.org. Enter the Career Services section to post a job. Enter your membership number to view available positions. This website highly benefits our members, so start using it today. Call Brant Bosley with any questions at 404-392 2284. Call Joe Carroll for resume critique and career counseling at 404-582-8859

COMMUNITY SERVICE CORNER

**Mark your calendars for Volunteer Day
Saturday, May 20th, 2006**

To be held at **North Fulton Child Development Center**
89 Grove Way
Alpharetta, Georgia
770.992.4339

Community Service Coordinator: Marie Kitchen (SERVPRO)
770.739.2355

mkitchen2004@mac.com

8:00 am – 1:00 Lunch provided

We will be working on the grounds, cleaning upholstered chairs, cleaning and organizing closets and installing shelves

Welcome! To our partner organization – City of Refuge www.cityofrefuge.org for more info on the organization

Branan Towers

Beginning renovation work on the corridors and lobbies (10 floors),

Including wallcover, new carpet and new lobby furniture. With remaining balance of \$500,000 challenge grant, we will begin replacement of kitchen cabinetry (176 units)

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

www.ifmaatlanta.org





SUSTAINING PATRON PROFILE

CWC: A COMPANY THAT IS UNIQUE IN THE DIFFERENCE IT CAN BRING TO YOUR COMPANY

CWC is the creative force behind some of the most prestigious offices throughout Atlanta and the Southeast. Its reputation for providing quality office furnishings and unparalleled service continues to remain a focus since it's founding as a small office furniture dealership in 1929. As the company has grown through the years, expanding its products and services, it has, as a result, become the largest and one of the most prominent furniture dealerships in the Southeast. CWC's representation of more than 300 of the finest contract furniture manufacturers allows for projects of all shapes and sizes. Its 178,000 square foot facility includes a 45,000 square foot Furniture Showroom perfect for viewing the many product lines offered.

Today CWC continues to develop and enhance all facets of its business from furnishings and design and project management providing each and every client with the unprecedented level of customer service that has characterized CWC for more than seven decades. The result is that customers return to CWC time and again due to its remarkable products and customer service philosophy.

This philosophy of remarkable customer service is reinforced daily at CWC through its best practices program called Exceed (Employee and Client Experience Enhancement Direction) which promotes CWC's business culture of exceeding customers' expectations and experiences. The Exceed program also promotes the aspect of giving back to community. CWC employees participate in various civic and economic development organizations including We Care, The Marines Toys for Tots program (Scott fill in the blanks here....) CWC is very proud of its rich heritage of giving back to community and has a long and rich history and commitment in making a powerful impact in the business community in which is has been so successful.

CWC is a company that is unique in The Difference it can bring to your company. We are a company of people dedicated to community, customer service and satisfaction. We build client relationships that provide our clients with the lowest cost of furniture ownership. We listen, we care, and we continue to uphold our longstanding tradition of not simply meeting, but exceeding, our customers' expectations.

CREATING INTERIORS FOR BUSINESS PROVIDING LOWEST COST OF OWNERSHIP

MONTHLY CFM EXAM QUESTIONS

- Workplace safety for tenant employees is the responsibility of:
 - The tenant employer
 - The building owner
 - The building manager
 - OSHA
- In commercial construction, an interior wall with studs is:
 - Always load bearing
 - Usually load bearing
 - Always non-loading bearing
 - Usually non-load bearing
- Activation of a smoke control system is best done by operation of:
 - Smoke detectors
 - Manual pull stations
 - A sprinkler system
 - Heat detectors
- The most common means of exposure to a hazardous chemical is through:
 - Absorption
 - Injection
 - Ingestion
 - Inhalation

Answers: 1-A, 2-C, 3-D, 4-D

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.

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.

EDUCATION SEMINAR**EDUCATION SEMINAR**
March 7th 2006

We have Dr. Dean Kashiwagi booked for March 7th 2006 for an educational seminar from 10:00 to 2:00 with a working lunch included. Please send the attached information to Houston for the CFM/CEU accreditation. The location is To Be Announced at the next Luncheon.

“Facility Assessments: Minimize Problems in Project/Budget Planning”

- Presented by Dr. Dean Kashiwagi of Arizona State University

Most facility managers face problems with pre-planning and budget forecasts due to an inefficient internal processes (e.g. services selection). The cost of facility services (for example landscaping, janitorial, construction, design, etc.) have been impacted by unprecedented increases forcing FM's and Property Managers to scramble for solutions. This session will explore innovative best practice concepts that identify how “efficiency” is required for both the facility manager (and property manager) and the vendor to have a win-win environment.

A research group of best value procurement methods at Arizona State University has proven results for selecting performing systems and services for facility managers. This is one of the few documented processes that brings better value for the Facility Manager and maximizes the profit of the vendor without paying more for it.

Learning objectives:

- Commodity vs. best value (the difference in efficiency of different delivery systems)
- Understand how to identify risks before a project starts, not during.
- Vendor selection (on-time, on budget with no change orders, and deliver high quality work).
- Understand why quality control and management/inspection are on opposite sides
- Case studies on maintenance and repair, services, renovation, and new construction projects.

SAVE THE DATE**We invented the belly laugh.**

Find out how at the Career Services Spring Fling Comedy Night, May 18th, 5:30 - 8:30 PM.

Joe Carroll, SPHR
Vice-President, Human Resources
IST Management Services, Inc.
404-582-8859

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

SUSTAINABLE BUILDING PRINCIPLES**EPA Joins Other Federal Agencies to Adopt High Performance and Sustainable Building Principles**

Washington, D.C. — In order to save energy and protect our nation's environment, EPA and several federal agencies, including the Department of Defense and General Services Administration, agreed to a set of guiding principles for designing, building, and operating federal facilities.

Energy efficiency is a key element of the principles, officially titled, “The Federal Leadership Memorandum of Understanding to adopt Guiding Principles for High Performance and Sustainable Buildings.”

“Whether you are running a business, a school, or the government of the United States, getting the most out of our energy dollars just makes sense,” said EPA Assistant Administrator for Administration and Resources Management Luis A. Luna. “In meeting President Bush's call to conserve our energy resources, the federal government is leading the way in the national march toward energy security and a cleaner environment.”

Agreed to at the White House Summit on Federal Sustainable Buildings, the guiding principles integrate design, energy performance, water conservation, indoor air quality, and sustainable materials to ensure that new buildings are among the most energy efficient in the country. They also outline that building components should exceed the energy code, and that the actual energy performance of a building, during and through the first year of operation, should be verified against its design target using EPA's Energy Star performance rating system for buildings.

The federal government owns approximately 445,000 buildings with a total floor space of over 3 billion square feet, in addition to leasing 57,000 buildings comprising 374 million square feet of floor space. If federal buildings reduce energy by 10 percent, in 10 years taxpayers would save \$420 million dollars and reduce greenhouse gas emissions equivalent to those from more than 625,000 cars.

Energy Star is a government-backed program helping businesses and consumers protect the environment through superior energy efficiency. By partnering with EPA through Energy Star, more than 8,000 private and public sector organizations, in 2004 alone, saved enough energy to power 24 million homes and avoid greenhouse gas emissions equivalent to those from 20 million cars – all while saving \$10 billion.

For more information on Guiding Principles for Federal Leadership in High Performance and Sustainable Buildings, visit EPA's Web site at: <http://www.energystar.gov/news>

For information on Energy Star buildings, visit: <http://www.energystar.gov/buildings>

Source: U.S. Environmental Protection Agency (EPA)



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: Jim Heck
COMPANY: Cabot Corporation
EMAIL: james_heck@cabot-corp.com
EDUCATIONAL BACKGROUND: Florida Atlantic University BA - Communications
FAVORITE VACATION DESTINATION: Bahamas, Charleston, Florida

HOW LONG HAVE YOU BEEN AN IFMA MEMBER? 6 years.
WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?
 Balance - it is challenging to balance the demands of daily responsibilities, sudden crisis, CFM pursuit and family commitments that occur in a one-person department.



NAME: Cheryl Waybright
COMPANY: CB Richard Ellis
EMAIL: cheryl.waybright@cbre.com
EDUCATIONAL BACKGROUND: BS Interior Design, Graduate Certificate Facility Management
FAVORITE VACATION DESTINATION: Hawaii

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Began working in Facility Management right out of college.
TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:
 Working mother of two wonderful and beautiful children.

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

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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