

**IFMA ATLANTA 2004  
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**2004 IFMA ATLANTA  
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Wegman Associates, Inc.

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

Wednesday, March 17, 2004 - Villa Christina

**TIME:**

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

**COST:**

See [www.ifmaatlanta.org](http://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, February 13, 2004. You may register by credit card on our secure site at [www.ifmaatlanta.org](http://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**

**The Wireless Solution to Facilities Management**

The integration of wireless broadband networks with building management systems will undoubtedly change the dynamic of facilities management. Backbone applications such as Wi-Fi and 3G will allow mobile connections with automation systems, asset management and the Internet. Attend this session to fully explore the benefits of wireless FM.

**SPEAKER:**

**Paul Ziek, PMP - Savant Services Corporation**

Paul Ziek is a project manager for Savant Services Corporation, a New York-based project management and advisory firm. His expertise lies in the strategy, implementation and management of projects within specialty environments such as newspapers, data centers and distribution facilities. He has executed numerous corporate relocations, reorganizations and facility designs. In addition, he has provided construction oversight in office, industrial and specialty environments for Moody's, Thompson Financial, American Academic, Tribune Education, Smith & Hawkin and the New York Post. Paul is a published author and recently lectured at the Seybold San Francisco Conference on the impact of wireless technologies.

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**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](mailto:fran.rissland@artandassociates.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 2004**

**Mission Statement:**

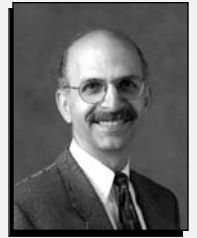
To lead, sustain, represent and develop the process of Facility Management and its workplace professionals.

**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 culture through productive growth and involvement of membership

**PRESIDENT'S MESSAGE**

What is the best reason to be a member of the IFMA Atlanta Chapter? When talking to potential and existing members, I try to put it on a purely business stance. Think about the meetings you hold with clients and vendors. During those meetings, you discuss opportunities of working together or continuing to work together. What amount of trust do you have that your client or vendor will be willing to continue this relationship? In most cases, you have no guarantees.



My personal experiences with IFMA and the involvement I have had with the various committees have shown me another way to establish working relationships. As many of you may know, I was associated with the Community Services Committee for about 4 1/2 years. During that time, I have worked with committee volunteers that span the spectrum of our membership. These volunteers are dedicated to a specific cause and show up to every meeting and commit their time, talents and sometimes treasure to this cause. By working side by side with these volunteers, you see their skills in action and most importantly their commitment to getting the job completed. How long does it take you to establish trust in a business relationship? Sometimes it could take years of working together to establish trust. What happens when this trust is violated and you no longer want to continue this business relationship? It is difficult to confront the person or business involved, and talk through the problem.

The relationships I have established through my involvement with the Community Services committee are deeper than any other business relationship I have ever had. I can honestly say that I would trust these volunteers with any project I would have. These volunteers have shown me over the last few years that they have integrity, honesty and drive. What better qualities in a business relationship than these? If something goes wrong, the strength of the relationship will overcome any confrontational situation.

My point is that you can get more out of involvement on committees than just doing the tasks at hand. Get involved, establish long-term business relationships, and take the chance to get to know your fellow members and volunteers. Once you see how our members are dedicated to a cause, then you decide how dedicated they can be to you and your business.

You will consistently see my reference to the TEAM concept for this year, so get involved with the Atlanta Chapter because Together Everyone Achieves More.

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!!

Your President,

**Mitch Rabil**  
**President - IFMA Atlanta 2004**  
**Turner Properties**

**IFMA THRASHERS NIGHT**

On January 28, 2004, over 30 IFMA members and guests turned out for the first IFMA Thrashers Night at Philips Arena. The evening started at Jocks-N-Jills with cocktails and appetizers in a private balcony room. The group then headed over to the arena to watch an exciting game of hockey. Although the score ended in a tie, the Thrashers clearly played and we enjoyed a great game!



PAST PRESIDENT'S CORNER

**Christine H. Neldon CFM, CFMJ, IFMA Fellow  
IFMA Atlanta Chapter President - 1984**

In 1984, I became the first woman chapter President and Regional Vice President for the National Facility Management Association. It was a daunting task. At that time, the newly recognized field of facility management was extremely male dominated. Many of the members were engineers, architects or had mechanical or plant management backgrounds. A lot of these folks were 20 to 30 years my senior and thought I was lost when I came in the door for meetings. Other members welcomed me, saw past my age and gender and showed me the ropes.

Things were changing for everyone though and old techniques no longer worked. New office technology and the challenge of finding competent "information age" employees became a fast equalizer. Budgets were squeezed as money had to be found for new technologies like word processing and office computers that were expensive but essential. Everyone who wanted to succeed had to reevaluate old methods and become fast learners! The world was changing at a rapid pace.

The Atlanta Chapter started the year with 30 members and a limited but healthy budget. Immediate past President Ed Rondeau laid a strong foundation for the chapter but it was time to expand. While selling memberships for the Chamber of Commerce, I discovered a wonderful list of employers for the Atlanta area issued by the local government. Big facilities meant someone had to manage those facilities. A calling campaign ensued.

It became evident quickly that people were very excited about the new association in town. They wanted to know about the benefits of membership and what was in it for them. Unfortunately, at that time, the national staff was getting organized and only offered a newsletter, a membership list and a brand new annual conference and trade show. The local chapter had to come up with something solid.

The key was education. We established monthly meetings on the hottest topics and best speakers we could find. We put emphasis on networking time at each meeting for information exchange and relationship building among prospects and members. Also, at every meeting, we had to explain what Facility Management was and how they fit into the fledgling profession. The result was an increase in membership from 30 to 90 by the end of the year. People knew a good thing when they saw it!

Last but not least, the Atlanta chapter laid the foundation for establishing chapters in other cities. The local board voted me permission to use the profits from chapter meetings to host start-up meetings. The Birmingham, Tampa and Richmond chapters were founded on seed capital from Atlanta. The Association was growing and with the addition of a Canadian member became the International Facility Management Association. The rest is history!

FEBRUARY LUNCHEON PHOTOS



GEORGIA TECH CORNER

Georgia Institute of Technology  
Integrated Facility Management  
Graduate Program

BC 8813 - Facility Management  
Capstone

Thursday, April 22, 2004,  
6:00PM-8:30PM

At the offices of Steelcase Inc.,  
303 Peachtree Center Avenue  
Suite AL-175  
Atlanta, GA 30303

6:00 - 6:30 Reception

6:30 - 8:30 Student/Audience  
Interaction

At this informative symposium Integrated Facility Management Graduate Students will present emerging Facility Management trends using research, state of the art workplace techniques and other practices they have learned at Tech. As an Industry partner, you will gain knowledge of the contemporary thought on topics such as:

- Managing Work Space Change
- Assessing Organizational Culture as a Tool for Work Space Planning
- Use of Innovative Technology in the Workplace
- Sustainability in Managing Existing Buildings
- Infrastructure Management

For further information, contact  
Kathy O. Roper, CFM, MCR at  
kathy.roper@arch.gatech.edu.

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 404-815-6445 or stsmith@kilpatrickstockton.com. Please note that in order to make a presentation to the Board, you must host a meeting.



## NIGHT OUT AT THE FOX THEATRE

THE IFMA ATLANTA SPECIAL EVENTS COMMITTEE PRESENTS...

### NIGHT OUT AT THE FOX THEATRE

There will be a private behind the scenes tour of the Fox Theatre along with cocktails and hors d'oeuvres at the new Landmarks Lounge inside the Fox Theatre.

**WHEN:** March 25, 2004, 5:00-7:30 pm

**COST:** \$35 per person (includes networking, tour, and hors d'oeuvres, does not include drinks or parking)

**HOW:** Register online at [www.ifmaatlanta.org](http://www.ifmaatlanta.org)

*(Registration limited to the first 50 people)*

#### Landmarks Lounge

Surrounded by opulence, this hospitality suite will provide guests with the ultimate 1929 movie-palace experience. Red velvet banquets, Moroccan tiled floors and walls, gold leaf and mosaics, all envelop your guests the moment they enter. Combined with the Fox Theatre's renowned customer service, Landmarks Lounge will be the perfect destination for that very special event.



## WELCOME NEW MEMBERS

#### IFMA Atlanta would like to extend a warm welcome to its newest members:

Wade Bell - *Rentacrate, Inc.*

Kenneth S. Bohan - *Trammell Crow Co.*

Clarence Bursleson, AIA - *Turner Properties*

Robert A. Cameron - *MultiMedia Services*

Debbie A. Copper - *Seibel Systems, Inc.*

Wayne K. Gravatt - *Honeywell International*

Carolyn Harris - *Nextel Communications*

James A. Hill, CASD - *Epic Response*

Nigel C. Poland - *CB Richard Ellis*

John R. Robinson - *CB Richard Ellis*

Jeffrey L. Sattler - *Network Office*

*Clearinghouse, Inc.*

Bryan G. Smith - *Lees Carpet*

Robert P. Smith - *Rentokil Pest Control*

Thomas E. Spearman - *BC Group, LLC*

Clayburn W. Trussell - *Noresco*

Jay Wallace - *Nextel Communications*

Greg Watts - *Ivey Mechanical Company*

Hwa J. Yi -

*Enterprise*

*Maintenance*

*Service, Inc.*

Young H. Yoo -

*Enterprise*

*Maintenance*

*Service, Inc.*

Michelle A.

Young - *Allied Security, Inc.*



## MEMBER PROFILES



**NAME:** Harry L. Ludwig, III

**COMPANY:** King & Spalding

**EMAIL:** [hludwig@kslaw.com](mailto:hludwig@kslaw.com)

**HOMETOWN:** Miami Beach, FL

**EDUCATIONAL BACKGROUND:**  
University of Miami - Management and

Marketing

**FAVORITE VACATION DESTINATION:** Beautiful beaches that are off the beaten path and uncrowded as well as rustic mountain resorts.

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** In 1982, the Sr. V.P. of Contel Corporation decided he needed help working with interior designers, making space decisions and with overall management of the construction of Contel's new headquarters. He reasoned that with my having to manage the operation of many of the headquarters facilities once completed, I should be involved in the up front decision making process. I jumped into the project notwithstanding my lack of awareness that what I was doing was actually 'Facility Management'.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** Having had the vision to create, nurture and develop, with the help of some outstanding committee chairs, IFMA Atlanta's community services program. By helping to make a difference in the lives of hundreds of physically challenged children served by the Frazer Center as well as thousands of women and children served by the YWCA, it has succeeded well beyond what I initially thought was reasonable to even hope for.



**NAME:** Bryan Benedict

**COMPANY:** Humphries and Company

**EMAIL:** [bryan@humbandcomp.com](mailto:bryan@humbandcomp.com)

**HOMETOWN:** Atlanta, GA

**EDUCATIONAL BACKGROUND:**  
W&L - BA, GA State - MBA in Management

**FAVORITE VACATION DESTINATION:** Mountains - Beach - London - Paris

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** By mistake!

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** The reputation of our company and our participation in IFMA.



**Let us get to know you!**

**Send your Member**

**Profile and Photo to**

**[fran.rissland@artand-associates.com](mailto:fran.rissland@artand-associates.com) or fax to**

**678-947-8593.**

## IFMA/IIDA SHOWCASED ATLANTA 2004

### What is IFMA Showcased?

IFMA/IIDA Showcased is our opportunity to celebrate the community services partnership we share with the Atlanta community and our partnership with Georgia Tech. It is our single best opportunity to celebrate the contributions and achievements our Associate member companies have made to enrich the offerings of our many community service partners and Georgia Tech while enhancing the growth of IFMA Atlanta. This year we are excited about having IIDA join us in our celebration.

### Venue and Fee:

The Biltmore  
817 West Peachtree Street  
April 21, 2003 5:30 - 8:30 pm  
\$20.00 per Person

### Entertainment:

- \$1000.00 door prize
- Wonderful food and drink served waiter style in spectacular setting
- Theatrical performance by students of the YWCA

### How Can I help?

- Make plans to attend this important event
- Bring a fellow member, spouse, or friend
- Bid on one of the many Silent Auction Items (all items starting at \$5.00/bid)
- Show your associate members how much you appreciate their support of IFMA Atlanta

**Mark your calendars!**  
**IFMA-IIDA Showcased,**  
**Wednesday, April 21, 2004,**  
**5:30 PM - 9:30 PM.**  
**Contact Chet Bounds at**  
**[chet.bounds@milliken.com](mailto:chet.bounds@milliken.com)**  
**for more**  
**information.**



# INTERIORS '04

The ASID Conference on Design

ASID | American Society of Interior Designers

### The Design Challenge

Today, more than ever, interiors professionals need to stay current on issues and developments that impact the profession of interior design. Constant change in client needs and product innovations make continuous learning a must!

Interiors '04 is your opportunity to get the education and information you need to grow your business and stay competitive.

### The Event

Expanding on the success of the ASID SuperCampus, Interiors '04 covers vital topics shaping the design industry, as well as networking opportunities with experts and peers.

### The Location—Savannah, Georgia

Savannah, a city rich in history, southern charm and old-fashioned hospitality, has one of the largest historic districts in the United States. Georgia's "First City," founded in 1733 by British General James Oglethorpe on a bluff above the Savannah River, offers thousands of architecturally significant buildings nestled under giant "live" oaks hung with Spanish moss, Civil War forts and other historic attractions. Modern Savannah offers world-class restaurants and shopping, dozens of art galleries and fine antique emporiums. For more information on Savannah, visit [www.savannahgeorgia.com](http://www.savannahgeorgia.com).

### The Venue

Interiors '04 will take place at the Savannah International Trade and Convention Center  
One International Drive  
Savannah, GA 31421

For more information, please visit [www.asid.org](http://www.asid.org),  
or contact Jennifer Cotter-Wilcox at [jwilcox@asid.org](mailto:jwilcox@asid.org)

## NEW MEMBER ORIENTATION

On Wednesday, February 4, at the Steelcase showroom, the most recent New Member Orientation was held. With a complimentary lunch provided for the guests, the orientation was a great opportunity for new members to meet the Executive Committee, the Committee Chairs, learn more about the opportunities that IFMA Atlanta offers, and gain knowledge on all the different facets of the organization.





## IFMA EDUCATIONAL SEMINAR - SUSTAINABILITY AND LEED

**When:** Wednesday, March 10, 2004  
9:00 AM - 12:00 Noon

**Where:** Corporate Environments  
1636 Northeast Expressway  
404-679-8999

**What:** What is all this talk about "green design" and sustainability? Do you manage a facility in a building that is owned by someone else and if so, does this affect you? Are the employees in your company absent because of headaches, allergies, and asthma? Is the building making them sick? What about the built environments impact on the world? And by the way, what in the heck is LEED? Come find out about all of this and how it applies to what you do.

9:00 LEED overview / LEED CI / LEED EB - Holley Henderson, LEED Accredited Professional, TVS Interiors

10:00 Greenguard - Indoor Air Quality - Tresa Banks, AIA  
11:00 Southface Energy Institute - Sustainable Commercial Practices

**Cost:** \$10.00 Members, \$15.00 Non-members

**Credit:** .3 CEU's and 3 CFM Maintenance Points

**RSVP:** Online at [www.ifmaatlanta.org](http://www.ifmaatlanta.org)

**Directions:**

*From I-85 Northbound:* I-85 North - exit Clairmont Road (exit #91). Remain in far-left lane, make hairpin turn before traffic light.

Merge onto access road southbound (do not re-enter I-85 S). Pass REI and NTB, CE is the drive on the right immediately after NTB.

*From I-85 Southbound:* I-85 South - exit Clairmont Road (exit #91). Continue straight through light and onto access road south. Pass REI and NTB. CE is the drive on the right immediately after NTB.

## MANAGEMENT SUCCESSION PLANNING TIPS FOR CONTRACTORS

Management succession planning is a critical part of any construction employer's life cycle. Not only does good succession planning assure the employer's survival, but it gives employees and their clients the necessary confidence that if something happens to the CEO (or any executive), the employer will successfully continue onward. If Construction employers don't establish a proper internal management succession plan, they not only risk unexpected disaster if key executives depart (and take other personnel), but they also risk losing their best people to the competition (due to lack of a specific career plans in place for them).

As the global economy continues to struggle, and USA baby-boomers continue to retire in droves, construction employers should be preparing the next generation of leaders. To create an effective management succession plan, construction employers should consider the following 10 tips:

### 1) Management succession planning starts at the top

Management succession planning needs to start at the very highest levels of the organization for it to be productive. Everyone at the very top (from the board members and owners, to the CEO and senior HR executives) needs to be a part of the planning process.

### 2) Design the right succession planning system and put it in writing

There should be a two-tiered management succession planning system that identifies the employer's critical positions and all successors under consideration. One tier looks at short-term succession planning for openings that may come immediately or within a few years. The second tier should concurrently focus on developing employees for top positions that will be available years into the future. Once the system has been properly formulated, it should be documented in writing, with regularly added reports tracking each successor's progress.

### 3) Choose a sufficient number of successors and the right age bracket for each position

Typically construction employees tapped for long-term (5 years or more) leadership roles are in their upper 30's or 40's. They are workers with a proven record and a history of loyalty at the company. There should be at least two candidates under consideration for each critical position.

### 4) Look for the "right" qualities in successors

When evaluating successors, it's important to be able to identify and quantify the right qualities for each unique position. Hard and soft skills should be adequately determined and evaluated.

### 5) Select successors based on behavior as well as performance

Employees are selected based on their behavior as well as their performance. In fact, some employers say that behavior traits, such as natural leadership and an ability to work with others can be more critical since many people fail in leadership roles because of behavioral issues. Performance issues are also essential. Lack of performance should certainly remove prospects from consideration.

### 6) Be sensitive to those not chosen

Construction employers must be sensitive to the people who are not selected as successors. It's important not to place too much emphasis on future leaders at the expense of other in order to avoid making those not chosen feeling demoralized. Those not chosen must know that the employer supports them, believes in developing them and holds the door to succession open to them. The selection process should be confidential and the criteria used should not be well known for many obvious reasons.

### 7) Find out what the successors want

For succession planning to work, construction employers must find out what their potential leaders want in terms of their career. Even though the employer may have bright plans for the successor, the successor may not want them. Find out what motivates the successors and work to help them achieve their own career ambitions.

### 8) Invest in training and development

Even with a sluggish construction marketplace, employers must invest in their successors by giving them adequate training and development, necessary leadership experience and quality mentorship.

### 9) Hold regular management succession planning meetings, and stick to the plan

As a general rule, key leaders should meet at least twice a year to discuss and identify potential successors, and review the succession planning system. Despite the current state of the marketplace, employers must also create opportunities for advancement and stick to the succession plans.

### 10) Seek the professional assistance

Given the critical nature of designing the right management succession plan, construction employers might consider engaging the assistance of management consultants who specialize in management succession planning for construction employers.

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# CFM News and Events

## UPCOMING EVENTS AND SEMINARS

### CFM EXAM REVIEW CLASS SCHEDULED

The CFM Review Course is designed to assist facility professionals seeking certification with preparation for IFMA's Certified Facility Manager Examination.

- DATE:** April 1st and April 2nd
- TIME:** 7:30AM to 4:30PM both days
- COST:** \$225.00 Atlanta Chapter members, \$250.00 non-Atlanta Chapter members
- LOCATION:** Carithers-Wallace-Courtney (C-W-C)  
4343 Northeast Expressway, Atlanta, GA
- REGISTRATION:** Online at [www.ifmaatlanta.org/events](http://www.ifmaatlanta.org/events)

*Driving Directions: From downtown, take I-85 North, exit at Northcrest Rd/Pleasantdale Rd.(exit 96). Take Pleasantdale Rd. exit. Stay straight on I-85 Access Rd./NE Expressway. Cross Northcrest. C-W-C on right.*

#### Nine Core Competencies Covered

- Communication
- Finance
- Human and Environmental Factors
- Leadership & Management
- Operations and Maintenance
- Planning and Project Management
- Quality Assessment and Innovation
- Real Estate
- Technology

#### Top Five Reasons to Get Certified

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

The instructor for the course is a Certified Facility Manager who has many years of facility management experience and can assist you in updating and assessing your knowledge and skills related to each area, in order for you to successfully complete the exam. You will learn about the format of the exam and will be able to review sample questions.

Additional information regarding the CFM Exam can be found at [www.ifma.org/edu/certif.htm](http://www.ifma.org/edu/certif.htm) or you can contact Clara Smith by phone at 770.321.8686 or at [clara.smith@mindspring.com](mailto:clara.smith@mindspring.com).

### MONTHLY CFM EXAM QUESTIONS

1. What are usually excluded in a net lease?
  - a. HVAC and security
  - b. Utilities and housekeeping
  - c. Utilities and HVAC
  - d. HVAC and housekeeping
2. What would be the best policy to follow during downsizing?
  - a. Consolidate in owned facilities; cancel leases.
  - b. Hold the line; wait for an up turn.
  - c. Consolidate into leased facilities; sell owned property.
  - d. Sublease unused space; develop long-term subleases.
3. What is the most important attribute of a master plan?
  - a. Accuracy
  - b. Flexibility
  - c. Scheduling
  - d. Viability
4. What is the most important factor in leasing an office building?
  - a. Cost
  - b. Location
  - c. Exterior design
  - d. Occupancy limits

Answers: 1-B, 2-A, 3-B, 4-A

#### RE-IMAGINE Facility Management

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

#### IFMA Management Summit

March 18-20, 2004  
Astor Crowne Plaza Hotel  
New Orleans, LA  
Visit [www.ifma.org/management\\_summit](http://www.ifma.org/management_summit) for more information or to register.  
*Please note the Astor Crowne Plaza is currently sold out! IFMA has secured a block of additional hotel rooms at the J.W. Marriott, located across the street from the Astor Crowne Plaza. The room rate is \$135 single/double, the same as the Astor.*

#### IFMA World Workplace 2004 - Salt Lake City

As you know, IFMA's World Workplace brings people together to share what they cannot learn alone. It truly is the hub of FM knowledge and networking. Offering new, quality programming each year, the 2004 conference and expo will include educational sessions on Managing Facilities, Advancing the Business and Leading the Organization. Please join us again this October 17-19 in Salt Lake City, Utah. Information on travel and registration is available now at [www.worldworkplace.org/northamerica/2004](http://www.worldworkplace.org/northamerica/2004).

### 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](http://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](mailto:fran.rissland@artan-dassociates.com). Your participation is encouraged!



# PROGRAM CALENDAR

**MARCH 10**  
PROFESSIONAL DEVELOPMENT SEMINAR - EDUCATION

**MARCH 17**  
*MONTHLY LUNCHEON*  
SPEAKER  
Kevin Rosen  
TOPIC  
Wireless Technology  
LOCATION  
Maggiano's

**MARCH 18 - 20**  
IFMA MANAGEMENT SUMMIT - NEW ORLEANS

**MARCH 25**  
NIGHT OUT AT THE FOX - LANDMARKS LOUNGE

**APRIL 1 - 2**  
CFM REVIEW CLASS

**APRIL 21**  
IFMA/IIDA SHOWCASED

**APRIL 22**  
COLUMBUS REMOTE PROGRAM

**APRIL 22 - 23**  
CHAPTER LEADERSHIP WORKSHOP - GREENVILLE, SC

**MAY 5**  
NEW AND PROSPECTIVE MEMBERS LUNCHEON

**MAY 6**  
PROFESSIONAL DEVELOPMENT SEMINAR

**MAY 6 - 7**  
CHAPTER LEADERSHIP WORKSHOP - CHICAGO

**MAY 12 - 15**  
EURO FM

**MAY 19**  
*MONTHLY LUNCHEON*  
SPEAKER  
Jeff Swanagan  
TOPIC  
The Georgia Aquarium  
LOCATION  
Loudermilk Center

**MAY 27**  
TOUR - PM

## Facility Funnies

"No, the heater is still broken. I just reversed the vents from the Sales Department. There's enough hot air in there to keep us warm all winter."



Monte Townsend

**International Facility Management Association**  
Atlanta Chapter  
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### DIRECTORY UPDATE

Note corrections to mailing label at right and fax to 713-623-6124. Include phone/fax numbers.

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