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**MONTHLY MEETING**

**Wednesday, November 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:**

Please register by 12:30 p.m., Friday, November 12, 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 & SPEAKER:**

**Managing the Global Workplace - Steven Louie, Design Principal Gensler Tokyo**

The November Monthly Meeting will feature Steven Louie, Principal of Gensler and the Design Principal of Gensler's Tokyo office. Steve has worked extensively throughout the Far East and will share his experiences working with Facility Managers and the issues they currently face. He will touch upon his experiences with both global clients as well as the introduction of new brands into the Asian culture and mainstream. **Attendees will take away an understanding of the best design firm practices in working with clients who have global workspaces; to understand facility management issues unique in each country and current facilities trends in the Asian market as well as outlooks for the future.**

Steve joined the New York office of Gensler in 1980 and was appointed to Vice President in 1988. His international experience began when after successfully completing a project for Becton Dickinson in New Jersey, Steve was then requested to work for Becton Dickinson in Singapore. In 1989, he relocated to London to head the newly organized Gensler and Associates International LTD., and acted as Principal-In-Charge of projects in the United Kingdom and Europe. After a successful 3 years in London, Steve was asked to work his magic again by applying his talents to Gensler's then fledgling Asian practice. This led to a regional office opening in Tokyo in 1993 and Steven serving as Design Principal for the Asian region. This seamless extension of service has included areas such as Korea, Thailand, Taiwan and China. It has become widely known that Steve's creative design solutions have resulted in dramatic and profound changes in the manner which his clients conduct business in Asia. *This event is worth 0.1 CEU and 1.0 CFM Maintenance Points.*

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**CONTACT US!**

**Newsletter Editor:** Fran Rissland

**T:** 678-947-0579 x15

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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

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

**IFMA WWP... "What a BLAST!"**

"What a blast!" That is most fitting description I have heard about IFMA's World Workplace held in Salt Lake City, Utah. There were so many learning opportunities from the seminars to the products and services displayed on the Expo Floor.

We had about 40 people from Atlanta attend this conference. We were there to learn and to teach and to network. The experience was not limited to the Atlanta connections, but to the other IFMA Chapters attending the conference. We shared best practices and ideas for the future of our Chapter and IFMA.

The best part of the event came at the Awards of Excellence Banquet where Atlanta Chapter of IFMA won the Award for Professional Development. This group put together programs and educational events that outperformed all of the IFMA Chapters worldwide. What a great accomplishment!! There are so many people involved on so many levels of this committee that it is difficult to mention them all. They are involved in the CFM process, Georgia Tech, International Liaison, Programs, Education, and Career Services. A true definition of TEAMWORK which enables the development of the profession of facility management.

We had two other member awards at the Awards of Excellence Banquet. One was for Author of a Book and the winner was Ed Rondeau. The other award was for Outstanding Member Award and this was presented to Cheryl Waybright. Congratulations to all of our winners.

This is only indicative of the high quality of services we give you, our membership, to further your advancement and knowledge of facility management. IFMA recognizes our efforts through these awards. We recognize the efforts by observation and experiencing the great learning opportunities provided for us all.

Our members were very present on the Expo floor showing the rest of the world what they do for us in Atlanta. It was great to see them there and have the time to speak with them about what they provide. We were very proud of the efforts they made to show and tell all about their services.

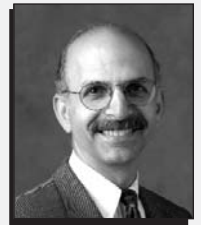
All in all, it was a blast!!! We learned, we played, we networked and we shared. Sounds like a typical meeting in Atlanta to me. This was just a little more Internationally attended.

Speaking of International, our speaker this month will be our International speaker as part of the Professional Development committee's efforts to foster International relationships. So do not miss this great opportunity to find out what facility management is like across the great waters.

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. In this Educational Partnership, we will all achieve more with your help.

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!!

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



**S I S T E R C H A P T E R R E L A T I O N S H I P**

Leaders of the Atlanta and France Chapters of IFMA recently met in Atlanta to discuss establishing a framework for information exchange, best practice sharing, and facility management education. In 1999 the two chapters engaged in efforts to formalize a sisterhood relationship. This effort will build on that previous relationship as well as create future opportunity for members of the two chapters to exchange knowledge across the globe.

The premise of the relationship will be to share what is going well in the management of the chapters and help each other learn from past experiences of what has worked and possibly, what has not worked. With that foundation in place the chapters plan to leverage the expertise of the memberships for knowledge sharing in the multiple areas of focus in the facility management industry. Our vision is that members of both chapters will benefit from this type of relationship that is focused on:

- Sharing information for newsletter articles (publishing each others articles).
- Serving as a resource exchange for members looking for contacts, service providers or information in the other chapter's area.
- Communicating best chapter practices and ideas for chapter growth.
- Increasing the understanding of facility management issues unique in each country.
- Leveraging the chapter websites to create visibility and mentoring opportunities.
- Increasing the understanding of facility management issues unique in each country.

We are still in the building phase of this framework and welcome your input and participation. If you have any questions or suggestions regarding this venture, please contact Eugene De-nijs-bik ([eugene.de-nijs-bik@turner.com](mailto:eugene.de-nijs-bik@turner.com), 404-878-1756).

IFMA ATLANTA WINS AGAIN!

**Congratulations to Cheryl, Ed, Beth and Matt for their achievements this year at WWP in Salt Lake City.**

Cheryl Waybright was awarded the Distinguished Member Award. This award is the highest form of recognition given to an IFMA member. This award is presented to a member or associate member who has provided sustained, outstanding leadership to a chapter, council and/or the Association at the International Level. Cheryl works for CB Richard Ellis in its Global Facility Management Service and Expertise Group as their Director of Facilities.

Ed Rondeau was awarded the Distinguished Author Award. Ed's book is titled "The Facility Manager's Guide to Finance & Budgeting" strives to provide "a quick MBA" for facility managers. The book was co-written with David Cotts of Alexandria, VA. Both Ed and David are long time IFMA members and have a total of 70 years experience in the planning, design, construction, operations, maintenance and leasing of facilities. Ed is a consultant with Rondeau & Associates.

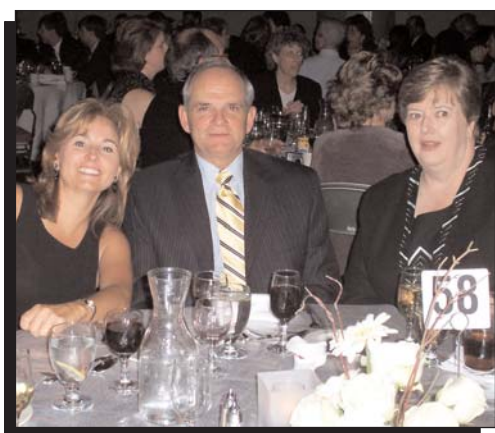
Beth Chaplin accepted the award for Professional Development for the Atlanta chapter on behalf of the Professional Development Committee. Atlanta was recognized for our monthly programs tied to facility management core competencies, tours, professional and personal development seminars, Certified Facility Management exam review classes, study sessions and maintenance management to assure quality in career development.

Our very own Matt Dawson was appointed to First Vice Chair on IFMA International Board of Directors. Matt returns to the IFMA board for his second year. Matt is the leader of Ernst & Young's Southeast Area Enterprise Support Services (ESS) business unit in Atlanta serving as Area Director of Administration.





WORLD WORKPLACE 2004 CONTINUED



## 2004 FALL CLASSIC: FUNDRAISER OR FUNRAISER?!

On October 7, 2004, our IFMA family joined together for the annual Fall Classic at Emerald Pointe at Lake Lanier Islands. The tennis players served an ace at the tennis tournament, then headed over to the hospitality house for a bubbly celebration in the jacuzzi! The wine cruisers toasted and got toasted on the 2 ½ hour cruise around the lake, and the golfers lowered their scores with record sales of mulligans and strings! The poolside luau awards dinner was beautifully decorated with tiki torches and hula girls....and two soaking wet ABM guys. So, once again, this fundraiser was the year's best FUNraiser!





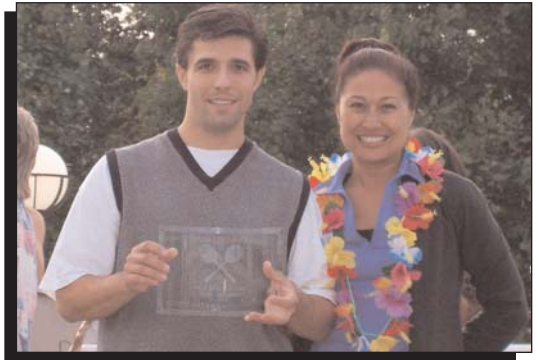
## GEORGIA TECH CORNER

The Integrated Facility and Property Management masters program at Georgia Tech has just been unanimously approved as an IFMA Recognized Program. The benefits of this recognition include:



- Automatic acceptance as a program provider whose courses and seminars are approved for certification maintenance points for Certified Facility Managers.
  - Recognized program graduates are eligible to sit for the CFM exam one year sooner than graduates of non-recognized programs.
  - Inclusion on a list describing recognized programs that is sent to individuals and employers who call IFMA about facility management degree programs.
  - Recognition at IFMA's Annual Meeting and in IFMA publications.
- Our thanks to the Atlanta Chapter for all the support in initiating and becoming an IFMA Recognized Program. For additional information about the program please contact Professor Kathy Roper at [kathy.roper@arch.gatech.edu](mailto:kathy.roper@arch.gatech.edu).

## 2004 FALL CLASSIC CONTINUED



## MEMBER PROFILES



**NAME:** Hollie Dupes  
**COMPANY:** Jacobs Facilities, Inc.  
**EMAIL:** [hollie.dupes@jacobs.com](mailto:hollie.dupes@jacobs.com)  
**HOMETOWN:** Knoxville, TN  
**EDUCATIONAL BACKGROUND:** Architect

**FAVORITE VACATION DESTINATION:** Atlantis in the Bahamas

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** I trained for it.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** I have three beautiful daughters and still manage to work a little on the side.



**NAME:** John Crewdson  
**COMPANY:** Roofchek Incorporated  
**EMAIL:** [atlanta@roofchek.net](mailto:atlanta@roofchek.net)  
**HOMETOWN:** Richmond, MA  
**EDUCATIONAL BACKGROUND:** AS Business Administration

**FAVORITE VACATION DESTINATION:** Ocean

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** I began working in real estate and construction out of school. I ran my own construction inspection business before selling it. Now I am expanding this business with Roofchek in the Southeast United States.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** The people I've been able to surround myself with; my wife and friends.

Let us get to know you! Send your Member Profile and Photo to [fran.rissland@artandassociates.com](mailto:fran.rissland@artandassociates.com) or fax to 678-947-8593.



# CFM News and Events

## NEW EDUCATIONAL OPPORTUNITIES

### Wanna Learn Stuff, Improve Your Job Skills and Get Ahead? You've Come to the Right Place!

**Patrick M. Freeman, RPA, SMA, CPM, CCIM, MS**

*Vice President, Trammell Crow Company*

*Chair, BOMA Atlanta Professional Development Council*

**Cheryl Waybright, CFM, CFMJ, FMA, RPA, NCIDQ**

*Director of Facilities, CB Richard Ellis, Inc.*

*Chair, Professional Development Committee, Atlanta Chapter of IFMA*

*Chair, Atlanta Collaborative Education Alliance*

The Professional Development and Executive leadership teams of BOMA, IFMA and IREM Atlanta have begun a collaborative effort to provide unbeatable educational opportunities for the Atlanta real estate and built environment communities.

Have you noticed a general slump in the real estate community over the last couple of years? So have we, and it has had a number of down-line repercussions. All three groups (collectively, the Atlanta Collaborative Education Alliance ACEA) have experienced reduced levels of participation in the various designation and seminar-based educational opportunities offered recently. As a result, and leading with a trend that you will soon begin to see on a national level, ACEA gathered to begin to compare notes and pursue the advantages and synergies a combined effort would afford.

First, ACEA wanted to develop a better understanding of what Atlanta was looking for educationally, as well as define the barriers that were preventing our real estate professionals from participating in learning opportunities to the same degree they had in the past. From this goal came the recent online survey in which many of you participated. Some take-aways from the survey results:

#### Topics

- People were primarily interested in personal development, i.e., in those basic skill sets that enable them to perform more effectively, rather than in a particular topic
- A close second was emergency preparedness, followed next by
- General physical upkeep issues, i.e., understanding the physical complexities of the built assets we manage

#### Locations

- Galleria/Cumberland was number one, followed closely by
- Central Perimeter, then
- Buckhead

#### Time Frames

- For a 3-hour seminar, there was a clear indication that individuals wanted to benefit from the lunch time frame, with 11:00-2:00 taking the lead, followed closely by
- 9:00-12:00 and
- 8:00-11:00

We were also very interested in what issues may have been contributing to your being prevented from participating in learning opportunities.

#### Our findings:

- Paralleling that other real estate maxim, it was Time, Time and Time. It isn't that you don't want to, it's that everyone's plate has been extremely full for the last couple of years.
- Frankly, time was far and away the primary issue. Others clumped together in a distant second included
  - Already knowing the information, or
  - Already having the specific designation, and
  - Lack of corporate funding

So, what do we plan to do with this information? Good question. ACEA has been meeting since mid-year, and has evolved a plan for a series of seminars to be offered during 2005, approximately quarterly. These seminars will incorporate all of the feedback we received from you, and our initial plans include bringing in nationally recognized speakers in the Facility and Property Management fields to address a (eventually annual) rotation of the following topics: personal development issues, management/leadership best practices, current technology for maintenance management, and possibly other "hot topics" generated by current global concerns, legislative activity or other similar motivators.

Our specific model is evolving to be a morning seminar, in one of the preferred locations, meeting the various continuing education requirements of our associations and providing three hours of contact time. This would segue into a networking lunch, with the morning's speaker offering a short presentation on a topic probably affiliated with, but not identical to the morning subject. The morning and lunch sessions are anticipated to be stand-alone, i.e., participants can register for both or either independently.

Sound appealing? We hope so; your input designed it. Have other suggestions or comments? ACEA welcomes those as well. This process is still very much in the formative stages, and we want you to feel free to contact your association staff to relay additional comments or feedback.

## MONTHLY CFM EXAM QUESTIONS

1. You are halfway through a project when it's canceled. What must you do first?

- a. Evaluate expenditures to date and report them.
- b. Notify all parties involved to terminate activities.
- c. Develop a new plan for closing out the project and present to senior management.
- d. Devise a new work schedule for staff assigned to the project.

2. What is most critical to holding to a schedule for a small-to-medium-sized construction project?

- a. Amount of funding available.
- b. Number of employees on the project.
- c. Lead times for material delivery.
- d. Customer review and acceptance.



## PROGRAM CALENDAR

NOVEMBER 11

TOUR - AM

NOVEMBER 16

NEW MEMBER LUNCHEON - STEELCASE

NOVEMBER 17

MONTHLY LUNCHEON

SPEAKER

Steven Louie - Gensler

TOPIC

International Program

LOCATION

Villa Christina

NOVEMBER 18

THEATRE EVENT - PEACHTREE BATTLE

DECEMBER 15

AWARDS OF EXCELLENCE

### Facility Funnies

I think I found the problem! I believe you have some sort of leak somewhere.



Monte  
Townsend

#### 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.

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