

International Facility Management Association



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February 1993

Executive Board 1993

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(404) 892-7190

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(904) 791-6756

IFMA HOUSTON

INTERNATIONAL HEADQUARTERS
1 Greenway Plaza, E., 14th Floor
Houston, TX 77046
(713) 623-4362
(800) 359-4362

Topic: The Role of Independent Manufacturers in the Contract Furnishings Industry
Speaker: Mr. Hank de Cillia of Henry de Cillia Associates, Inc.
Date: February 17, 1993
Location: Inforum-General Assembly Hall
Cost: Members \$20; Nonmember \$30
Reservations: Barnett Business Services 681-5344; Call by February 12, 1993

Mr. Hank de Cillia of the Roundtable Group will be our host at the February 17, 1993 Chapter meeting at the Inforum. The Roundtable Group was organized as an informal, information exchange group for the contract office furnishings manufacturers that continue to operate independent businesses.

This two day event, which is being held at the Inforum on Tuesday, February 16th from 11 a.m. to 7 p.m. and Wednesday, February 17th from 9 a.m. to 5 p.m. will feature state of the art office furnishings for corporate offices, small businesses and home offices in all major product categories. The Roundtable Group extends an invitation for business professionals, facility managers, designers, end-users and small business owners to attend this two day event with no admission charge. (However, there will be the normal cost of luncheon.)

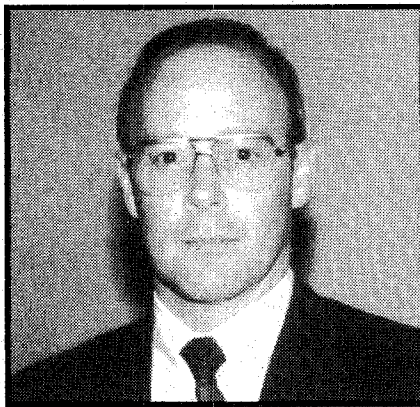
In addition to viewing products (seating, systems furniture, wood casegoods, tables, files, storage, textiles and full height walls) our

chapter will have the opportunity to meet directly with the presidents and owners of these businesses to discuss present and future needs in the marketplace. The following companies will participate in this roundtable event.

Arcadia, Gardena, CA
Borroughs, Kalamazoo, MI
Davis Furniture, High Point, NC
Executive Office Concepts,
Compton, CA
G&T Materials Management Group,
Grand Rapids, MI
Girsberger Office Seating,
Smithfield, NC
Harden Contract,
McConnellsville, NY
The Harter Group, Sturgis, MI
The Howe Group, Trumbull, CT
JOFCO, Jasper, IN
Panel Concepts, Santa Ana, CA
Trendway, Holland, MI

By the Way...shake some hands and meet some members during the networking session before February's meeting and you may find a member giving you \$5 in cash! Try it!!

PRESIDENT'S MESSAGE



In March 1991, I had the pleasure of speaking at the monthly IFMA luncheon. We had just completed moving 500 individuals into our new building and I was going to relate to the IFMA Chapter all of the fun and some of the knowledge I gained from this experience.

One of the issues I spoke about was the selection process that we went through in establishing our staff. As within any major corporation there are numerous human resources rules and regulations that needed to be followed. We were in the process of closing down one of our subsidiaries and a number of people were available for reassignment.

I knew most of the people that I would interview and have to hire would have no facilities experience. Therefore, the qualification that I looked for in them most was enthusiasm. Enthusiastic people are people who get things done! They are anxious to get started on a specific task; they go after it with tenacity. They struggle with it to completion and then look for the next thing to do. Enthusiastic people are also fun to be around. They never seem to be down, always up. The group we put together may not have been the most qualified, but they were by far the most enthusiastic ones you had ever seen. And they did an outstanding job.

If by chance you have misplaced your enthusiasm, find it. If you feel you've never had any, discover it! It will serve you well. I tell people what I lack in talent I make up for with enthusiasm.

Pete

Pete Conlin

Quarterly Calendar

FEBRUARY

- | | | |
|-------|--|-----------------|
| 9-10 | IFMA-Compliance with the Americans with Disabilities Act | Scottsdale , AZ |
| 9-10 | IFMA-Asset Management | Scottsdale, AZ |
| 11-12 | IFMA-Indoor Air Quality for Facility Managers | Scottsdale , AZ |
| | IFMA-Principles of Corporate Real Estate | Scottsdale , AZ |
| 17 | "Independent Manufacturer Roundtable"
Mr. Hank de Cillia
The Inforum-General Assembly Hall | Atlanta, GA |
| 22 | Board Meeting-BellSouth Enterprises | Atlanta, GA |

MARCH

- | | | |
|-------|--|---------------|
| 9-10 | IFMA-Principles of Facility Management and CAFM | Kissimmee, FL |
| 9-10 | IFMA-Computer Tools for Space Forecasting and Management | Kissimmee, FL |
| 11-12 | IFMA-Facilities Strategic Planning | Kissimmee, FL |
| 11-12 | IFMA-Advanced Computer Tools for Space Forecasting and Management | Kissimmee, FL |
| 17 | "Certification of Facility Managers"
Ms. Kim Weiss
Merchandise Mart-Monte Carlo Room | Atlanta, GA |
| 22 | Board Meeting-BellSouth Enterprises | Atlanta, GA |

APRIL

- | | | |
|-------|---|------------------|
| 21 | Chapter Luncheon
Merchandise Mart-Monte Carlo Room | Atlanta, GA |
| 26 | Board Meeting-BellSouth Enterprises | Atlanta, GA |
| 29-30 | IFMA-Executive Seminar on Facility Management | Washington, D.C. |

Member Spotlight

by Trish Jackson

Howard Chapman is the branch manager for the Office Beverage Division of Royal Cup Coffee in Atlanta.

As with Royal Cup, Howard's, work through the years has always focused on customer service. While attending Georgia State, he started working with Jones, Bird and Howell in 1976. After earning his bachelor's degree in Criminal Justice in 1980, Howard took part in the major merger that produced Alston & Bird in 1982. As the Administrative Service Manager, he was responsible for general office services in an eight



story building. From 1976 until 1990, Alston & Bird grew from 34 lawyers to 225.

Howard is proud of his past involvement in the construction and relocation of Alston & Bird from Five Points to One Atlantic Center. After the expansion of the

the Galleria office and the start up of the Washington, D. C. office, Howard left in 1990 to become director of management services for Atlanta Legal Copies.

Howard then came to Royal Cup in 1992, where he manages all of the office coffee operations in Atlanta.

Howard, wife Brenda and their children Matthew and Lindsay live in Senoia, Georgia. His hobby is stock car racing and he has built a race car from the ground up that you can see him racing at Senoia Raceway!

Membership Change?

by Gene Meany

As indicated in the December issue of IFMA News, International is currently investigating the possibility of combining the professional and affiliate categories. This is due to the number of affiliated organizations who are providing the same facilities services on a consulting basis that professional members perform in-house. Any changes to the membership categories require a change in the organization's bylaws, and will only occur after a thorough review of the issue.

In accordance with the current bylaws of the organization and as directed by International, the Executive Committee of the Atlanta Chapter will be reviewing, on a case-by-case basis, all requests of current affiliate members who "possess the body of

knowledge required for facility management and who have performed in the profession as described in the definition of a professional member, though currently performing this job as a contracted employee", to determine if a change to professional member status is warranted. To have your membership status reviewed, please contact Gene Meany at 552-7095 to receive a form to complete and return to the Membership Committee at the Chapter address.

IFMA - Atlanta
Post Office Box 133
1579 F Monroe Drive, NE
Atlanta, GA 30324

If there are any questions concerning this issue, please do not hesitate to call Gene Meany.

SPONSOR PROFILE

Walker Brookman Whitaker

Walker Brookman Whitaker, a manufacturer's representative firm and a sponsor of the Awards Banquet was founded in 1984. This firm specializes in working with architects, designers and their customers in specifying office furnishings and accessories in the Southeast region of the United States. Whether it is Office Speciality Filing Systems or the Harter Group systems furniture and seating, this source can work with your designers on specifying the correct products.

The foundation of WBW is built on service with a capital "S". WBW's brand of service begins with its principals, all of whom are knowledgeable industry representatives and experienced talents who are always willing to go the extra mile or two. For information call 874-5280.

January Meeting Recap

No one knows better than Jeff Floyd, a principal of Sizemore Floyd Architects, the Master planners and architects for the 1996 Olympic Games, what it is to undertake such a large mission. At our January luncheon we were treated to some real insight into the mission this group has taken on to prepare Atlanta for the 1996 Olympic Games.

The Olympics brings to Atlanta its largest economical event of the Twentieth

Century. This project will be 25 percent larger than the Barcelona Olympics of last year, and carry a price tag of \$1.5 billion. More than \$500 million is allocated to construction of new facilities, \$400 million of which will be permanent. Jeff pointed out that construction starts will be staggered over the next year or so, but assured us all that these facilities will be complete by 1996.

The logistics of pulling off such an event as the Olympics is staggering! Defining the goals, conducting the global data search, addressing the systems, transportation, food service, security, and signage is not just a project but a mission. Real progress has been made and we thank Jeff for sharing some of the Atlanta Committee for the Olympic Games (ACOG) excitement with us.

What is a Customer?

A customer is the most important person to "enter" the office... whether in person, by mail, or by telephone.

A customer is not dependent upon us... we are dependent upon him.

A customer is not an interruption of our work... he is the purpose of it. We are not doing him a favor by serving him... he is doing us a favor by giving us the opportunity to do so.

A customer is not an outsider to our business, he is part of it.

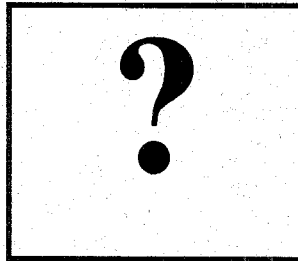
A customer is not a cold statistic... he is a flesh-and-blood human being with feelings and emotions like your own, and with biases and prejudices.

A customer is not someone to argue or match wits with. Nobody ever won an argument with a customer.

A customer is a person who brings us his wants. It is our job to handle them profitably for him and ourselves.

Member Profile

Reserved Space



The IFMA member who presents the Atlanta Chapter with the long-est list of prospective members will be profiled in the April newsletter. Mail or fax your list to:

Mike Denson, BellSouth
Room 8G08

1155 Peachtree St., NE
Atlanta, GA 30367-6000

Fax Number: 249-5599

Please include the prospective member's name, title, company, address and phone number.

March Meeting

Kim Weiss, member of the International Membership Committee and former president of the Atlanta Chapter will address your questions on "IFMA Certification for Facility Managers: It's Past, Present and Future". Certification is still new and there is still a lot to discuss. To make sure your specific questions are addressed, please fax them to Kim at 892-7190 or call Pete Conlin at 249-5454 by noon on February 26, 1993. She will answer as many questions as possible and hopefully unravel the mystery of certification.

When you are making a success of something, it's not work. It's a way of life. You enjoy yourself because you are making your contribution to the world.

Andy Granatelli

**Atlanta Chapter - IFMA
Year-to-Date Actuals - January 21, 1993**

Income:	
Membership Dues	\$1,225.00
Subscriptions	30.00
Donations	2,755.00
Meetings	1,540.00
Income Subtotal	5,550.00
Expenses:	
Membership	0.00
Luncheons	0.00
Public Relations	0.00
Printing	436.01
Secretarial Services	345.78
Executive:	
Travel	0.00
Foundation Donation	0.00
Other -Recertification	0.00
Awards	0.00
Other	132.62
Expense subtotal	914.41
Net Income (Loss)	\$4,635.59

Job Bulletin

**Build a Career with Koll Management Services
(KMS)**

KMS has emerged as a premier national property and facilities management company. We provide fee asset, property and facilities management and corporate real estate services for property owners and clients through the nation. Our managed portfolio totals more than 70 million square feet and is growing.

Due to growth, we are seeking senior facilities management professionals to join our team in the Atlanta, Georgia area. If you are a degreed, facility management professional with at least 10 years of experience, we would like to hear from you.

For consideration for future career opportunities with KMS, please send your resume including salary history to:

**Koll Management Services
Human Resources Department - GA -03
4343 Von Karman Avenue
Newport Beach, California 92660
or Fax to: (714) 833-3755**

1993 Directory

The 1993 edition of IFMA Atlanta Chapter Membership Directory was mailed to all chapter members in mid-January. If you did not receive a copy, contact Bob Berntsen at 842-8277. A special thanks to Bob for coordinating the publication; Barbara Barnett of Barnett Business Services for updating and preparing the list; and Betty Moore of Moore Copies for copying.

Notes of Interest

Karen Howard of CWC is the winner of this month's free lunch given by **Jaime Lanier of Interface Flooring-Systems**.

Wayne Angel of Rubloff, Inc. was the winner of the floral arrangement donated by **Jernigan's Florist** at the January luncheon..

Who says you can't find true love at an IFMA meeting...

Congratulations to **Monica Stein** (programs chair) and **Dr. William J. Bell** (the February 1992 speaker) on their upcoming marriage of February 13th.

THANKS TO...

Shaw Industries has graciously underwritten the cost of printing the newsletter for 1993. When you have a chance, please thank your Shaw representative for their support of our chapter.

Allied Fiber has offered to pay for the typesetting of the IFMA directory. Thank you Nancy Warner!

Intellibuild '93 and Facilities '93

Intellibuild June 8, 1993;

Facilities: June 9, 10, 1993

Anaheim Convention Center in Anaheim, CA

Every year new technologies, discoveries and advances are being introduced in the areas of computer-aided facility management and intelligent buildings that are important to facility managers. IFMA is hosting Intellibuild '93 and Facilities '93 in order to provide information in these ever-changing areas.

Intellibuild, a one-day program, focuses on the integration of building systems and office automation technologies. PC technology, lighting systems and automated control systems are a few of the areas that are scheduled to be discussed.

On Wednesday and Thursday, June 9-10, IFMA offers the seventh annual Facilities conference. Keynote and general session addresses, 12 concurrent sessions and six round tables feature discussions on topics including computer-integrated facility management, automation tools, outsourcing, total quality management and asset tracking systems.

The keynote and general session speakers have been selected. The keynote address, **A Historical Context for Intelligent Buildings**, will be presented by Alan B. Abramson, president and CEO of Syska & Hennessy, Inc. in New York, NY. Mr. Abramson predicts that the '90s will be the decade that forces the optimization of all resources, including increased efficiency, safety and constant quality improvement. Mr. Abramson will provide attendees with a decade by decade description of the building context and conclude that the focus for this decade must be to make buildings that work better for people and business rather than buildings that work better for technology.

The Facilities keynote address, **The Political Challenges of the Information Age**, will be presented by Rob McCord, executive director of the Congressional Institute for the Future, a non-profit, bipartisan congressional think tank that focuses on the future implications of emerging trends, technologies and policy decisions.

Make plans to attend Intellibuild '93 and Facilities '93 if you need to increase your knowledge about the changing world of intelligent building technologies and computer-aided facility management.

Atlanta Committee Chairpersons

Awards:	Dorothy Harris Contract Interior Consultant 461-2805
Education:	Attila Szekes Facility Management Consultant 565-1445
Membership Chair:	Gene Meany 552-7095
Prospective:	Mike Denson 249-2542
New:	Kathy Farley 572-4934
Directory:	Bob Berntsen 842-8277
Allied/ Affiliate:	Steve Pelham (706) 883-5206 Nancy Warner 395-1415
Newsletter:	Haidee Courson Wegman Associates, Inc. 368-0101 Fax: 263-9574
Nominating:	Kim Weiss Contract Facility Consultant 892-7190
Programs:	Monica Stein Sizemore Floyd Architects 897-1122 Fax: 897-1067
Public Relations:	Robin Bruce Electrostatic On-Site Services 428-9072

