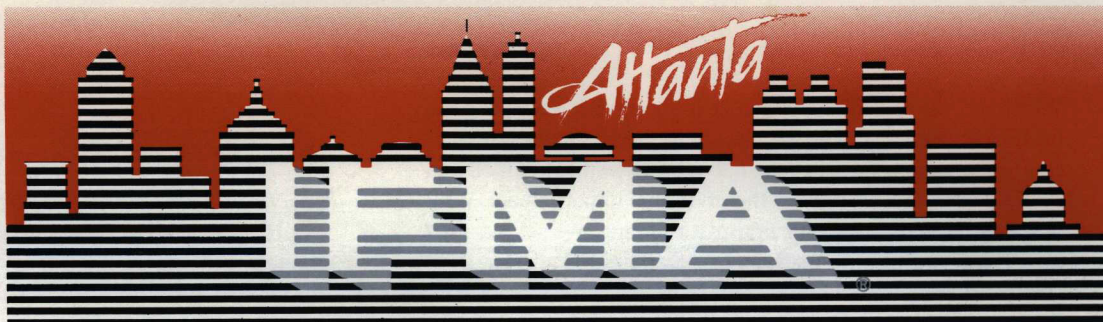


# International Facility Management Association



IFMA-Atlanta • P.O. Box 43306 • Atlanta, Georgia 30336-0306

## EXECUTIVE BOARD 1996

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## SUSTAINING PATRONS 1996

APCO  
Atlantic Business Systems Inc.  
Bell-Mann, Inc.  
Bentley Mills, Inc.  
Carithers-Wallace-Courtenay  
Carnes Brothers/MSA Industries  
Cecil Malone Company  
Choate Construction Company  
Contract Marketing  
Cort Furniture Rental  
DeKalb Office Environments  
ReGeneration  
Farrington Design Group  
Geiger Brickell  
Haworth  
Herman Miller, Inc.  
Interior Installations  
Consultants, Inc.  
Knoll  
Moore Copies, Inc.  
Pointe Services, Inc.  
Royal Cup Coffee, Inc.  
Snypp-Bowen-Carnahan  
Steelcase Inc.

## Monthly Meeting Wednesday, February 21, 1996

**Topic:** The Super Information Highway  
**Date:** February 21, 1996  
**Time:** 11:30 a.m. - 1:30 p.m.  
**Cost:** \$20 Members;  
\$30 Non-Members, Wait List & Guests  
**Location:** Cobb Galleria Centre  
**Call:** IFMA Office (770) 948-3963  
or FAX (770) 745-9164 *(Please note new FAX number.)*



**Come Get on the IFMA Cyber Bus and  
Take a Ride on the Super Information Highway**

Speaker Mike Anderson has been "surfing the Internet" and helping create or improve Web sites for over a year and says it's addictive! Join your friends and co-workers in learning about the computer world's newest pastime and how you can use it to your advantage. Mike will help members and guests gain a better understanding of what is on the Internet, how to navigate through it and how to benefit from it. Highlights will include the Dallas and Finland IFMA chapter sites, as well as other facility-related sites.

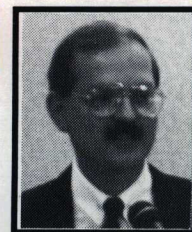
Anderson is currently the Manager of Administrative Services for Reynolds & Reynolds. He is an active member of the Atlanta IFMA Chapter and serves on the Education Committee. He is also the author of the "News from the Internet" feature in the monthly newsletter.

## President's Message by Harry Ludwig, III

### OFF TO A GREAT START . . .

I am very pleased to report that the Atlanta Chapter of IFMA is off to a great start in this, the Olympic Year, for our city.

Many readers of this column are now familiar with the chapter's Sustaining Patron program. Initiated for 1995 (in the Fall of 1994), the program was established to accomplish two basic objectives. One, to provide the chapter with additional funds to continue to improve programs, tours, round tables and other member benefits. And, secondly, as a means of offering visible, ongoing exposure throughout the year in recognition of allied and affiliate companies which step forward in support of the chapter.



*-continued on page two-*

When we "borrowed" the concept from another very successful IFMA chapter, it was impossible to gauge the level of success we would realize. In our first year, fifteen (15) allied and affiliate companies accepted the invitation to participate. With this success and some very optimistic thinking, we set our goal for 1996 at twenty (20) participating Sustaining Patrons.

To our surprise, our ambitious goal has not only been met, it has been exceeded! We have the continuing commitment of 100% of the fifteen (15) 1995 Sustaining Patrons and ... the program has realized a 50% growth with seven (7) additional companies accepting the invitation to participate for a total of twenty-two (22) 1996 Sustaining Patrons! (Please refer to the sidebar on page one.)

Yes, the success and growth of the program is a positive reflection of the chapter leadership's ability to plan, initiate, "sell," coordinate, implement and manage—month after month—a fairly involved, detailed effort. Success, however, is also very much attributable to the perception, on the part of our Sustaining Patrons, that value is received for their contributions.

The Atlanta Chapter, as outlined in this column in December, 1995, by then President Gene Meany, accomplished a great deal in 1995 ... more so than would have been possible without our Sustaining Patrons and their support. Accordingly, it is incumbent on us all to express our appreciation to individuals, both members and guests, from our Sustaining Patron companies. Appreciation can, of course, be expressed in many positive ways and certainly should include recognition and a "thank you" at Chapter meetings.

Webster defines *sustaining* as "aiding in the support of an organization through a special fee" and *patron* as "a person...named...as a special supporter." By choosing to participate, our Sustaining Patrons are indeed supporting both our chapter and facility management in metropolitan Atlanta; they are "special" for doing so.

Off to a great start...we will strive, collectively, to continue the forward momentum and progress of the Atlanta Chapter. As we do so, *everyone* is asked to please remember the creed....

**No Deposit; No Return.**

**THOUGHT FOR THE MONTH**

***There is really very little difference between people; it is called attitude; and it makes a really big difference. The big difference is whether it's positive or negative.***

-W. Clement Stone

**NEWS FROM THE INTERNET**

**How Do I Get Connected?**

So, you've heard the hype about the Internet and would like to give it a shot. If you lived in Europe my advice would be hold on! Only the most computer savvy are getting connected to the Internet and the price is very expensive (\$3.50 an hour in some countries). The good news is you live in the good old United States and getting on the Internet is not as daunting a task as you might think and it doesn't have to be expensive. The key is to find an Internet provider that serves your area. First, keep in mind that the Internet is not a service. It's a free wheeling collection of about five million or so computers. Some of them are corporations, schools, military installations, and other organizations; and some belong to companies whose sole purpose is to sell access to the Internet to individuals like you. Vendors that sell access to the Internet are called *Internet access providers*. There are nationwide providers and local providers. You can also connect through AOL, CompuServe, and Prodigy.

**Type of Internet Access**

With dial-up Net access, you have a choice between two types of connections, a shell account or a SLIP (or PPP) connection. Most providers offer both. With a shell account, everything you see is plain text. There are no fancy graphics, and you won't be using a mouse much, if at all. Shell accounts usually are inexpensive, often less than \$20 per month. With a SLIP connection, your computer is connected directly to the Internet rather than an intermediary machine. It is as much a part of the Internet as the other five million computers. The Internet provider that you dial into isn't doing much more than passing data to your home computer for processing. The advantage of a SLIP connection is that you can use software designed to take advantage of the Windows or Mac graphical interfaces. Instead of typing in commands, you can use your mouse to make selections.

**Finding a Provider**

It isn't always easy to find a provider. Because no one owns or runs the Internet, there are no central numbers to call as there are for online services. A friend or co-worker might already be accessing the Internet and can recommend a provider nearby. Word-of-mouth is one of the most powerful means of finding out about the Internet.

**Internet Providers:**

<b>Local (Atlanta):</b>	
Mindspring	815-9111
Random Access	804-1109

-continued on page three-

## News From the Internet -continued from page two-

Access America	446-0026
Intergate Inc.	429-9599
Internet Connection	419-6100
Net Depot	434-5595

### National Providers:

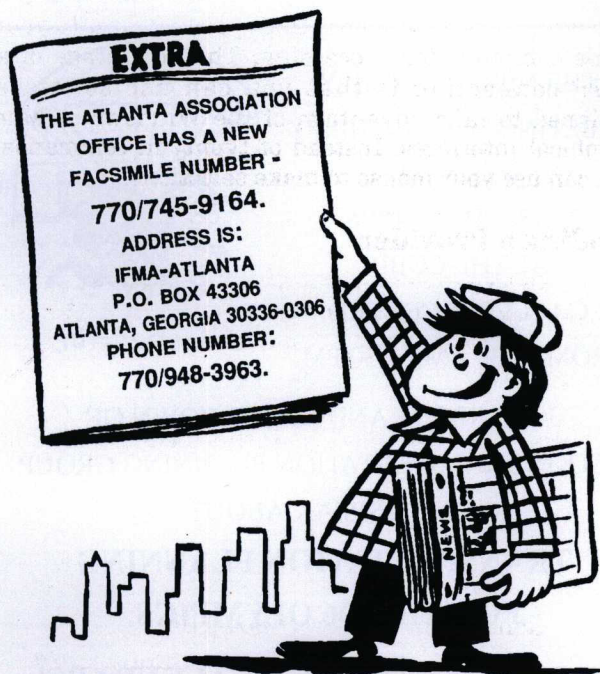
Netcom	800-501-8649
Alternet	800-268-9695
Performance Systems	International 800-774-3031

## Poplar Browsers

Once connected to the Internet there are many software tools available to make your net experience a fun and rewarding adventure. First, the tool you use for the World Wide Web is called a browser. There are many different browsers available; the most popular ones are Netscape, Mosaic, Cello, WinWeb and Lynx (a text-only browser for UNIX). There are probably 40 more available on the Net, bulletin board systems and in retail stores. The browser tool not only lets you view World Wide Web sites you can also send e-mail, read your favorite newsgroups, or download a new shareware program for work or play. All browsers are not created equal, so make sure the one you choose can interpret HTML level 3. This way you will get the most out of the Internet. In closing, the new phrase of the 21<sup>st</sup> Century is going to be "Check out my Web page," as the Internet grows, so check out mine at

<http://www.mindspring.com/~mikea/dealer.html>

For questions or feedback, contact Mike Anderson at 770-806-3271 or e-mail [mikea@mindspring.com](mailto:mikea@mindspring.com)



## CAREER SERVICES

Susan zumBrunnen

### Director—Building Construction

The College of Architecture at the Georgia Institute of Technology is accepting nominations and applications for this position. The successful candidate will provide intellectual leadership and facilitate a creative and scholarly environment, placing increasing emphasis on graduate-level, multi-disciplinary study and research of the design and building industry. The Director will also have the opportunity to provide vision and leadership in linking the program to new strategic directions of the college and the institute. A doctoral degree in business construction or a related field is preferable, along with direct building construction experience and an established pursuit of research and scholarship. Appointment is anticipated on or before July 1, 1996.

For confidential consideration, candidates should submit a letter of application, resume and five references to:

Dr. Louis J. Circeo  
Director, Construction and Chair, Building  
Construction Program Search Committee  
c/o Office of the Dean  
College of Architecture  
Georgia Institute of Technology  
Atlanta, Georgia 30332-0155

*-Reprinted from IFMA National Jobs Bulletin*

## ASBESTOS ABATEMENT RECAP

Manson Crotty, PE, CPA, Project Manager for BellSouth Birmingham, shared an eye-opening case study of asbestos abatement. The case study was of his own experience ridding the 30-year-old BellSouth Telecommunications Birmingham Headquarters building of the asbestos fireproofing fused to its steel structure. You could see the attendees shudder as Manson, also IFMA Birmingham's Past President, described the painstaking details of the removal procedures. You can imagine the construction challenges that were met head-on in order to reach the steel of the 30-story structure. It was, and continues to be, done floor by floor as the greater percentage of the building remains occupied. Manson also gave us a special understanding of the great care that is being taken in protecting the people and environment of BellSouth and Birmingham as a whole. Everyone of IFMA Atlanta would like to thank Manson for such an important, thought-provoking and entertaining program.



## How To Make Your Office Environment More Productive

by Mark Ormand

Facilities Manager, Peachtree Software

(Reprint from the *Atlanta Business Chronicle*, November 3-9, 1995 Issue.)

No business should underestimate the relationship between the office environment and productivity. It is reality that no business or its facility is created equally. Therefore, there are obvious limitations on how comfortable an office can be made.

However, once a firm has established a den of operations that includes any number of employees, the stage is set and most discomforts can be overcome by a commitment to service. After all, whether you operate out of your home with a part-time assistant, or you command a high-rise with hundreds of workers, those employees are your internal customers and their achievements can hinge on you and your staff's ability to communicate and respond to all facilities-related issues.

If any organization is to provide a productive office environment, it is critical to use common customer service techniques that vary little from those taught and practiced in all business arenas.

**Create an open policy of communication.** My favorite is electronic mail. Many large firms have adopted this medium. A large number of office professionals are personal computer-dependent and local area networks are quite common. This provides a form of written communication that can remove some of the stuffiness inherent in requisition forms or work orders.

Most electronic mail software allows you to create a bulletin board that everyone can access to read updates, upcoming project descriptions, and facilities accomplishments that are published by and about your department. The same result can be achieved with telephone voice mail.

Don't be afraid of this technology if you operate in a small business environment. These types of applications become less expensive and complex as the environment becomes smaller. If you don't prefer the high tech method, nothing works better than the suggestion box format. Any of these options will allow all company employees to articulate well-thought-out messages and requests that can be accessed by the facilities manager or the appropriate staff.

Now it is time to respond. You may have a maintenance, engineering or design staff that can act immediately, or you may have these services contracted or outsourced. Regardless of whether your response time is one minute or 48 hours, provide your customer with some acknowledgment of his request as quickly as possible.

I like to recall one of the most prized compliments I ever received. An associate once said to me, "When we

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ask you for help, you always get back to us. It isn't always fast or even possible, but you always let us know you're working on it." Use your magic e-mail, give them a phone call, or stop by their desks. Do something to let them know someone is listening.

**Communicate some type of scheduling.** This can certainly be the most difficult of all forms of feedback. When dealing with a large number of people, it may be impossible.

There are numerous ways to publish maintenance schedules, but that can prove too time consuming and you may not want to advertise all the building's aches and pains. Inspire your staff and yourself to mention brief updates during casual contact with your internal customers as you move through your facility.

I often spot many of my customers that have open issues at the coffeemaker or copy machine. I take this opportunity to give them a friendly update on my progress or follow up on a project completed. This nearly always results in a smile that assures me that the customer is taking comfort in the fact that their requests are not swallowed in bureaucracy.

**Engage all verbal requests.** Until the world ends, internal service providers will always be accosted in person and expected to remember a conversational request. Give your customers the opportunity to articulate their needs and then ask them to submit a formal request conducive to your chosen procedure.

**Follow up.** All this customer service effort will be in vain if you do not have the ability to make good on all of this warm and fuzzy communication. Once you have completed a task, you may use your electronic mail or request form to let your customer know you have made your best effort. Not all service or maintenance work

-continued on page five-

THE NEXT MONTHLY  
MEETING WILL BE HELD  
ON WEDNESDAY,  
MARCH 20, 1996,  
AT THE COBB  
GALLERIA CENTRE  
FROM 11:30 AM - 1:30 PM.



JOEL STONE AND JULIE BROWN OF  
ACOG'S TRANSPORTATION PLANNING GROUP  
WILL SPEAK ABOUT  
TRANSPORTATION PLANNING  
FOR THE '96 OLYMPICS.  
PLEASE MARK YOUR CALENDARS!

-continued from page four-

## How to Make Your Office Environment More Productive

will be immediately obvious to everyone. Give some verbal or written response. Even a copy of your completed work order will get this task done.

Some months ago, I was re-inspired by an article in the International Facility Management Association (IFMA) Atlanta's monthly newsletter written by Chapter President Gene Meany. He reminded us all that every facilities-related request should be considered a priority, regardless of how seemingly insignificant it may be.

Like many of my counterparts at other companies, I was not always a full-time facilities manager. This profession slowly engulfed me as I struggled as Peachtree Software's purchasing manager. As both responsibilities became a balancing act, it was easy to view the facilities-related requests as nuisances. I re-evaluated my position and soon found that I was serving as an adversary to my most valued promoters—my internal customers.

When the facilities manager, or any other internal service provider, considers the uncomfortable but cherished issue of self-promotion, it is important to remember that nothing benefits you more than the highly visible success that comes with an office full of satisfied internal customers. Their confidence in you and your staff to provide them with a comfortable work environment generates the most satisfactory level of acknowledgment and reward. The executive recognition will then take care of itself.

## 1996 Committee Chairpersons

Education:	Mike Denson <i>BellSouth Corporation • 404/249-2542</i>
Programs:	Mark Ormand <i>Peachtree Software • 770/564-8150</i>
Archives:	Freddi Hagin/Ginger Walker <i>770/948-3963</i>
Allied/Affiliate:	Dave Flory <i>Cort Furniture Rental • 770/984-1113</i>
Career Services:	Susan zumBrunnen <i>The Coca-Cola Company • 404/676-7177</i>
Membership:	David Brucks, <i>Johnson Controls • 770/772-8274</i>
Newsletter:	Sonya Tablada, <i>Facility Resources, Inc. • 770/393-4700</i>
Sustaining Patron:	Pete Conlin, <i>Project Management Services • 770/518-3219</i>
Hospitality:	Susan Sullivan <i>Hendrick Associates • 404/240-9312</i> Haidee Courson <i>Wegman Associates • 770/368-0101</i>
Awards:	Gene Meany <i>Facility Consultant • 404/651-1814</i>
Community Service:	Malcolm Weiss <i>Malcolm Weiss &amp; Associates • 404/256-2040</i>
Public Relations:	Lori Tilt <i>Heery International • 404/881-9880</i>

## Have You Moved?

In order that we might keep the IFMA-Atlanta Chapter database **current**, please fax the following back to the Association Office at 770/745-9164, if applicable.

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

OFFICE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NO.: \_\_\_\_\_



EUGENE F. MEANY  
FACILITIES CONSULTANT  
9715 SUMMER OAKS DRIVE  
ROSWELL GA 30076-2635

International Facility Management Association  
Atlanta Chapter  
P.O. Box 43306  
Atlanta, Georgia 30336-0306

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**I.F.M.A. - Atlanta Chapter**

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**Meeting Reservation Protocol**

- Timely meeting reservations are required to enable us to properly plan the room set-up and the number of meals. Please contact the chapter office by the Friday before the meeting.
- If a conflict arises after you have made a reservation, please call the chapter office to cancel your reservation as soon as possible. It is the chapter policy to invoice for meeting no-shows and late cancellations, since we are charged *for all meals reserved*.
- For your convenience, the chapter office is accepting standing reservations for chapter members for *all* monthly meetings. This would relieve you of having to remember to make a reservation each month. However, you are still obligated to cancel the reservation if you are unable to attend a given meeting; otherwise you will be invoiced as a no-show.