

# International Facility Management Association



IFMA - Atlanta Chapter

P.O. Box 43306

Atlanta, Georgia 30336-0306

March 1997 Issue

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## Monthly Meeting

Wednesday, March 19, 1997 • The Waverly Hotel

**Topic:** Real Estate Negotiation Skills

**Date:** March 19, 1997

**Time:** 11:30 a.m. - 1:30 p.m.

**Cost:** \$20 Members; \$35 Non-Members, Wait List & Guests

\$25 Members; \$40 Non-Members, Wait List & Guests at the door

**Location:** The Waverly Renaissance at Cobb Galleria Centre

**Reservations:** IFMA Office (770) 948-3963 or FAX (770) 745-9164

\*\*\* Please call by **Friday, March 14, 1997** to make your reservation. Reservations made after this date are subject to a \$5 surcharge on the meal cost.

Are you planning a corporate relocation or nearing the end of your company's current lease? Then don't miss the March IFMA meeting. Richard Nahodyl, Director, Trammell Crow Company, will be educating us about the negotiation aspects of corporate leases. Come hear his perspective on the issues of lease vs. own, what to do if you must get out of your current lease, creative ways to save money on a new lease or the re-negotiation of your current one, and other invaluable information. Don't miss this one - your company's successful lease negotiation may depend on it!

*If a reservation is made in your name for an IFMA function, the Atlanta Chapter incurs an expense for the meal that is reserved in your name. Accordingly, our policy is to invoice for reservations made but not kept or cancelled and you will be invoiced. Cancellations must be made 48 hours or more in advance of the function in order for the chapter to avoid being charged.*

## President's Message

by Kathy O. Roper, CFM

### Why IFMA?

As you discuss IFMA with co-workers, potential members and your management, are you ever in need of whys? Sure, you joined the Atlanta Chapter of IFMA to network with others in the Facilities profession, or to meet educational needs, or to gain a whole new perspective regarding the client-vendor relationship. With our focus on increased membership this year, please consider the following reasons to recommend new professionals to IFMA and gain your management's support for your renewal.

### INTERNATIONAL

With 124 chapters world-wide, IFMA is truly an International organization. IFMA maintains a Canadian as well as European Bureau in Willowdale, Ontario and Brussels, Belgium. There are growing numbers of members and chapters on the Asian continent, and new chapters in Africa and South America. If your business needs information on business customs, procedures or

*continued on page 2*



*President's Message continued from front*

travel in a foreign country, consider contacting an IFMA member from that country for assistance. Wouldn't you be happy to spend five or ten minutes on the telephone with someone coming to the U.S. from China or Norway? Just think of the contacts you can find through the IFMA Membership Directory.

#### FACILITY MANAGEMENT

The meat and potatoes of the organization is its focus on the Facility Management profession. Most all of the obvious reasons to join are in these two words of IFMA. Educational opportunities abound through the local chapter. Exposure to new facilities in the Atlanta area through IFMA tours, quarterly roundtables, and networking with other facility managers at monthly meetings or direct contact all happen locally. The International headquarters provides benchmarking reports, seminars taught in various cities throughout the year, the CFM designation, and now preparatory classes for the Certified Facility Manager designation and World Workplace each year, where seminars, roundtables, and an exhibition hall are held to educate and inform members. This year's World Workplace will take place in Dallas, Texas, October 5-7, 1997. During the conference, numerous events for Atlanta and Southeast region Facility Managers take place and offer a unique opportunity to enjoy, learn, and there's usually some great food involved. Publications from International include *Facility Management Journal*, a bimonthly magazine supplying practical information for meeting the many FM challenges, and *IFMA News*, a monthly newsletter featuring general information, activities, news and book reviews. Available facility management positions are also posted in *IFMA News*.

#### ASSOCIATION

As a not-for-profit incorporated association, IFMA offers local as well as inter-

national membership status. Research information and assistance are available to all members through the library service department. A range of books relating to Facility Management and management in general are also available for sale. Members receive a discount on these purchases. Periodic research reports and benchmarking information is made available to members of IFMA. A recent salary survey report was sent to all respondents to the original salary survey, with copies available for purchase from the bookstore. Job seekers and potential employers also use the services of IFMA through the posting in *IFMA News*, as well as occasional target mailings. The job hotline is available on IFMA's electronic bulletin board and by phone (1-713-623-6777 X455) for access to job openings. Councils for specific areas of facility management are also available to all members. Currently there are 17 councils in areas such as Computer Applications, Corporate Headquarters, Law Firms and Public Sector Facilities. A new subscription-based online service is available for members only, providing e-mail, teleconferencing and forums. Exposure through IFMA is a major benefit of association membership. The opportunity to speak and write articles at the local and international level, as well as both local and international awards competition is available to all members. Networking with peers and taking on chapter responsibilities as committee members, chairs and elected officers all provide special opportunities for growth and exposure.

Remember many of these points as you talk with other Facility professionals. There are other professional organizations out there, but for the focus on Facility Management and the FUN we all have at chapter events, you can't beat the Atlanta Chapter of IFMA.

*Kathey Roper*

## IFMA Member Awards - Congratulations

*Have you or someone you know received some special recognition or award recently? This new column in the monthly newsletter will spotlight IFMA member achievements. Newsletter submittal deadlines are the third Friday of each month.*

*Facility Resources, Inc.* has been selected to receive an Administrator's Award of Excellence by the Small Business Association (SBA). Says FRI President, **Sonya Tablada**, "Although we did not receive the Regional Small Business of the Year Award we were nominated for, we are proud of the recognition since this is our first year of registration as a minority firm with the SBA." The nomination was made for Facility Resources' accomplishments in the planning and relocation implementation of the new IRS 950,000 square foot processing center in Memphis, Tennessee. Sonya and **Anne Shrock** (Vice President) will travel to Washington, DC on April 29 to accept the award at the 13th Annual Small Business Procurement Conference.

**Carl Hagood**, President of *Interior Installations Consultants, Inc.* was recently profiled in the "Small-Business Strategies" section of the *Atlanta Business Chronicle* (February 14-20, 1997 edition). The article focuses on how Carl built the business from ground-up into the successful furniture, data and phone cabling installation and upholstery refinishing company IIC is today. Growth is certainly fundamental to success and IIC now utilizes a computerized inventory system to service its clients more efficiently. IIC also distributes high-density mobile filing systems to several industries. With his wife, Michele Brazzell-Hagood, on-hand as the CFO of the firm, Carl is expecting continued success. According to Carl, "My biggest start-up challenge was convincing clients that our company could do the work."

## February Luncheon Recap

### The Gas Company Powers Up

If you are faced with the challenge of creatively reducing costs associated with your facility, but maintaining or exceeding your current internal customer satisfaction rating, I hope you made time in your day on February 19th to hear Chris Saunders speak at the monthly IFMA meeting. Chris Saunders, Facilities Manager for Southern California Gas Company, did exactly that - in some very creative ways. Having custodial staff clean during the day not only saved energy costs by not having to light the building after hours, but actually improved perception of cleanliness - after all, they saw the facility being cleaned! From selling roses in the dining facilities for Valentine's Day - with the Facilities Department getting a percentage of sales - to reducing the number of cups allowed per person, Chris was full of interesting, innovative, but most importantly, cost savings ideas that work. Hope you didn't miss it!

## CONSISTENTLY BRILLIANT DISPLAYS!

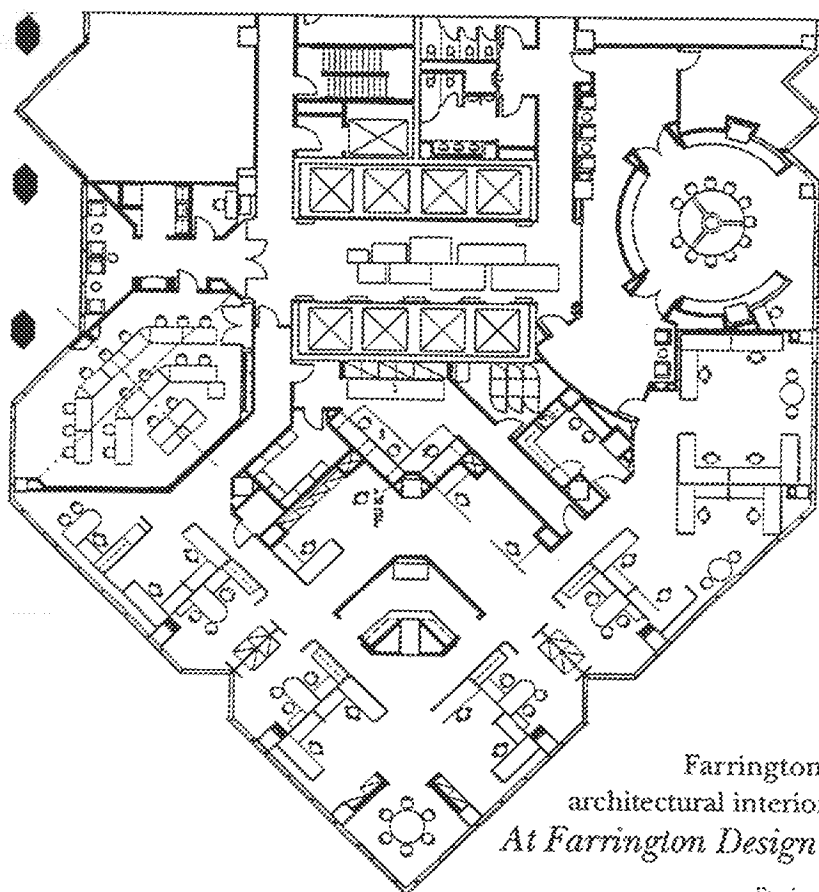
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## Career Corner

The Career Services Committee is always looking for new and potential positions to announce in the newsletter. If you are aware of any job opportunities, please contact Rick Luders, Career Services Chair (770/491-0038 FAX) with a brief description of each position. The following positions are available to interested candidates. If interested, please contact the employer indicated directly.

### **Facilities Planner - Interstate/Johnson Lane, Charlotte, NC**

Mail resume with salary requirements to Human Resources Department, Interstate/Johnson Lane, P.O. Box 1012, Charlotte, NC 28201-1012

### **Certified Facility Manager - Motorola, Ft Worth, TX**

Contact Stephen Ory, Senior Facilities Engineer, Motorola Advanced Messaging Group, Mail Stop E128A, 5401 N. Beach St., Ft. Worth, TX 76137 (817-245-2255 phone or 817-245-2260 fax)

### **Facilities Supervisor - Air Liquide America Corporation, Houston, TX**

Direct resume and salary requirements in confidence to Cindy Fry, Human Resources, 2700 Post Oak Blvd., Suite 2100, Houston, TX 77056 or fax to 713-624-8030.

### **Project Manager/Engineer \* Sales Support Engineer \* Executive Sales Representative - ServiceMaster Business & Industry Group, Downers Grove, IL**

Forward resume to ServiceMaster Business & Industry Group, Rick Kimbel, One ServiceMaster Way, Downers Grove, IL 60515 or fax to 630-271-5747

### **Project Manager/Design & Technical Services - Dekalb Office Environments, Atlanta, GA**

Send resume to Ellen E. Warthen, Human Resources Manager, Dekalb Office Environments, Inc., 1690 Northeast Expressway, Atlanta, GA 30329 (404/633-1557, x227-phone or 404/633-4519 fax).

### **Outside Sales Representative - Office Furniture Warehouse, Marietta, GA**

Please forward all inquires to Robert O'Halloran, Sales Manager-Outside Sales Division, Office Furniture Warehouse, 1620 Cobb Parkway, NW, Marietta, GA 30062 (770-933-9675 phone or 770-988-0092 fax)

### **Manager, Project Development Administration - KDA, Inc. Marietta, GA**

Please send resumes to Tim Swoger, Human Resources Manager, KDA, Inc., 350 Franklin Rd, Marietta, GA 30067 (770-421-1532, x344 phone)

### **Project/Move Coordinator - Axiom Real Estate Management, Inc., Atlanta, GA**

Send resume/salary history to Axiom Real Estate Management, Inc., Attn: Human Resources Dept., P.O. Box 2150, WG15A, Atlanta, GA 30301-2150

### **Architectural Technology/Facilities Management Instructor - Ferris State University, Big Rapids, MI**

Send letter of application, resume and three current letters of reference with phone numbers to Charles A. Matrosic, PE, CPC, Assistant Dean/Academic Department Head Construction and Facilities Department, Ferris State University, 1009 Campus Drive, JHN 200, Big Rapids, MI 49307. Deadline 3/16/97

## Training Opportunities

### **MARCH 11**

The IIC Facilities Manager Roundtable will be held on **Tuesday, March 11 at 11:30 a.m.** at the corporate offices of *Interior Installations Consultants, Inc.* (IIC) located at 999 Wharton Drive in Atlanta. A delicious lunch and all note-taking materials will be provided.

This quarter's topic, "Vendor Relationships", promises to provide creative and proactive ways to address this sensitive and sometimes difficult area.

To RSVP or for directions, please call (404) 699-7766 and ask for Curtis Coats, III Marketing Manager.

### **MARCH 13**

*Facility Resources* will host a free ARCHIBUS computer aided facility management seminar on **Thursday, March 13** in Meeting Room 101 at the Cobb Galleria Centre from **9 - 11 a.m. and 1 - 3 p.m.** See for yourself how today's advancement in technology provides solutions for your facility management challenges. To RSVP, please call Pauline Warrior at (770) 393-4700.

*Happy Easter*



## CFM Certification Update

For those planning to take the CFM exam in 1997, exam dates are as follows:

April 26 ..... Application deadline March 7  
 July 19 ..... Application deadline May 30  
 October 4 ..... Application deadline August 15;  
 Dallas only at World Workplace

For those who wish to take the exam here in Atlanta: the requirements are at least two people must be willing to sit for the exam and one CFM must be willing to proctor the exam. Joanne Cole (404-332-3317) and Cheryl Waybright King (404-420-6569) will be happy to proctor for those interested.

The Atlanta Chapter is working to form a study group for those interested. Watch for details in upcoming newsletters. An encouraging statistic from Lee Kovalchuk: the average pass/fail rate for those taking the exam for the first time is 70/30. In 1996, for those chapters that conducted study groups prior to taking the exams, the average pass/fail rate was 80/20!

In the months ahead, we will be publishing an article each month addressing one of the eight competency areas for certification. Any CFM's wishing to contribute, please contact Joanne Cole.

Thanks and Good Luck!

Joanne Cole, CFM, Education Committee

### Look what's happening on the Web!

Please note that the national web site for IFMA is [www.ifma.org](http://www.ifma.org). For interesting tidbits and information, look up the new web page while you are surfing the Net!

#### A WORLD OF THANKS

THE MEN AND WOMEN OF THORPE ENTERPRISES WISH TO THANK MR. STEVE RAY FOR HIS CONFIDENCE IN CHOOSING OUR COMPANY'S SERVICES FOR HOUSEKEEPING, CARPET CLEANING AND SUPPORT SERVICES AT THE CAROLINE STREET FACILITY FOR ATLANTA GAS LIGHT COMPANY.

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## 1997 Awards of Excellence

The Awards of Excellence Program has been designed to honor facility professionals, students, Allied and Affiliate members, council members, educators and chapter participants whose vision and accomplishments are extraordinary and deserve recognition. These awards are presented at World Workplace '97 and cover 14 separate categories.

The Atlanta Chapter has not been active in participating in this program. We do, however, feel that we have an outstanding chapter and would like to participate this year. There is a lot of preparation that is required for each submission and **we need your help!** If you would be interested in serving on a new committee for this purpose, please contact Sheryl Yetsko at 404-527-8332.

## Directory Update

We are updating the Membership Directory. Please take a moment to check your mailing label (on the back cover) for accuracy. Any corrections should be faxed to Ginger Walker, Atlanta Association Office at 770-745-9164. Thanks!

Lori Tilt, *Membership Committee Chair*

## Corporate Headquarters Council

The IFMA Corporate Headquarters Council is alive and excited about 1997! Individuals with Corporate Headquarters responsibilities are frequently in a unique political environment and in a position to influence the Facility Management of the entire organization. The mission of the Corporate Headquarters Council is to create networking, educational and information-sharing opportunities for those that have Corporate Headquarters Facilities responsibilities. Membership in the Council is FREE! The only prerequisite is that you be an IFMA member in good standing. For more information on the Council or membership, contact: Steven Hardie, c/o Cargill, P.O. Box 9300 MS 18, Minneapolis, MN 55440 (612-742-2790 phone or 612-742-5899 fax).

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## IFMA Atlanta Luncheon Registration Form

Wednesday, March 19, 1997

\$20 Member; \$25 at the door • \$35 Guest; \$40 at the door

- Yes, I will attend the luncheon and bring \_\_\_\_\_ guests.  
Please complete the following for each guest as it should appear on the name tag.

NAME

COMPANY

NAME	COMPANY
.....	.....
.....	.....

Help avoid the long lines and pre-pay for the luncheon.

Remember, all charge payments must be made via facsimile and sent to Ginger Walker at the Atlanta Association Office.

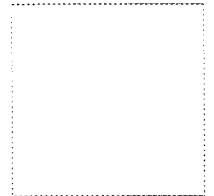
I will be paying by:  Check  VISA  MasterCard

Card #: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Signature of Cardholder: \_\_\_\_\_ Phone # of Cardholder: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

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### DIRECTORY UPDATE

Note corrections to  
mailing label at right  
(include phone/fax  
numbers).