

International Facility Management Association



IFMA - Atlanta Chapter • P.O. Box 43306 • Atlanta, Georgia 30336-0306 • April 1997 Issue

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Monthly Meeting

Wednesday, April 16, 1997 • Georgia Railroad Freight Depot

Topic: The ABC's of the Real Atlanta Market - Today & Tomorrow

Date: April 16, 1997

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

Cost: \$20 Member; \$25 without advanced registration
\$35 Guest; \$40 without advanced registration

Location: Georgia Railroad Freight Depot at Underground

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

*** Please call by **Friday, April 12, 1997** to make your reservations.

Do you want to know what really is going on in the Atlanta marketplace today, and what it may be like next year? Five years from now? Ten years from now? Then you will not want to miss Ed Baker, Publisher, *The Atlanta Business Chronicle*, as he reviews the state of Atlanta's economy, politics, growth and prospects for the next millennium.

Ed Baker grew up in Atlanta and has been publisher of *The Atlanta Business Chronicle* for the past 11 years. In addition to his local responsibilities, Ed is Vice President/Director of Corporate Marketing for *American City Business Journals*, the corporate parent of *The Chronicle* and 35 other weekly business journals. Earlier in his career, he worked as Lewis Grizzard's understudy at *The Atlanta Journal*. This one you won't want to miss! Join us for an enlightening and entertaining review of the Atlanta marketplace.

President's Message

by Kathy O. Roper, CFM

Technology is a wonderful thing. We all know about new technologies enabling us to access messages through our company's voicemail system; many of us use cellular phones almost as much as our office phones; and many facility managers and their vendors are now communicating and sending information via the Internet routinely. Major companies are working toward reducing real estate costs through telecommuting qualified employees. But there are personal benefits from all this technology, as well.



When was the last time you sat on the beach, listening to the roar of the tides and played some Mozart or Pachelbel music? Never? Certainly not recently! And I'm not talking about the commercials showing the working mother at the beach with her daughters due to cellular technology, although that is another option to workers living close enough to the beach (not us unfortunately!). The daily stresses and demands which facility managers face often leave us wishing we had an ocean outside our doors to soothe and relax us after a hard day's work. But I've discovered listening to the tides while I'm working. My new laptop computer has a CD player component. After learning that the CD player will operate while running other software, I was hooked. A quick trip to the mall during lunch produced several relaxing

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President's Message continued from front

hours of music for my afternoon stresses. It's a quiet reminder that there are things outside the office and work and IFMA and responsibilities, overall. The gentle lull of the tides reminds me that the stresses really are all in how we look at life. Those annoying questions and daily demands were the start of the facility management profession.

We've come a long way as a profession. No longer are we seen as only the guys to call when the lights burn out, but professional facility managers who can contribute to specific knowledge, expertise and strategic business plans for our employers. We should take this responsibility and make the most of it. An easy, enjoyable and educational way to do this is through networking and involvement in the Atlanta Chapter of IFMA.

Several years ago I made the commitment to myself to become more involved in IFMA. Prior to that commitment, I occasionally attended meetings and a special event from time to time, but until I became involved in a committee and began to learn about the other members, I didn't especially enjoy IFMA. There is certainly more personal time spent on IFMA-related activities, in an active, leadership role, but it's time well spent and definitely worth the effort to meet all the members and assist this group. Interacting with other IFMA leaders has given me an appreciation for the strength and liveliness of the Atlanta Chapter. We have dependable, enthusiastic volunteers who really run the day-to-day business of the chapter. Without their many contributions, this chapter would not be the thriving, educational organization that it is. We also have wonderfully supportive sustaining patrons who repeatedly support us both financially and with their individual efforts.

Helping you enjoy your career is a key role that the Atlanta Chapter of IFMA can play. Please let me, any officer, or any committee chairperson know if you have ideas, suggestions or improvements for the chapter. I'm going to turn up the Bach now and complete this article. I hope you, too, will turn up your enjoyment.

Kathy 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. All kudos should be faxed to Pauline Warrior at 770-393-4700.

A WORLD OF THANKS

THE MEN AND WOMEN OF THORPE ENTERPRISES WISH TO THANK MS. JOYCE ROPER FOR HER CONFIDENCE IN CHOOSING OUR COMPANY'S SERVICES FOR HOUSEKEEPING, CARPET CLEANING AND SUPPORT SERVICES AT THE DUNWOODY PLACE FACILITY FOR COCA-COLA ENTERPRISES, ATLANTA DIVISION.

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IFMA Members will receive a
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IFMA Atlanta Archives Committee Gears Up

WE NEED YOUR HELP!

Jurassic Park? Maybe not *that* far back! But we are getting older, so the Archives Committee is seeking your help. We are searching for all information stored on your computer, in your file cabinets or closets, or in your memories. We are trying to capture the Chapter's history before it gets away from us. Please take a few moments to look for documents, newsletters, minutes, financial statements, communications, pictures, the banner, and any other information. Then bring them to a meeting, fax them to us, or call for pick-up. Nothing is too trivial to be turned over to the Committee. We will then weed through material to determine how best to organize and store it. If you have interesting anecdotes from meetings, social events, conferences, etc. please take a moment to write them down and turn them into one of the Committee members; or call, and one of us will come record (you know -- as in old-fashioned audio cassette) your comments. When all is collected and arranged, we will find some way for the membership to have a chance to browse through our history. Committee members are Martha Osborne, Kathy Farley, Mike Denson, Susan zumBrunnen, and Ruth McCray. Thank you for your help with this important project.

—Martha Osborne, Archives Committee

March Luncheon Recap

Real Estate Negotiation Skills

"Leave no stone unturned" was the message delivered at the March monthly meeting by Richard Nahodyl of Trammell Crow Company, who is a corporate advocate for negotiating leases. In his highly informative message were many examples of lease negotiations, with lessons to be learned from each of them. One of his salient points was to make sure in the process of negotiating your new or existing lease to look at each detail of the contract, not just the bottom line. And the sooner you negotiate in the process, the more likely you are to get what you want out of it—the longer you wait, the less room there is for negotiation. A key to a successful long term relationship between you and your prospective landlord is to consider how the end results of lease negotiation affects both parties. And don't forget to check on those job tax credits if your expansion includes bringing on new employees. If you are interested in participating in a round table discussion about real estate negotiations, please contact Ann Steele at 770-751-2020.

CONSISTENTLY BRILLIANT DISPLAYS!

*Set your property apart this season —
have brilliant seasonal flower beds designed,
installed, and maintained by trained profes-
sionals for one affordable price.*

GUARANTEED!

Call Erin Mann today at
770-822-9706

**"Exterior seasonal flowers are our
ONLY business"**

color  burst
your seasonal flower contractor

Energy Deregulation or "Do You Want Power with Your Fries?"

Coming soon to an office near you will be unprecedented decisions regarding energy for your company and possibly your residence. The pending deregulation of our public power system will create both challenges and opportunities in a competitive economic environment. How will this sweeping change affect each of us? What about service quality and reliability? Does your company have a winning plan for this new market or are you "in the dark?"

Mr. Thomas M. Buiocchi, Executive Vice President and COO of FMES, Inc. will address these questions and more at our regular May meeting. An expert in this field, Mr. Buiocchi has career experience that includes his former role as World-wide Director of Marketing and Strategic Planning for Hewlett-Packard. Tom now provides his clients with integrated financial, technical and business services to help them implement a more profitable energy future. This is your chance to find out what you need to know about a dynamic new marketplace!

This is a topic that will undoubtedly generate interest and discussion beyond the scope of a luncheon talk format. To that point, your Education Committee will offer a Follow Up Round Table immediately after our luncheon meeting May 21 that will include our speaker with panelists from our local public utilities. This promises to be an "energized" affair as formerly regulated utilities share their plans on how to retain their competitive edge in this new marketplace. Please consider staying over for an hour following our May meeting to participate in a discussion about this subject that will touch each of us soon!

—Bill Thorpe, Education Committee

You Are Invited...

...to the April 9th BOMA Atlanta luncheon meeting. The meeting topic is electric utility deregulation and Bruce Edelston, Director of External Affairs for the Georgia Power Company, will speak to the luncheon assembly. The meeting will begin at 12:00 noon on Wednesday, April 9th with registration opening by 11:00 a.m. and will be held at the Renaissance Waverly Hotel in the Cobb Galleria complex. Luncheon charges are \$30 for BOMA members and \$40 for guests. Reservations must be made by 5:00 p.m. on Monday, April 7th. Please call BOMA at 770-825-0116 for details and registration information.

FM Certification Update

Certification is a means to assure professional competence and establish standards for professional practice. IFMA's certification program has provided a process whereby ethics, practice and competency are verified through professional activities, experience, education and an examination (Handbook for CFM Exam).

Although you may have had a position in facility management for a number of years, how do you determine if you possess the professional knowledge, experience and education necessary for recognition of a professional designation in facility management?

The first step is determining your work experience and related education requirements. Before sitting for the exam, individuals must meet one of the following levels of education and work experience:

EDUCATION	FM EXPERIENCE
related degree and continuing education	4 years
non-related bachelor's degree or associate and continuing education	5 years
some post-secondary education and continuing education	8 years

Any person who meets the work, education and ethics requirements and has sufficient knowledge in the eight competency areas tested in the exam may sit for the exam (Handbook for CFM Exam). Those areas tested are:

- | | |
|------------------------------------|------------------------------------|
| 1. Operations and Maintenance | 5. Facility Function |
| 2. Real Estate | 6. Finance |
| 3. Human and Environmental Factors | 7. Quality Assessment & Innovation |
| 4. Planning and Project Management | 8. Communication |

If you are a potential applicant with little or no experience in more than two of the competency areas, chances of passing the exam are slim. To obtain a background before sitting for the exam, you are encouraged to do as many of these as possible: attend courses, seminars or other programs that address the areas of weakness (IFMA offers certificate programs in each of the competency areas); talk extensively with facility professionals who work in the competency area(s) in which you are weak; read appropriate articles in trade publications; ask for a change in responsibilities at work, if possible, which will enable you to broaden your experience; and attend study work groups sessions (Handbook for CFM Exam).

Ann Steele is currently contacting members who have previously shown an interest in study group sessions. Please contact Ann if you would be interested in participating. More specific information on experience and knowledge requirements for each of the competencies can be obtained through the Education Committee for those who are interested. Please call Ann, 770-751-2020, or me, 404-332-3317, for more information.

—Joanne Cole, CFM, Education Committee

Training Opportunities

APRIL 7-8

IFMA Best Practices Forum on High Performance Work Environments - Bloomfield, Conn. (near Hartford)

IFMA member rate: \$225

non-member rate \$325

Contact Shari Epstein at 800-359-4362

APRIL 18-20

RESTORATION/Atlanta
at Cobb Galleria Center

IFMA VIP FREE program provides:

- unlimited three-day access to exhibit hall;
- admission to one conference session; and
- complimentary welcoming reception on Friday, April 18, 5-7 p.m.

Contact Bill Steelman at
508-664-6455 x20

APRIL 19-21

Office Planners and Users Group - Atlanta Planning Symposium -

Swissotel, Buckhead

IFMA rate: \$395

Contact Frank J. Carberry at
215-335-9400

APRIL 28-29

FM 101: An Introduction to Facility Management - Seattle, WA

IFMA course for facility managers just entering the field that centers on problem solving, research and terminology. Topics include administrative practices and facility management function and operations, among others. Call IFMA Programs at 800-359-4362 or e-mail education.department@ifma.org.

JUNE 2 & 14 CONSECUTIVE MONDAYS, 4:00-6:00 P.M.

BOMA Environmental Health & Safety Issues, instructed by Joe Barefoot

BOMA member rate: \$395

non-member rate: \$470

Contact BOMA 770-825-0116

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.

Marketing Coordinator, Collaborative Consulting Group;
Contact Judy Clements at 404-876-0097

Marketing Coordinator with 3-5 years experience, **CARTER & Associates;** Contact Debbie Herzog at 404-888-3216

Marketing Coordinator, Ellis Don Construction; Contact Lynn Storen at 770-409-9985.

Job Bank Coordinator, SMPS; Contact Melissa Boltz, Project Time & Cost at 770-444-9799.

IFMA Membership Grows!

A hearty welcome is extended to the following for joining the Atlanta Chapter:

Clarence "Chuck" Burleson, *Lincoln Property Co.*
Professional Member

Barbara Cochran, *Long, Aldridge & Norman*
Professional Member

Wayne Diehl, *Rollins, Inc.*
Professional Member

James C. "Cleve" Fowler, *Affiliated Building Service*
Professional Member

Bruce McMahan, *The Staubach Company*
Professional Member

Lora Riley, *Crawford and Company*
Professional Member

Please take a moment to congratulate and welcome these new members at the next luncheon meeting!

—Lori Tilt, Membership Committee Chair

Publicity Opportunities for IFMA Members

As you may know, we have been working closely with the *Atlanta Business Chronicle (ABC)* to provide articles written by our professional members of general interest to the business community. If you are interested in writing an article, I would be happy to work with you to develop your ideas and serve as liaison between you, the ABC, or other publication.

We have also provided the ABC with a copy of our membership directory to allow their Staff Writers to call upon our membership's expertise to enhance or supplement their own research. This may result in quotes credited to your name, your company name, and your IFMA membership. You may wish to consult your company's public relations office before you make any statement to the press.

NEW OPPORTUNITIES FOR ASSOCIATE MEMBERS!

If you are an Associate Member of IFMA and your company is based here in Atlanta with revenues between \$1M and \$20M, your company may be an excellent candidate for the ABC's Small Business Strategies section. You may have seen a recent article on member, Carl Hagood, President/CEO of Interior Installations Consultants, Inc. The article featured a full-color photograph of Carl and his wife, and told the story of how they got started and where they are now. If you think your company might be a candidate, I would be happy to work with you to develop your ideas and serve as liaison between you and the ABC.

Call me at 770-668-9980 for more information!

—Maria Williams, Advertising and Public Relations Chair

Thanks for Your Support!

Facility Resources, Inc. would like to thank all IFMA members who had the opportunity to attend the ARCHIBUS seminar held on March 13th at the Cobb Galleria Centre.

We all learned a lot about CAFM and the ever-growing possibilities this software offers. We appreciate your continued support!

—Pauline Warrior

It's a Boy!

Congratulations to Susan zumBrunnen on the arrival of her beautiful bouncing baby boy! John Lawson zumBrunnen was born on March 20, 1997 weighing in at 7.5 pounds and 20 3/4 inches long. Both Susan and little John are doing fine.

Fax to Ginger Walker-Atlanta Association Office (770) 745-9164

IFMA Atlanta Luncheon Registration Form

Wednesday, April 16, 1997

\$20 Member; \$25 without advanced registration • \$35 Guest; \$40 without advanced registration

☐ 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

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: _____

International Facility Management Association
Atlanta Chapter
P.O. Box 43306
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DIRECTORY UPDATE

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