

International Facility Management Association



IFMA - Atlanta Chapter

P.O. Box 43306

Atlanta, Georgia 30336-0306

January 1998 Issue

1998 EXECUTIVE BOARD

President: Sheryl Yetsko
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(404) 527-8332

V. President: Matt Dawson
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Secretary: Kathy Farley
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Treasurer: Dave Flory
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Past President: Kathy O. Roper
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(404) 649-5011

1998 SUSTAINING PATRONS

- AirCond Corporation
APCO
- Atlantic Business Systems, Inc.
- Bonitz Flooring Group, Inc.
- Carithers-Wallace-Courtenay, Inc.
- Cathcart Allied Storage Co., Inc.
- Cecil Malone Company
- Choate Construction Company
- Contract Marketing
- Cort Furniture Rental
- COVAN Worldwide Moving, Inc.
- DeKalb Office Environments
ReGeneration
- DuPont Flooring Systems
- Egan Visual, Inc.
- Farrington Design Group
- General Building Maintenance
- Hardin Interior Services
- Haworth, Inc.
- Gensler
- Herman Miller, Inc.
- Interface, Bentley, Prince Street
Knoll
- Meridian, Inc.
- Milliken & Company
- National Furniture Liquidators
- Pointe Services, Inc.
- Rite Way Service, Inc.
- Royal Cup Coffee, Inc.
- Shaw Contract Group
- Steelcase, Inc.
- Wegman Associates

Monthly Meeting

Wednesday, January 21, 1998 • Villa Christina

Topic: Financial Planning in the 90's

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

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

Location: Villa Christina - Valet Parking Optional

Reservations: IFMA Office (770) 948-3963, ext. 23 or FAX (770) 745-9164

*** Please call by **Friday, January 16, 1998** to make your reservations.

How do you plan for your family's financial security? How will you ever afford to send your children to college? How do you ensure that your assets will have the most benefit to your family when you die? For the answer to these and other financial planning questions, there's only one place to go...the January monthly IFMA meeting. There you will meet Susan Creasy Myers, Senior Vice President & Financial Consultant for The Robinson-Humphrey Company. Susan is a graduate of University of Tennessee and has been with Robinson-Humphrey since 1974. She is also an instructor with Oglethorpe University Adult Education, and a skilled public speaker and seminar presenter. She will guide us through some basics on retirement planning, to include defining dollar amount needed to reach the individual's retirement goal, and creating a roadmap to reach that goal. She will also give some pointers on quantifying the cost of sending your children to college, and some tips on how to make sure you're financially prepared to do that. All of this, in addition to estate planning guidelines, make this an IFMA meeting you can't afford to miss!

President's Message by Sheryl Yetsko



Happy New Year everyone! I believe 1998 will be a very exciting year for IFMA Atlanta if we join together as a group. I would like to share with you what the Board and I hope to achieve for our chapter in 1998, *with your help*. I emphasize *WITH YOUR HELP*, because we cannot do this alone. Our Executive Board and Committee Chairs are a very dedicated group who are excited about the opportunities for this year and I am encouraged by their enthusiasm. We joined together in October to set some mutual goals for our chapter. Our shared visions are:

- That IFMA Atlanta be what the *members* want and need it to be professionally. WE NEED INPUT from our members to make it so. COMMUNICATION will be essential in this regard. With the homepage* and newsletter, we now have two mediums through which we can communicate with our members.
- To pursue awards for our chapter through international—not for award's sake, but because in comparing our chapter to other successful chapters, we feel that we will improve the benefits to our members.

continued on page 2

President's Message continued from front

- To continue to increase our membership, but not look only at the numbers. The more *participating* members we attract, the more likely we are to achieve our overall goals.
- To begin a mentoring program in 1998 to encourage more chapter participation and increase member benefits.
- To increase community involvement within our area of expertise. There is a two-fold purpose to that goal—to further promote IFMA in the community and provide a program to allow our members to share their special skills and talents with the community.
- To continue to develop our educational programs and work with the local universities to offer facility related courses, and...to empower more of our members to take and pass the CFM exam.

We do realize that we must balance our programs and educational activities to assist all levels of professionals to achieve growth. And of course, we still want to have some level of enjoyment thrown in (The Fun Factor). We feel we can achieve this mix if we get maximum involvement of the membership.

AND NOW MY PLEA...

Realizing that each of us has projects and hectic schedules, a time must be set aside, or a commitment made to insure participation. I am asking you to please become more involved in this chapter. Each member has something to offer. Below I am listing all of the Committee Chairs and their telephone numbers. Please sign up now to become more involved.

Advertising/Public Relations	Lendy Buchman	770-420-7903
Archives/Library	Martha Osborne	770-772-6282x115
Associates	Steve Sperling	404-351-3991
Career Services	Marty Mason	770-952-5591
Community Services	Howard Chapman	404-355-5487
Education	Ann Steele	770-751-2020
Hospitality	Nancy Arnold	770-446-5020x402
Membership	Beth Chaplin	404-607-9519
Newsletter	Christina Parks	770-471-9695
Programs	Claire Brucks	404-633-1557x234
Sustaining Patrons	Harry Ludwig	404-572-4902

As my speech was cut short due to time at the very successful awards luncheon in December, I would like to take this opportunity to thank Kathy Roper. It was my pleasure to serve with her in 1997. She patiently encouraged and supported me and I count on her active involvement in 1998.

Please feel free to call me if you have any suggestions, comments or questions. My number is 404-527-8332 and my E-mail address is syetsko@lanlaw.com. Hope to see you at the next chapter meeting!



*Our homepage address was changed by international when they updated their homepage—sorry!
Our address is: www.ifma.org/atlanta/atlanta.htm — please make that a bookmark on your computer.

Facility Management— The Last Competency

It's January. You made it through the year-end—and Christmas. You decorated the building, sent out gifts and cards, made the arrangements for the Company Christmas Party, juggled vacation time for your employees and still provided coverage for all building services. You spent the money for last year so you don't get shorted on this year's budget. You submitted the budget for 1998, with all your recommendations for equipment upgrade, maintenance contracts (negotiated at considerable savings), and solid, well-documented figures for operations costs. You're awaiting (and expecting) approval any day now.

Oh yes—energy de-regulation. You're wrapping up research results and preparing your recommendation on the direction the company should take. You've set new goals for the coming months based on a rational plan for customer improvement with an acceptable, financial ROI as well as intangible benefits in terms of satisfaction. You've juggled time, juggled budgets, juggled manpower, juggled vacation, juggled reports, juggled deadlines, juggled your home life as well as your work... and you did all this in the busiest month of the year for everyone!

Was ALL this in that job description in your file up in Human Resources? Is all this included in those "Tasks to be performed" described in the CFM Evaluation? Is all this covered on the CFM exam? Maybe... maybe not, but we do it anyway, don't we? Do we, somewhere deep down inside, love doing it all? Are we just a special breed of people who have found our niche in life? A LUCKY breed of people who've found a great organization to turn to for help and support, for friendship and mutual business benefit? Well, I think so.

Belated holiday wishes to IFMA-Atlanta and all its members and best wishes for the coming year.

—Joanne Cole, CFM
Education Committee

December Meeting Recap

Annual Awards Meeting

Our Annual Awards Meeting was held at the Vinings Club and was so outstanding, we had a wait list for the first time ever! Over 100 were in attendance to enjoy the ambiance of this new venue. There were a record number of door prizes (almost 70) donated graciously by our associate and professional members and were coveted by all. Harry Ludwig was responsible for organizing this very special event and he outdid himself! Dave Flory and Karen Howard also deserve our thanks for their diligent efforts.

The annual awards meeting provided us an opportunity to honor our own members for their contributions and achievements in support of the chapter, and the profession of facility management.

Kathy Roper presented the Distinguished Member Award to Harry Ludwig for his outstanding contributions to Facility Management in general and to IFMA Atlanta in particular. Kathy noted Harry's significant contributions in leadership of our chapter. She specifically mentioned the Sustaining Patron Program, Community Service and the Archives/Library areas. Harry was instrumental in getting these programs off and running and is dedicated to their continued success.

Harry Ludwig advised the chapter that the 1997 Awards Committee would "stop at nothing" in handing out the awards. Our Achievement in Facility Management Award was presented to Allan Caddell, in Colorado, by Dave Flory. Allan was responsible for GE Capital's relocation of 800 employees into a new 250,000 square foot building. Allan was responsible for ordering over \$6 million in furniture, and the build out of 104 private offices and 337 workstations. (Please see Dave's article entitled "Awards Committee Tracks Down Winner" below for the "scoop".)

Harry Ludwig advised the chapter that the committee deadlocked over the presentation of the Outstanding Associate Awards because there were two nominated members who both deserved this award for their contributions to our chapter. Harry presented Howard Chapman, of Royal Cup Coffee, Inc., the Outstanding Associate Award for Howard's contributions to our chapter. Specifically, Harry noted Howard's continuing work as the Community Services Chair and his annual sponsorship of our chapter outings at World Workplace. Harry also presented Claire Brucks, of DeKalb Office Environments ReGeneration, the Outstanding Associate Award for Claire's contributions to our chapter. Claire has done an outstanding job as our Program's Chair and has also been instrumental in

sponsorship of our chapter through meetings and outings. Both Claire and Howard represent Sustaining Patrons to our chapter.

Special recognition was given to Martha Osborne for her work in organizing our 15th Anniversary celebration and getting all historical documentation of our chapter together for Archives. Sheryl Yetsko was also recognized for her work on the Atlanta Home Page and her conscientious leadership.

Kathy Roper addressed the chapter one final time as President and acknowledged all of the Board members and Committee Chairs for their hard work. She distributed gifts to each of them after the meeting due to time constraints.

The 1998 Executive Board Members were installed—all except Dave Flory, who was on assignment in Colorado for the Awards Committee! Dave will take the oath at our January meeting. The 1998 officers are:

Sheryl Yetsko (Long Aldridge & Norman LLP)
President

Matt Dawson (Alston & Bird LLP)
Vice President

Kathy Farley (King & Spalding)
Secretary

Dave Flory (Cort Furniture Rental)
Treasurer

To close the meeting, Kathy Roper was presented a plaque by Harry Ludwig for her outstanding service as President in 1997. Sheryl Yetsko presented Kathy with a farewell gift selected specially for Kathy. Sheryl then addressed the Chapter and introduced the incoming Executive Board and Committee Chairs. She encouraged participation by all members in 1998.

Roundtable Discussion

Facility Resources, Inc. will be hosting a CAFM Roundtable discussion at their offices on Wednesday, January 14th from 9:00 until 11:00 a.m. Facility Resources began these generic discussions in September as a way for users and non-users of CAFM solution-based software to share information about the likes and dislikes of CAFM. There is no promotion of software products. Currently, approximately 18 facility managers representing various industries across the state of Georgia have participated in the roundtable discussion. If you are interested, please contact Pauline Warrior at 770/393-4700. The deadline to make reservations is Monday, January 12th.

Annual Awards Meeting Photos



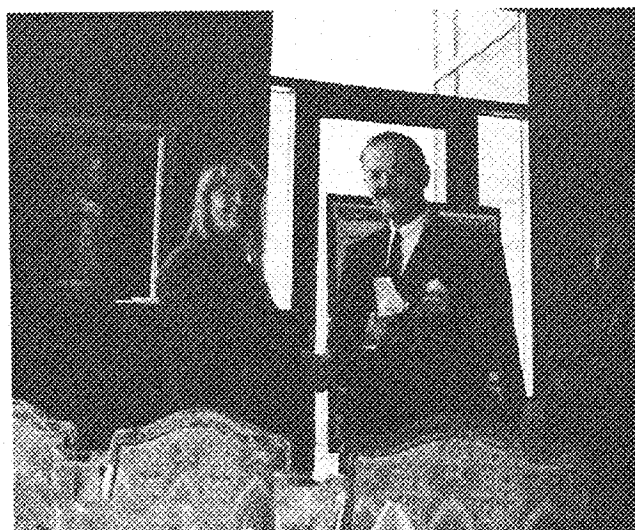
New officers being sworn in.



Kathy Roper with James Lanier of Interface.



Kathy Roper and Harry Ludwig.



Sheryl Yetsko accepting award from Harry Ludwig.



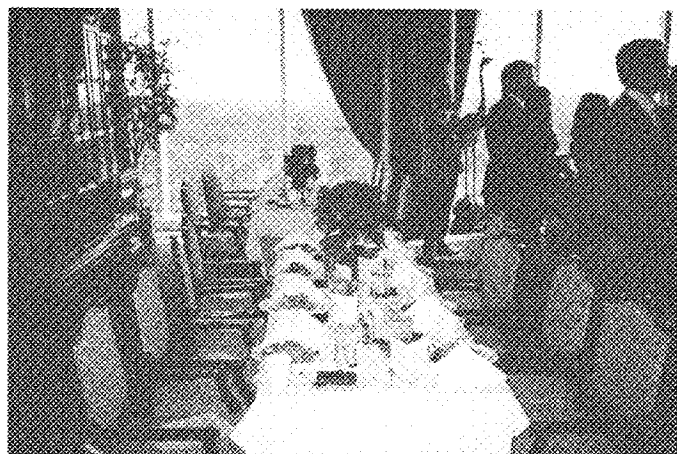
New President Sheryl Yetsko addressing IFMA members.



James Bunch.



Ginger Walker
with Harry
Ludwig.



Beautifully decorated table at The Vinings Club.

Harry
Ludwig
and
Martha
Osborne.



AWARDS COMMITTEE TRACKS DOWN WINNERS

The awards committee took on the responsibility of determining the individuals worthy of special recognition for their efforts in the field of Facility Management and contributions to the Atlanta Chapter. After selecting Allan Caddell of GE Capital Technology Management Services for the honor of the Achievement in Facility Management Award, they were disappointed to learn that he would be on a well-earned skiing vacation in Vail, Colorado the week of the awards banquet. Harry Ludwig, awards committee chairman, was able to determine that Dave Flory of Cort Furniture Rental and awards committee member was also going to be in Vail during that same week. As fate would have it, both families were staying at the same lodge. Most appropriately, the award was presented at Golden Peak in the Vail skiing resort. Passerby skiers who questioned the significance of the award were surprised to learn that Allan, an accomplished skier, was receiving this award not for his ability coming down the mountain but for his prowess scaling it.



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IFMA Atlanta

Membership Directory Update

Please fill out this form and fax to Ginger Walker (770) 489-7729 by Jan. 14, 1998 or call her with questions at (770) 489-7727, ext. 23.

Name: _____

Company: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone #: _____

Fax #: _____

E-Mail: _____

**Changes must be received by January 16, 1998 to
be reflected in the 1998 Membership Directory.**

FMA - Atlanta Contribution

International Association Assists REACH

During the past year, the International Facilities Management Association (IFMA), has provided REACH with technical consultation and support on any and all aspects of managing and maintaining a 45,000 square foot building. Historically, the Atlanta chapter of IFMA has chosen hands-on projects for the United Way and performed such tasks as painting, cleanup and basic carpentry. This year they decided to put their real expertise to use and adopt a United Way agency that they felt could utilize the many skills and abilities of their members.

Utilizing volunteer members, the Atlanta chapter has provided REACH with heating, ventilation and air conditioning consultation resulting in the repair of a faulty heating and cooling system that has plagued the agency for a number of years. Other members have provided on-site consultations involving safety, lighting and energy use, flooring and roofing.

One of the members of the association is assisting the Engineering department of REACH in the computerization of the floor plans and layouts as well as automatic scheduling and work orders. The result will allow REACH to track its costs and schedule preventive maintenance. On a larger scale, it will allow REACH to more accurately plan for the future capital needs.

The most noticeable change as a result of REACH's affiliation with IFMA is the new furnishings that the member organizations have donated. To date, REACH has received a variety of desks, chairs, tables, shelving and waiting room furniture. Although none is new, it has been obviously well cared for and improves the appearance of the REACH facility.

Through the efforts of the Atlanta Chapter of IFMA, REACH has been able to make significant progress towards having not only a plan to maintain the facility, but some solid expertise in making some very technical choices. Executive Director Brian Riley states (Knowing that we have the resources of this organization behind us makes moving towards the future a much easier task.)

—Used with permission from REACH Rapport,
The Newsletter of Rehabilitation and
Education for Adults and Children, Inc.
Fall 1997, Vol. 6, No. 1

ADDITIONAL SPECIAL THANKS TO:

AllSteel

Dekalb School Employees Foundation, Inc.

Mr. & Mrs. Angela Elmore

Estate of Mrs. Rufus Darby

First Concord

John & Mary Franklin Foundation, Inc.

King & Spalding

Siemens Corp.

United Parcel Service (Gary Lee)



MES of Atlanta Receives National Franchisee Awards

MES of Atlanta, L.L.C., a provider of environmentally sensitive solutions for cleaning and reusing carpet, was honored with the Fast Start and Gold Circle of Excellence Awards from MilliCare® Environmental Services SM at a recent national franchisee conference in Orlando, Florida. Pictured from left to right are Vince Foody, MilliCare business manager; Ken Page, regional business development leader; Tom Haslach, owner of MES of Atlanta (headquartered in Acworth); and Carol Brewton, director of sales and marketing for MilliCare Environmental Services.

1997 in Review

The accomplishments of the Atlanta chapter in 1997 are tremendous when reviewed together. In summarizing the year, we recognize how far we've come and the many small accomplishments that total huge success for the chapter this year.

In 1997, the Atlanta chapter entered the electronic age with our first Home Page on the Internet. With colorful graphics and updated information, we reached many new potential members and provide information to anyone searching for facility management topics. You can access the web site at www.ifma.org/Atlanta/Atlanta.htm. Many thanks to Sheryl Yetko for building, updating and launching this new service.

The chapter celebrated its 15th Anniversary with a grand party in September at the traditional Georgia Railroad Depot. The *Wizard of Oz* theme provided many graphic decorations and the opportunity for our resident chapter poet, Martha Osborne, to display her varied talents with a new anniversary poem, the wonderfully coordinated dinner, entertainment and door prizes awarded that night.

Our Sustaining Patron program again grew in 1997 to 26 patrons. The support of these generous and dedicated Patrons makes many of our events and background work possible. Please remember to thank and support all our Sustaining Patrons for 1997 and 1998.

New venues like Villa Christina were popular meeting locations this year. Our Awards Banquet at The Vinings Club was the largest meeting ever. Unfortunately, many reservations couldn't be accepted, as the limit of 104 was exceeded in early December. The largest number of door prizes ever, over 65, for the event was coordinated by Harry Ludwig and the Awards Committee. This wonderful event set many records and brings a new level of excitement and festivity to this annual event.

Social meetings at a Braves game at Turner Field and Dave & Busters offered networking opportunities and fun during the Summer of 1997. A tour of the GCATT facility was well attended this year, and a tremendously successful Community Service project was launched this year with our United Way benefactor, REACH. A membership drive netted 19 new members in July-September. Total membership during the year increased to over 300 members.

The chapter submitted its first nomination for International Award of Excellence in Newsletters in 1997. We learned a lot about the process, but unfortunately, did not win this year. Our learning may pay off in 1998 with more nominations and hopefully an Award of Excellence for our chapter.

The efforts of many members made these accomplishments a reality. We look forward to an exciting and committed membership in 1998.

Kathy Roper

—Kathy O. Roper, CFM
IFMA - Atlanta Chapter President, 1997

What Does the Hospitality Committee Do?

The Hospitality Committee's purpose is to offer visitors and new members encouragement to attend IFMA meetings and functions. The committee members look for ways to bring members, prospective members and visitors together to enhance their social and growth experience opportunities within IFMA. We look for opportunities to foster a sense of feeling welcome and accepted at our functions. Participation in committees is encouraged in order to broaden awareness of IFMA's mission and benefits. We coordinate within the chapter various social functions to promote interaction.

We are excited about our chapter's new "mentoring" program beginning this year. We plan to be able to provide new members with a "buddy" who can offer support and advice relative to opportunities within IFMA or issues. It may be in the area of education, career advice, how to become more active in IFMA or as a resource for information with on the job concerns.

When you arrive at the monthly meetings you will see hospitality folks assisting at the sign-in table. They will help you with your badge, introduce you to others and direct you. It is our goal along with all the other IFMA membership to make your association with IFMA an enjoyable, educational and fun experience.

—Nancy Arnold
Hospitality Committee Chair



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 Marty Mason, Career Services chair (770-952-9200 FAX) with a brief description of each position. The following positions are available to interested candidates. If interested, please contact the employer indicated directly.

SALES TECHNOLOGIES:

- **FACILITIES MANAGER-ATLANTA, GA**
Senior level experience (5-10 yrs.) in space planning, office relocation, third party vendor negotiations, general knowledge of A/E design, furniture/office supply, inventory control and security. Requirements include related degree, working knowledge of Microsoft Project, Excel, and Word plus electronic space planning program(s) (CAD). Please forward resume to Sales Technologies, 3445 Peachtree Road, Suite 1400, Atlanta, GA 30326, Attn: Human Resources/Job Code FM

HEERY INTERNATIONAL, INC.

SPACE PLANNING MANAGER-RALEIGH, NC

Senior level experience (15-20 years) as a manager of facilities and/or space planning functions is required. A general knowledge of A/E design and facilities management is essential and a related degree is preferred. Position will be responsible for day-to-day review of space planning progress including support through move strategy planning, and involves interviews with customers, and design input/approval.

• SENIOR FACILITIES PLANNER/PROGRAMMER-ATLANTA, GA

Senior level experience (8-10 years) as a manager of facilities, space planning and programming is required. A command knowledge of Microsoft Access, Project and Excel is extremely preferred.

• FACILITIES PLANNER/PROGRAMMER-ATLANTA, GA

Senior level experience (4-6 yrs) as a manager of facilities, space planning & programming is required. A working knowledge of Microsoft Access, Project & Excel is extremely preferred.

If you qualify for any of these Heery International job opportunities, please forward resume to Paige Yauger, Heery International, 999 Peachtree St. NE, Atlanta, GA 30367 or fax: 404/892-6975. EOE/M/F/H/V

PITNEY BOWES MANAGEMENT SERVICES:

• REGION OPERATIONS PLANNER-REGION-BASED OPPORTUNITY

Send resume to Pitney Bowes Management Services, Attn: Stephanie Fleming, Director, H.R. Southern Region, 501 N. Stemmons Fwy., Suite 150, Dallas, TX 752107 (fax) 214-761-0841.

A WORLD OF THANKS!

THE MEN AND WOMEN OF THORPE ENTERPRISES WISH TO THANK MR. MARCEL DUBSKY AND MS. ARDEN STONE OF NATIONSCREDIT FOR THEIR CONFIDENCE IN CHOOSING THORPE ENTERPRISES FOR MAILROOM SERVICES AT THEIR MARIETTA FACILITY.



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New Year...Fresh Start

Well it's that time of year again when everyone evaluates their current situation and starts to look for greener pastures. As you ponder the many opportunities that are out there, please keep in mind that now is the time companies look to hire; either right before the new year or shortly after so you should step up your efforts.

Over the past six to eight months, I have been fortunate enough to speak with many of you who are looking for a new position and I wanted to share some of the creative methods that some of you have used to find the job of your dreams. Don't worry, I won't use any names, you know who you are...

One creative individual sent one shoe to a company with a note which read, "I'm just trying to get my foot in the door." You really have to know your audience before you try that one or you might find the shoe hurled in the air.

The information super-highway lends itself to aggressive and fast pilots. An airline company was looking for a facilities specialist and one member e-mailed the company, only to find out that she sent it to the wrong airlines, oops!! Needless to say, she didn't get the job.

One Facilities Manager had three really good offers, he placed the company names on a dart board and threw darts to narrow his choices. He had made his decision before he started throwing darts but it made for a good story!

Whatever your tactics might be, don't forget to use your IFMA Career services. I want to help you find the career of your dreams.

—Marty Mason
Career Services Committee Chair



Your company is changing. Continuously. Change has become a fact of life. And managers need more information, faster than ever. You've wondered if a CAFM system would help, but who's got time to do the research to find the right one?

Collaborative Consulting Group can help. We recommend the system that is right for your unique needs, to give you the information you need about space, about people and about assets. We can get the system up and running and, if you are understaffed, we can keep the data current for you. Just ask us.

Call Judy Clements
404-876-0097
e-mail: jcc@cdgltd.com

Bob's Top Ten Reasons for
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Cabling Systems for the 21st Century

10. Data or Voice Services at Any Outlet
09. Fewer Cables to the Desktop
08. Color Coded for Ease of Identification
07. Fully Compliant to EIA/TIA and Category 5
06. Unbiased to Product Manufacturer
05. Low Cost of Ownership
04. Ease of Use - No Tools Required for MACs
03. Nationwide Base of Certified Installers
02. Future Proof - Lifetime Systems Guarantee
01. **One Phone Call Does it All - 1-800-CABLING**

ASD
 Atlanta, GA Asheville, NC Hickory, NC Greenville, SC
 Contact: Jeff Kling
 770.740.2300 x227 770.246.2313 fax
 jkling@asd-usa.com
 http://www.asd-usa.com

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

DIRECTORY UPDATE

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