

F. M. News

K. S. U., Division of Facilities

Newsletter, August 2011



Unleashing your potential

Great Service By Jon Gordon

I had the opportunity to stand on the side lines as the Jacksonville Jaguars played the Atlanta Falcons. Before the game I envisioned myself saying something positive and profound that would ignite a player to make a winning play.

Around the third quarter it was getting hot. Real hot. The sun was blazing and the players were getting tired. All of a sudden someone was running towards me and calling my name.

“Are you Jon Gordon?”

“Yes,” I said thinking to myself, “Have no fear, energy man is here. I’m ready to energize.”

“We need your help” he said.

“Anything,” I said, puffing my chest out getting ready to inspire.”

“All the trainers are dealing with injuries,” he said. “We need your help holding the green screens above the player’s heads to block out the sun so it doesn’t beat down on them and wear them out.”

A minute later there I was, holding one side of a make-shift awning above the heads of six big and tired linemen, protecting them from the sun. My job was equivalent to that of a metal pole holding up an awning. It certainly wasn’t what I envisioned.... but great service never is.

We often think that great service is about miraculous, heroic feats. We envision

ourselves like superman or wonder woman swooping in and saving the day, winning the new client, saving the customer from a miserable experience or transforming someone’s life. And sometimes this is the case, but more often than not, great service is about doing the everyday little things that go unnoticed. It’s about losing yourself and your ego for the benefit of others and the team.

When I think of great service I envision a parent that does whatever it takes to raise great kids without awards or recognition; or an unknown volunteer in Africa helping to provide clean drinking water; or a soldier in Iraq who saves lives every day and no one ever hears about it; or a sales executive that does a hundred little things to serve the best interest of their client; or a call center employee who actually calls the customer back after finding the right answer to their question; or the school, non-profit, or church volunteer that does all the menial tasks to support the mission; or the team member at work that does whatever it takes to help the team complete the project.

Great service is not about rewards or accolades. Great service is the reward. I realized this as I served my role as the human metal pole protecting the players from the sun. It was certainly humbling and yet it was very rewarding. I remember holding the awning thinking, “Whatever it takes. Whatever it takes to help the team win, I’ll do it.” And in that moment it was as if I lost my ego and self-importance and gained every great feeling in the world.

So, my new motto is “Whatever it takes,” and I hope it will become yours as well. Today let’s

do whatever it takes to provide great service and make our teams great.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. His principles have been put to the test by numerous NFL, NBA, and college coaches and teams, Fortune 500 companies, school districts, hospitals, and non-profits. He is the author of *The Wall Street Journal* bestseller [*The Energy Bus*](#), [*The No Complaining Rule*](#), [*Training Camp*](#), [*The Shark and The Goldfish*](#), [*Soup: A Recipe to Nourish Your Team and Culture*](#), and his latest book [*The Seed: Finding Purpose and Happiness in Life and Work*](#). Jon and his tips have been featured on The Today Show, CNN, Fox and Friends and in numerous magazines and newspapers. His clients include The Atlanta Falcons, Campbell Soup, Wells Fargo, State Farm, Novartis, Bayer and more. Taken from his web site at: <http://www.jongordon.com>



The Start of the School year

is just around the corner. It has been a busy summer for most of us. I have asked leadership to submit information about what their areas have been up to this summer.

Loleta Sump reports:

Support Services units are busy conducting normal business such as maintaining payroll information so Facilities employees can get paid, scheduling classes and other events, issuing keys, sending out service interruptions and picking up, delivering and processing mail. Summer also finds us doing projects like auditing personnel and key control files and databases for accuracy, updating spreadsheets for the new fiscal year and conducting a physical key inventory. Conducting these projects annually helps us identify potential weaknesses in our processes and remedy them before they become problems. Central Mail Services has been suffering through two major conversions. We have upgraded our postage accounting system in the Mail Center and converted to the CARS system in the Contract Post Office. Both conversions have been challenging; however, the light at the end of the tunnel is getting brighter.

Most importantly, though, our mission is to provide extraordinary service to you, our customers. We are here to support all Facilities employees so please let us know if you need anything. Stay cool!

Gary Morgan and Noel Kramer from the Vet Med Complex reported:

Things have been very busy at Vet Med this summer. We have several big projects and lots of little ones that all seem to start at the same time. We are getting a new roof on Mosier Hall; this will fix the many leaks the old roof had and will help cut our energy costs. We are installing Honeywell cameras in different areas of the complex as well as lots of new card readers for security and also several office remodels. At Trotter Hall, we are remodeling two offices and the lab on first floor as well as a total restroom renovation. In Coles Hall, we are remodeling several animal rooms and installing new ceilings and lights. We are doing lots of painting projects to freshen up our halls, rooms and offices, as well as keeping up with our usual maintenance projects.

Working with short crews, due to summer vacations, has kept the staff jumping; covering their normal work load and filling in for the ones who are gone. We are all looking forward to the cooler weather that the fall will bring and the excitement of a new school year.

With classes out for summer, the custodians are staying busy with floor projects in addition to daily duties. It seems when we are about caught up we have additional rooms; a never ending process that at times can be enjoyable. We have been delayed by room remodels as I am sure others have experienced as well. We are currently held up while the restrooms on third floor of Trotter undergo renovations. I am confident that all floors will be completed before 1st year orientation. In addition, we recently had a small water leak (can you

imagine that?) But all in a day's work so it gives us time to reflect.

Both custodial crews have enjoyed reasonably full staff and this affords us the time to complete all the major deep cleaning and to complete projects that are ongoing or in the planning.

I am truly grateful for the support we have received though out the chain of command, as well as efforts put forth by those who have been working at the Veterinary Complex and the storeroom for having supplies available for us to get things done on time. Lastly, I want to say we have an extraordinary custodial crew here. I must give a heartfelt, GOOD JOB DONE! Thank you!

Our motto here has been and continues to be, "DO WHAT'S RIGHT, NOT WHAT'S EASY."

Casey Lauer from the Energy Department reports:

K-State was awarded a \$2.6M grant from the Department of Energy to replace Windows in the Waters Complex and to install utility sub-meters in each building on campus. These projects were qualified based on need, and their potential to save energy while improving conditions at K-State. Due to requirements of the funding, both projects must be completed in eight short months, by March 31st, 2012. Waters Hall and Annex collectively have approximately 750 windows that will be replaced. The existing windows in the Waters Complex vary in age and condition. Some are original wood clad windows, dating to the 1920's, while others were replaced with new, efficient windows because of recent tornado damage.

Facilities staff have worked hard to ensure that all federal requirements for the grant were

satisfied, including historic documentation and reporting conducted by Victoria L'Ecuyer and David DeBusman. The project is in the process of being designed by an architect and managed by Mark Taussig.

The metering project will add utility meters to buildings on Main Campus, Vet Med, and Athletics. Utility types include: Electricity, Natural Gas, Steam, Chilled Water, and Domestic Water. Approximately 80 buildings on campus will be metered as a result of this project. Hundreds of new meters will be streaming real-time data to the Honeywell Energy Manager system in Dykstra, which will aid in trending, analyzing, comparing, and quantifying the campus utility consumption. Utility costs for the Manhattan Campus are about \$16M for each year; with metering and energy-management in place, this number is expected to be reduced by a target of 10%-15%, which is over \$2M/year. Jack Carlson is managing the metering project.

Thank you to the Facilities shops and everyone who is helping to make these projects a reality. We are appreciative of your time spent on field verification, planning, and coordination.

More encouraging words!

When every member of the team does their part of the action, the final success overlooks the internal working of the game. Some reference may be made of the good teamwork; however, many times the main focus goes to the "win" and not the players who facilitated the win. And so it is in the game of life also.

It is immensely important that we here at Facilities keep in mind the goal and the final success. Yes, we are here for the pay check and every one of us recognizes the fact that wages have not kept pace, due to the down turn of the economy. None the less, it is the future we are building. There is an element of pride

in the final accomplishment that carries us through the hard work, the hours of labor, the frustrations, the sweat and sore muscles and the internal fortitude, in spite of all the conditions to do a job and do it to the our best of our abilities. There is something about being a part of the bigger picture that helps us to strive and push towards the goal ahead of us.

The quality of the work we at Facilities do is far reaching beyond the job. Some years back a letter was received detailing the reason parents of an incoming student had chosen Kansas State University over the others they had visited. All of the universities had the ability to give their high school senior the knowledge and education in his chosen field. The determining factor was the cleanliness of the buildings, the well groomed grounds and overall look of the campus. The parents felt that if this quality of detail was shown in these areas, the academic part of it would shine as well. Many focus on the win, but some notice the team work and the plays.

President Schulz has set a goal for this University. His plan is for Kansas State University to be one of the top 50 public research universities by 2025. As you have noticed there is a push to get the buildings and facilities ready to accomplish this goal. This has again been a very busy year. Your hard work has not gone unnoticed.

In Presidents Schulz's June 30th letter to the Faculty and Staff, he addresses the current and upcoming changes that are happening on campus. He stated, ***"I appreciate the hard work our staff do in facilities and IT to help make our campus a better place to teach and perform research. Next time you see one of these members of the K-State family - take a minute and thank them for their hard work."***

You can read President Schulz's letter at this web site:
<http://www.ksu.edu/president/letterstocampus/>



The **Heat** has become close to unbearable! More and more sandals and tank top style of clothing are showing up at the work place. As a reminder, check out the Policy and Procedure Manual on Appropriate Attire 1.203. "Enclosed shoes, sleeved shirts, and skirts or long pants are the general guidelines for most work areas." Look under Training and Resources for more detail in the Facilities Policy Manual.

<http://www.ksu.edu/facilities/>

August Birthdays

- 8-2 Richard Gotschall, Kim Lucky, Michael Mohler
- 8-3 Donna Warren, Greg Fief, Barbara McNutt
- 8-4 Stephen Greinke, Gayla Anderson
- 8-5 Ervin Niedfeldt, Kevin Minhan
- 8-6 Jason Crowder
- 8-8 Nathan Woodyard, Delmar Westover
- 8-9 Sun Johnson, Brenda Johnson
- 8-10 Dale Rivett
- 8-11 Brandi Craft, Cordy Gordon
- 8-12 Jason Glessner, Lawrence Rush
- 8-13 Cliff Slocum
- 8-14 Darrin VanDorn
- 8-15 Rene Smalldridge, Barry Linn
- 8-16 Rollin Coberly, Carol Foveaux, Mike Callahan

8-17 Scott West

8-19 Michael Hill

8-22 David Berner

8-23 James Chacon

8-25 Robert Learned, Carol Wendland,
Martin Godlove

8-26 Michael Paph, Don Nanninga, Austin
Daugherty

8-28 Philip Davis

8-29 David Stuhlsatz

8-30 Ralph Ritchie



Congrats to Facilities Maintenance. In a recent EH&S Hazardous Materials Inspection, Sarah Benavides wrote: "There were no findings during this inspection. The following areas were inspected: Construction Shop, Paint Shop and Spray Shop. Keep up the good work!"

Great Job!



Who is New...

June 30, 2011

Kristin Muehleisen transferred from the Vet Med night crew to main campus Custodial crew. She is working for Mary Grubbs.



A small gathering was held for Linda Asbury on Friday, July 22, 2011 in honor of her last work day and retirement. Linda's "State of Kansas" career started in 1990 for another agency with her transferring to Facilities on May 23, 1990. Linda has been working in Facilities Planning as an Engineering Tech. We wish Linda happy and healthy retirement.

**IF IT TAKES COURAGE TO STAND UP
AND SPEAK,
IT TAKES EVEN MORE COURAGE TO
SIT DOWN AND LISTEN.**



July 18, 2011

Robert J. Armour was hired as a Plumber Senior. He is working for Larry McCoy in the Plumbing Shop.

Jason E. Simmonds was hired as an Electrician Senior. He is working for Cliff Slocum in the Electric Shop.





Christopher M. Hayden was hired as a Storekeeper Senior. He is working for Kris Fulkerson in the Storeroom.

July 25, 2011

Brandi J. Craft was hired as a temporary Custodial Specialist. She is working for Warren Berg on the day Custodial Crew.



Jay M. Henning was hired as a Senior Administrative Assistant. He is working for Tom Filippino in the Central Mail Services.

My Piece of the Picture...



Noel Kramer

Noel has worked at Facilities for 20 years. He is a supervisor over the custodial crews at Vet Med. Part of his duties include: ordering and picking up supplies and of course the daily paper work.

The best part of his job is the interaction with his co-workers and the students and faculty. He enjoys keeping the facilities clean and orderly. He is pleased when he hears how good the place looks. Noel states, "There is self-satisfaction in knowing we have tried our best. Even though we can and do make mistakes, there is hope it can be a learning process." If Noel could make a positive change, He said, "I would work on better combinations between administrators and the working level crews. I'd also like to implement they swap positions for a day where administrators would do my job and I would do theirs."

Noel believes his position contributes to the success of our organization. He says, "I feel we keep our buildings in the best possible shape (custodial wise) we can. We like to have visitors compliment on how good the place looks. I try to give positive leadership and to inspire a "duty first" attitude in all workers. They should have self-pride in their work environment and do their best work. I also hope all workers "do what's right, not what's easy."

Noel says "most people don't know that I have completed a degree with Upper Iowa University and I dread the thought of retirement. Always ready for a new challenge."

Thanks Noel, for all you do for Facilities and Vet Med.

Facilities "Beat the Heat Party" coming August 17th.

Employees can choose either bingo or a movie. Soda, hotdogs, nachos, popcorn, candy bars and prizes. What a great reward for the hard, hot summer work to get the campus ready for the returning students. More information will be coming out soon!

