



IFMA ATLANTA 2003 EXECUTIVE BOARD

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2003 IFMA ATLANTA SUSTAINING PATRONS

- ABM Family of Services
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- Southern Business Systems
- Steelcase, Inc.
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- TVS Interiors

M O N T H L Y M E E T I N G

Wednesday, April 16, 2003 - Loudermilk Center

TIME:

11:30 AM networking, 12:00 Noon - 1:30 PM luncheon

COST:

See Insert for pricing information

RESERVATIONS:

Association Office (404) 766-1632 or Fax (404) 768-7767.
Please register by 12:30 p.m., Fri, April 11, 2003.
You may now register by credit card on our secure site at:
<https://www.ssl-locked.com/ahqi/forms/>

LOCATION:

Loudermilk Center

Directions may be found at: www.loudermilkcenter.com/map.html

TOPIC:

IFMA Atlanta is pleased to present a panel discussion of the masters program in Integrated Facility and Property Management at Georgia Tech.

SPEAKERS:

The panel will consist of:

Kathy Roper, CFM, MCR, Assistant Professor in the Building and Construction Program at Georgia Tech. A longtime IFMA member, Kathy credits her CFM with helping her differentiate herself and find this position that she loves.

Ryan Studzinski, responsible for Strategy Planning and Engineering at IBM. He earned a Masters Degree in Integrated Facility and Property Management last August at Georgia Tech.

Felix Uhlik, Ph.D., PE, Associate Professor and Graduate Coordinator in the Building and Construction Program at Georgia Tech. Dr. Uhlik will enlighten us with the ins and outs of a Masters degree from Georgia Tech.

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CONTACT US!

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 If you would like to submit a newsletter article, please contact fran.rissland@artandassociates.com

MONTHLY CFM EXAM QUESTION CORNER

1. *What is the primary purpose of a shop drawing?*

- To show how a contractor plans to build something.
- To call attention to items requiring additional work.
- To confirm the materials to be used are appropriate.
- To allow the contractor input in the design phase of a project.

2. *The landlord is planning asbestos removal in your facility. What information should you provide for employees?*

- When the process will start and how long it will take.
- The safety procedures needed to avoid hazards.
- A complete description of asbestos materials.
- An explanation of why the asbestos must be removed.

3. *In what way can you best communicate the magnitude of change order costs to decision makers?*

- Insist representatives of executive management attend all meetings.
- Have end user representation at each meeting and ask them to initial documents and minutes.
- Maintain a cuts and adds list of credits and overruns for executive review.
- Send minutes of meetings to executives for their review and sign-off.

4. *You have to plan space for an occupant who refuses to provide you details of his/her requirements. How would you obtain the information you need from him/her?*

- Pursue the problem to the highest level needed to resolve the issue.
- Hire a consultant to gather the information from the occupant.
- Send a detailed note outlining specific needs and ask for a response.
- Plan the space based on your experience and ask for a review before work begins.

Answers: 1-A, 2-B, 3-C, 4-C

PRESIDENT'S MESSAGE

Education: "If a man empties his purse into his head, no one can take it from him."

- Benjamin Franklin

We are now into our fourth month of service to you, the members of IFMA Atlanta; I feel it is appropriate to reflect on our stated mission for 2003, and two of the goals we set for ourselves, to ensure we are delivering what we committed to deliver to you.

IFMA Atlanta's Mission Statement:

To lead, sustain, represent and develop the progress of Facility Management and its workplace professionals

Partial list of Goals for 2003:

- Communicate facility management trends and best practices through programs and education.
- Lead the progress of the profession by supporting the success of membership through the best workplace related education, information, and interaction.

"There is no such thing as Away, as in Thrown Away!"

This was a potent comment Beth Chaplin, of Knoll, made at the IFMA Atlanta LEED and Sustainability seminar presented at the Shaw Plant X in Cartersville March 11, 2003. I had never thought about throwing things away in this context prior to her comment. I hope, if your role in your company can affect attitudes and decisions regarding LEED and Sustainability, you will make it an issue and get passionate about it. If you missed this seminar, it will be presented again April 8, 2003, at 7.30 AM at Dekalb Office Environments.

What is LEED?

For those of you who are not familiar with the term LEED it stands for Leadership in Energy and Environmental Design. The U.S. Green Building Council developed the LEED building rating system to determine the relative sustainability of a project. The LEED system is helpful in developing a systematic approach to sustainable design. For more information, go to www.leedbuilding.org.

The New Website is here, the New Website is here!

For the first time, in the five years I have served on the IFMA Atlanta board, I witnessed, not one, but two ovations from the board to praise the fine efforts of Ellen Townsend, of the North Highland Company, for updating our website with current IFMA Atlanta news. PLEASE take a moment, visit www.ifmaatlanta.org, enjoy the wealth of new information, and send a big thank you (and your ideas for enhancements) to Ellen at etownsend@northhighland.com. It is our intention to make www.ifmaatlanta.org your best FM resource in Atlanta. We are on our way.

Awards & Recognition propel advancement:

It is time again for your board members to prepare their submittals for recognition, on an international level, at WWP in Dallas. We will submit applications for "chapter of the year", "newsletter" and "website". This is a wonderful opportunity for us to gauge the resources we have in place to serve you and to improve our output on every level. Submittals are due June 6, 2003.

Tell me something you don't like:

I think we are on track with the goals and mission we have set for 2003. Let me know what you think. I have received some wonderful feedback from several of our members complimenting your board's efforts on our programs, luncheon venues, educational programming, and our newsletter. Thank you for your comments and please keep them coming. But please, don't just tell me the good stuff. I would like to encourage you to share with me if you feel we are missing the mark in certain areas and perhaps a suggestion on how we can make any given situation better. This is your chapter and it needs to serve you to ensure you get the most value for your time, your profession, and your employer's investment. Please contact me at thaslach@millicare.net or 678.354.6726, ext. #221. All your comments will be kept confidential and your ideas will be implemented where appropriate.

Tom Haslach

IFMA Atlanta President 2003
 Managing Partner - MilliCare Commercial Carpet Care





STAY CONNECTED WITH www.ifmaatlanta.org

Where do you need to go stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at www.ifmaatlanta.org is the place. Check out the hotlinks to upcoming and pending events. There is no guesswork once you get there. All of the information you need (locations, times, registration processes) is at your fingertips. Check out the wider screen, and flashing front page sustaining patrons' icons. Even this newsletter (you are currently reading) is on the site. Put it on your favorites list, tell friends and colleagues, the new IFMA website is the source to "connect" at: www.ifmaatlanta.org.



GEORGIA TECH CORNER

We are now accepting applications for Graduate Study in the following two areas at Georgia Institute of Technology:

Graduate Study in Facility and Property Management

Graduate Study in Integrated Project Delivery Systems

Please disseminate this information to those students or professionals who would like to continue their graduate study at Georgia Tech.



Applications should be submitted by April 15, 2003. For more information, please contact Leigh Pridgen at 404-894-4875 or bc.program@arch.gatech.edu.

CAREER SERVICES - "IN THE MIX"

by Doris Duncan, CFM

The Career Services committee is planning a summer mixer. Not just any social gathering, but one that breaks from the traditional "Job Fair" format. This will be an environment that allows potential employers to meet candidates in a non pressured environment. It has been proven that networking is the most effective means of putting the right people together to meet common goals.

This will be a relaxed meet and greet activity with no commitments required from either side. In lieu of exchanging paperwork during this event both the employer and candidates will spend the afternoon finding out more about what various companies do as a business and the types backgrounds our professionals and associates have on multiple levels. The Atlanta chapter has a very talented group of professionals with tangible skills covering everything from space planning, day to day operations, strategic planning, finance appropriations, consulting and what is currently a keen importance . . . Life Safety Planning.



This service is free to recruiters and employers. It is also at no charge to IFMA Atlanta professional and associate members. Now is a good time for candidates to forward their resumes to Career Services along with request from recruiters and employers.

The IFMA Atlanta chapters Career Services committee is proud to present this as one of many great activities to come, so stay tuned to the web site and newsletter for further details. The new Career Services email address is IFMA@royalcupcoffee.com for anyone who would like to submit resumes or is interested in attending the mixer as an employer or recruiter.

CARTERSVILLE LUNCHEON PROGRAM A SUCCESS!

The first remote program of 2003 was held on March 11 in Cartersville at Shaw Contract - Plant X. Thirty-five people attended the luncheon and learned about Sustainability and LEED.



Beth Chaplin with Knoll is a LEED Accredited Professional and she presented a general overview of sustainability as

it applies to the build environment. Additionally, Ms. Chaplin discussed the LEED (Leadership in Energy and Environmental Design) program that the USGBC (United States Green Building Council) has outlined as a guide for environmentally friendly buildings.

IFMA ATLANTA STRATEGIC PLAN 2003

Mission Statement:

To lead, sustain, represent and develop the process of Facility Management and its workplace professionals.

Goals:

- Communicate facility management trends and best practices through programs and education
- Lead the progress of the profession by supporting the success of membership through the best workplace related education, information and interaction
- Enhance the Atlanta chapter through the process of awareness, recognition, interest and desire leading to the utilization of facility management profession
- Enrich the Atlanta chapter through productive growth of membership, markets, resources and capability to provide necessary and timely services
- Preserve the Atlanta chapter culture while integrating the member's choice program





CURRENT TRENDS

WHAT IS A SLA?



By Harriet Whelihan, UPS

This question was posed recently in a facility benchmarking group to which I belong. SLA stands for Service Level Agreement. Basically, it is a document, booklet, or written agreement of some sort that gives your clients/customers a level of expectation with regard to service levels performed by your facility management group and your outside vendors of products and services.

It is a tool that, when used properly, can promote services and resources and provide value to your company's organization by clearly defining response times for various trades.. It can also be used as a benchmark to measure your success rate with your customers after work has been performed.

Some examples of what would go into an SLA would be:

- | | |
|---|-------------------------------------|
| Response times for hot/cold calls | Move and reconfiguration procedures |
| Key/lock requests/repairs/copies | Housekeeping requests |
| Dusting, carpet care, periodic cleanings | ID card procedures |
| Computer requests setups, repairs, upgrades | Picture framing |
| Painting of offices | Plant purchases/care |
| Recycling program | Security requests |
| Vending machine issues | Lost and found |
| Lights and ceiling repairs | Flower deliveries |
| Copier purchases/repairs | Electrical requests/repairs |
| Furniture purchases | Appearance guidelines |
| Telephone requests/changes which would include cell phones and pagers | |

An SLA is also an opportunity to inform your clients on building-related issues such as when can deliveries be accepted at the building, what are the hours of operation for the building, and how do charges for services get expensed.

Once committed to paper, your SLA will set clear guidelines by answering those frequently asked questions that come streaming through your telephone day after day from your customers, either internal or external. It will also set the climate for a reasonable model of response for your staff.

The next time someone asks you the question, 'What is your SLA?' as a facility professional are you prepared to tell them?

MEMBER PROFILES



NAME: Stephen H. Christopher
COMPANY: Royal Cup, Inc.
EMAIL: stevec@royalcupcoffee.com
HOMETOWN: Montgomery, AL
EDUCATIONAL BACKGROUND:
 AA - Clayton State College

BA - Liberal Arts History - West Georgia College

FAVORITE VACATION DESTINATION: Out West

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Started with Coca-Cola's Coffee Division in 1980 and moved to Royal Cup in 1986. Started at truck level and worked my way up.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Besides my family, I am proudest of the development of Royal Cup's office coffee division. When I came on board Royal Cup was just cranking up the business and there were only three of us doing the entire market. We have sustained double digit growth in all but two of the sixteen years and are now the largest OCS operator in this market with 30+ employees.



NAME: C. Dwayne Baird
COMPANY: Indus International, Inc.
EMAIL: dwayne.baird@indus.com
HOMETOWN: Tennessee
EDUCATIONAL BACKGROUND:
 AA, BS, MA, Hon. DD

FAVORITE VACATION DESTINATION: I don't really have one
HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I am a retired US Army Logistician (Quartermaster). Upon Career investigations, I found this career to be similar to many of the requirements of that field.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: My growing relationship with Jesus Christ, my wife of 25 years and our three wonderful children. The eldest working on a PhD in Math, another a college senior working on a music education degree, and one a high school senior getting close to pursuing an education degree. The opportunity to serve my country.



TURNER TOUR A SUCCESS!

About 70 IFMA Atlanta members attended the Turner Tour on March 4 at the Techwood Campus. Richard Long along with his design and project management team toured several groups through the two new buildings housing the Turner Entertainment group. A question and answer session concluded the tour. A small reception was hosted by KNOLL. A big 'Thank You!' goes to Richard Long, Maria Peckham and Lisa Russo for helping to organize the tour.



Bellsouth Tour Scheduled

On April 29th IFMA Atlanta will tour through BellSouth's Lindbergh Campus. Please visit our website at www.ifmaatlanta.org for more tour information.

IFMA SHOWCASED PHOTOS

On Wednesday, March 19, the Park Tavern played host to the Second Annual IFMA Atlanta Showcased, where all in attendance had a fabulous time. In addition to great food and drink, as well as a thrilling silent auction, the celebration was an opportunity to support and raise awareness for our community partners, the YWCA of Greater Atlanta, Georgia Tech Masters Program and the Frasier Center. Check back next month for even more details (and pictures!) of this exciting annual tradition.



UPCOMING EVENTS AND SEMINARS

IFMA Academic Facilities Council

Annual Spring Meeting, Tempe, AZ

April 6-8, 2003

For more information call William O'Neill 616-625-6601 or via email oneill@facm.umn.edu

Crisis Management for Facility Managers On-line Course

April 14-June 2, 2003

For more information: www.msu.edu/user/facmgt

Contact: Debbie Jesswein

Phone: 517-353-3938

Email: facmgt@msu.edu

CFM Review Class

Corporate Environments

May 8-9

For more information: www.ifmaatlanta.org/cfm_exam_review.html

IFMA World Workplace Europe

Online Registration Now Open!

May 11-13 Prague, Czech Republic

For more information: www.workplace.org/Europe/2003





CERTIFICATION - A VALUABLE TOOL



By Kathy O. Roper, CFM, MCR
Professor of Integrated Facility Management
Georgia Institute of Technology

When the initial certification program with IFMA came out there were two options: a certification examination, similar to today's exam and an equivalency submission. Wanting to avoid tests, I chose the equivalency option. This was probably a mistake, since I spent many long weekends gathering materials to demonstrate my experience and qualifications. But at last the four-pound package went out to IFMA Headquarters. About eight weeks later I received my Certified Facility Manager designation. Part of the package was a letter to my immediate manager describing my accomplishment. At the next national meeting of our department, I was presented a \$50 gift certificate for the accomplishment. This was in 1993, so \$50 was of some value. But the real value of my CFM designation was yet to come.

Over the almost ten years since my original certification, the recognition of the designation has been building. Today many more facility professionals recognize the CFM and require it in job applicants. Most knowledgeable facility executives see it as a way of distinguishing the top-notch experience from just plain old experience. Those willing to dedicate the effort to review, master and demonstrate their qualifications typically interview well, and know how to relate to a new position immediately. The broad experience required for certification gives potential employers the information they need to make a hiring decision. If you fit the company profile, you've proven your experience, so you probably will receive an offer. One other key aspect for me personally, has been the re-certification requirements. In order to keep my CFM, every three years an extensive summary of my experience, activities and involvement in the facility management profession is detailed and submitted for re-certification. This keeps me on my toes and actively interested in learning and contributing to the profession. In fact, my ultimate contribution and pay-off came this summer with the offer to teach Facility Management to graduate students at Georgia Tech.

It is truly rewarding to help others learn about facility management and to excite them to move the profession into higher ranks within the organizations we serve. The catch phrase, "from the boiler room to the board room" has become a rally cry for students to move facility management into the highest ranks of their organizations. Skills needed to pass the Certified Facility Manager exam will accomplish this goal. I encourage you to make the CFM designation a new addition to your FM toolkit. The personal and professional rewards make it a most valuable tool.

BEST PRACTICES IN CONTRACTING SEMINAR

Don't miss the opportunity to learn how to save money and time for your company. Professor Dean Kashiwagi, Ph.D. will show us how to minimize design, construction management and reduce project overhead by 50%, while increasing performance. Incredible as it sounds, the Performance Information Procurement Systems (PIPS) has been used in over 350 procurement tests of over \$170M to obtain these dramatic results. The system identifies needed benefits/results such as on-time, on-budget, meeting quality expectations and increasing production of facilities construction manager by over 500%.

That's certainly identifying value! Come and learn more on April 23, 3:00 - 5:00 p.m. at BellSouth's Midtown Center. For more details or to register for this free educational seminar, contact Dominic Rodosta at radostad@capitalcitymechanical.com

IFMA Educational Seminar
Wednesday, April 23rd
3:00 — 5:00 p.m.

How To Select The Best Contractor
Seven Steps to Performance-Based
Services Acquisitions
Dean Kashiwagi, PhD, PE
Director, Performance Based Studies Research Group
Arizona State University
@ BellSouth Midtown
Multipurpose Room, 2nd floor
Contact: Dominic Rodosta, radostad@capitalcitymechanical.com
or 770-449-0200 for more information

ASK ME ABOUT CFM

As a benefit to the Atlanta Chapter Membership, the Professional Development Committee plans to have members with CFM designation wear ribbons at each monthly meeting. Professionals and Associates are encouraged to discuss the benefits of getting CFM certification and information on taking the exam during the networking session before the meeting. Learn what certification is all about with other members who have become Certified Facility Managers. Ask questions, get the details, maybe hook up with a study partner. Cost? Experience required? Qualifications? Information on the test? Bring your own questions. Look for the CFM ribbon attached to member name tags.

CFM REVIEW CLASS - WHAT A DEAL!!!

IFMA Atlanta is hosting a CFM Review Class on May 8th and 9th.

International offers a class for \$650 but the local chapter is offering a class for \$220.

The CFM Review Course is designed to assist facility professionals seeking certification with preparation for IFMA's Certified Facility Manager Examination.

Organized around the eight core competencies of facility management: Facility Function, Planning and Project Management, Communication, Operations and Maintenance, Finance, Quality Assessment and Innovation, Human and Environmental Factors, and Real Estate

The instructors for the course are Certified Facility Managers who have many years of facility management experience and can assist you in updating and assessing your knowledge and skills related to each area, in order for you to successfully complete the exam. You will learn about the format of the exam and will be able to review sample questions.

Please check out the website for additional information and to register.



IFMA VOLUNTEER DAY - SATURDAY - MAY 3RD, 2003



Please join your IFMA friends and families to help contribute to the Partnership we have established with The YWCA of Greater Atlanta. We can all be HEROES to the women and children that participate in the many wonderful programs offered by the YWCA. There will be some outdoor work (minor landscaping) but mostly exterior and interior painting.

Location: NE Intown Site, 957 North Highland, Atlanta, GA (The Virginia-Highlands)

Refreshments: Coffee, bagels and donuts - sponsored by Royal Cup Coffee; beverages - sponsored by Coca-Cola Enterprises; lunch - sponsored by IFMA - Atlanta Chapter.

For more information, please contact Lynn Moorman with Modular Flooring Technologies, Inc. lmoorman01@hotmail.com or 678-290-5200, Ext #12, or by fax at 678-290-5144.

IFMA REMOTE PROGRAM BREAKFAST - NORTH FULTON

IFMA Atlanta is so pleased to be reaching out to members and prospective members beyond the metro area. The two breakfast meetings in the North Fulton area were most successful last year and we plan to continue those this year. We continue to increase our member benefits and services and hope you will see this as useful. Please let us know.

Topic: LEED and Sustainability

Date: Tuesday, April 8, 2003

Time: 7:45 AM Networking
8:00 AM Program
9:00 AM Adjourn

Location: Dekalb Office Environments

Cost: \$15.00

RSVP: Friday, April 4

If you have questions or would like additional information, please contact Beth Chaplin at 404-522-1835 or bchaplin@knoll.com.



CONGRATULATIONS TO SARAH BAILEY!

IFMA Atlanta welcomes its two newest additions!



Kendal Lane Bailey
February 26, 2003 at 1:39 PM
6 pounds, 2 ounces
18 inches

Carter John Bailey
February 26, 2003 at 1:40 PM
5 pounds, 4 ounces
17 1/2 inches



NEW MEMBERS LUNCHEON

On the 26th of February the Executive Board and various Committee Chairs of IFMA Atlanta welcomed 25 new members to our chapter. The event was held at the Steelcase showroom and a complimentary delightful lunch was enjoyed by the guests. The new member's luncheons are a great way for perspective and new members to be introduced to IFMA Atlanta. This gives everybody a chance to gain knowledge on all the different facets of the organization. For those that are new to our organization and were unable to attend the February luncheon, please mark your calendar for May 7th, 2003 to gain a wealth of information about our exciting chapter. If you have any questions in regard to memberships please call Andrea Bruschi - 770-360-0256.



ATTENTION IFMA ASSOCIATE MEMBERS

IFMA Atlanta board meetings are held the Monday evening before the Wednesday luncheon. There are approximately 20-25 attendees. This is a great marketing opportunity to present your company as well as its products and services to the board for the first 15 minutes of the meeting. If you are interested in hosting a monthly IFMA Board Meeting please contact Tom Haslach for more information at 678-354-6726 or thaslach@millicare.net



PROGRAM CALENDAR

<p>APRIL 8 NORTH FULTON BREAKFAST Dekalb Office Environments</p>	<p>MAY 7 NEW/PROSPECTIVE MEMBERS LUNCHEON</p>	<p>JULY 16 SPEAKER Paul Doherty TOPIC Brave New World: The Impact of Globalization, Security and Technology on FM CORE COMPETENCY Technology/Operations and Maintenance LOCATION Loudermilk Center</p>	<p>SEPTEMBER 17 SPEAKER Brian Shelton TOPIC Indoor Air Quality/Mold CORE COMPETENCY Human & Environmental LOCATION Villa Christina</p>
<p>APRIL 16 SPEAKER Panel TOPIC Georgia Tech Program LOCATION Loudermilk Center</p>	<p>MAY 8-9 CFM REVIEW CLASS Corporate Environments</p>	<p>AUGUST 20 CORE COMPETENCY Real Estate LOCATION Maggiano's</p>	<p>OCTOBER 2 FM JOB INTERVIEWING LAB</p>
<p>APRIL 23 SPEAKER Dr. Kashawagi TOPIC How to Select the Best Contractor LOCATION BellSouth</p>	<p>MAY 21 SPEAKER Brett Hunsaker TOPIC Working Together - Getting the Most from Your Vendor Relationships CORE COMPETENCY Leadership & Management LOCATION Maggiano's</p>	<p>SEPTEMBER 4 FM JOB SEEKERS SKILLS</p>	<p>OCTOBER 7 NORTH FULTON BREAKFAST Dekalb Office Environments</p>
<p>APRIL 24 BRAVES GAME</p>	<p>JUNE 11 SPEAKER Vern Vereen TOPIC Empowering Yourself CORE COMPETENCY Human & Environmental LOCATION Villa Christina</p>	<p>SEPTEMBER 9 CARTERSVILLE LUNCHEON Shaw - Plant X</p>	<p>OCTOBER 16 FALL CLASSIC</p>
<p>APRIL 29 BELLSOUTH METRO CAMPUS - TOUR</p>		<p>SEPTEMBER 10 NEW/PROSPECTIVE MEMBERS LUNCHEON</p>	<p>OCTOBER 18-21 WORLD WORKPLACE - DALLAS</p>
<p>MAY 3 VOLUNTEER DAY</p>			<p>NOVEMBER 19 CORE COMPETENCY International Program LOCATION Loudermilk Center</p>
			<p>DECEMBER 17 CELEBRATION OF EXCELLENCE LOCATION Carter Center</p>

International Facility Management Association
Atlanta Chapter
1185 Willingham Drive
Atlanta, GA 30344



DIRECTORY UPDATE

Note corrections to mailing label at right and fax to 713-623-6124. Include phone/fax numbers.

