

IFMA ATLANTA 2004  
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2004 IFMA ATLANTA  
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Southern Business Systems  
Steelcase  
TVS Interiors  
Wegman Associates, Inc.

MONTHLY MEETING

Wednesday, July 21, 2004 - Maggiano's in Buckhead

TIME:

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

COST:

See [www.ifmaatlanta.org](http://www.ifmaatlanta.org) for pricing information.

RESERVATIONS:

Please register by 12:30 p.m., Friday, July 16, 2004. You may register by credit card on our secure site at [www.ifmaatlanta.org](http://www.ifmaatlanta.org). For information, call the Association Office (404) 766-1632 or Fax (404) 768-7767

LOCATION:

**Maggiano's in Buckhead**

**Directions: From NORTH:** Take 400 south to Exit #2 (Lenox Road). Turn left and go to Peachtree Road. Turn Right on Peachtree and Maggiano's is just past Dante's on the right side of the street.

**From SOUTH:** Take 400 north. Get off at Exit #2 (Lenox Road). Turn right and go to Peachtree Road. Turn right on Peachtree and Maggiano's is just past Dante's on the right. You may also take MARTA to the Buckhead Station.

TOPIC & SPEAKERS:

Bob Box from Nokia's Workplace Resources team and John Hughes from Steelcase's Workplace Strategies Consulting group will present a case study of how Nokia has developed their global Mobile Workplace initiative.

Steelcase and Nokia worked together to define and expand upon these objectives, working with Nokia business leaders to show how the workplace strategy aligns with Nokia's business strategy and how they developed a streamlined process for implementing the new solutions. The initiative is ongoing, and Nokia will share learnings about how the implementation process localizes solutions to meet the needs of different markets and business groups.

This implementation process employs a number of unique tools and techniques, including a number of the most appropriate aspects of Steelcase's Community Based Planning process, as well as other methodologies developed by Nokia and Steelcase. Preliminary findings from Nokia's Mobile Workplace Lab (an experimental workplace embracing mobile working) will be presented as well as the process for developing the analysis framework.

*Attendance at this meeting provides - CEU: 0.1 - - CFM Maintenance Pts: 1.0*

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**CONTACT US!**

**Newsletter Editor:** Fran Rissland

**T:** 678-947-0579 x15

**F:** 678-947-8593

If you would like to submit a newsletter article, please contact [fran.rissland@artandassociates.com](mailto:fran.rissland@artandassociates.com).

**Reminder: The deadline for submitting articles is the third Wednesday of each month.**

**STAY CONNECTED WITH  
[www.ifmaatlanta.org](http://www.ifmaatlanta.org)**

Where do you need to go to stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at [www.ifmaatlanta.org](http://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 the 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](http://www.ifmaatlanta.org).

**IFMA ATLANTA  
STRATEGIC PLAN 2004**

**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 culture through productive growth and involvement of membership

**PRESIDENT'S MESSAGE**

**Membership...The "Next" Frontier.**

As we move toward our new fiscal year, we are gearing our efforts to shoring up our Membership. By this definition, I mean the Professional Members of our organization. You may be aware, but if you are not, our Professional to Associate ratio has reduced from the original 75% Professionals / 25% Associates to 59% Professionals / 41% Associates. We as Members of the IFMA Atlanta Chapter know, first hand, the importance of having these Professionals in a higher percentage. It helps other Professionals with networking opportunities and business best practices sharing. It helps the Associate Members with more contacts for business opportunities.



We as the Chapter leaders understand the importance of having all the members working together. We want to retain the membership in total and have the ability to provide programs and events that cater to all of the membership. The primary focus of IFMA and this Atlanta Chapter is to further the advancement and education of facility management and the Facility Manager (a Professional Member). Without these professionals, we would not be in existence.

The Chapter Leaders are challenged with recruiting Professional Members over the next 6 months. The Sustaining Patrons have also agreed to assist with this challenge. We are asking all Associate Members to help with this cause. We are not going to leave you empty handed. We have a leave-behind brochure that is available to give to a potential Professional when you meet with them. All you have to do is ask if they are a member of IFMA and suggest that if they want to know more about the local Chapter; then just hand them the brochure. A simple task and no "hard sell" is necessary. All the information is included in the brochure for contacting our Membership Committee.

Our Membership Committee is currently doing a fantastic job and with your help, it can be even better. Our goal is to increase our membership to a point that we will be able to apply for the 2004-2005 IFMA Award of Excellence for Membership.

You will consistently see my reference to the TEAM concept for this year, so get involved with the Atlanta Chapter because Together Everyone Achieves More. In this Membership challenge, we will all achieve more with your help.

All of our committees are doing a great job, and with your assistance that can only get better. Remember...As a TEAM you can do more with less individual effort...more or less!!

Your President,

**Mitch Rabil**  
**President - IFMA Atlanta 2004**  
**Turner Properties**

**IFMA DUES STRUCTURE CHANGING**

**As of July 31st 2004 IFMA's dues structure will be changing as follows:**

IFMA Base membership: \$169.00

To be part of the Atlanta IFMA team add either a professional, associate, student or retired membership.

IFMA Atlanta chapter professional member: \$75.00

IFMA Atlanta chapter associate member: \$150.00

IFMA Atlanta chapter student member: \$75.00

IFMA Atlanta chapter retired member: \$75.00

Optional council membership: \$30.00

Optional mail delivery: \$36.00 – if you do not choose this option all information will be communicated via e-mail.

Optional donation to the foundation: this dollar amount is determined by the member.

All of the above information can be found in more detail at [www.ifma.org](http://www.ifma.org) under the memberships, dues structure section. Please contact Andrea Bruschi, (Atlanta's chapter memberships committee chair) – (770) 360-0256 with any questions.



## PAST PRESIDENT'S CORNER



### Dave Flory IFMA Atlanta Chapter President - 2002

There are few opportunities in life which come without a paycheck that can prove to be as rewarding as the opportunity to lead a professional association like the Atlanta Chapter of IFMA. Having served on the board for two years and the executive board for four years prior to leading the chapter I had the excellent experience of being mentored by the great chapter leaders before me: Harry Ludwig, Kathy Roper, Sheryl Yetsko, Matt Dawson, Joyce Roper and Ken Gwinner. Without their vision of the future and careful stewardship it would have been difficult for an Associate Member to become President of one of IFMA's leading chapters. Now that my career path has changed to the Special Event and Meeting industries, I have been exposed to a variety of international professional associations and have an even better perspective of just how special IFMA Atlanta truly is. Let's take a look back to 2002 to recognize some of IFMA Atlanta's milestone events.

The year began with our planning retreat in the hills of Chattanooga, TN. We were prepared for our journey to international excellence through a motivational program developed with Joe Jacobi, USA Olympic Gold Medalist in the 2 man canoe from Barcelona in 1992. Joe has again made the US Olympic Team for this summer in Athens. Our retreat ended with the adventuresome members of the board "Getting Connected" on a rafting trip down the Ocoee River.

The chapter slogan for the year was "Get Connected". As this suggested, some of our strategic initiatives included improving chapter services in the areas of our web page and newsletter. The newsletter returned to a monthly format with an emphasis on including more members shown participating in chapter events. Fran Rissland took over the newsletter chair mid-year and quickly initiated the needed changes. It was also a year of great web site improvement that included a major overhaul of the site and even more importantly the addition of a professional outsourced service to make monthly updates to the site. The chapter gained international recognition for the 2002 - 2003 award period for these and subsequent improvements when we were awarded the Web Site Award of Excellence and Newsletter Award of Excellence in 2003 as well as sharing the Large Chapter of the Year Award of Excellence. These were not the only committees worthy of international recognition for their efforts as Joyce Roper's committee brought home to Atlanta the Foundation Award of Excellence in 2002 for our support of the foundation which ultimately gives back to entire IFMA organization.

Another milestone event occurred with the chapter's support of World Workplace Europe in Paris that year which allowed those attending to "Get Connected" to IFMA at an international level. We reached out to our French sister chapter and through our contingent of 10 participants added value to the educational and networking experience.

The year came to a close with the celebration of our 20th year as a chapter of IFMA. Martha Osborne chaired the committee that hosted a wonderful evening featuring an Award for many of our Past Presidents.

IFMA Atlanta is truly a special organization filled with interesting professionals who have a lot to offer each other. The best way to recognize the value is to get involved with a committee of your interest. You will expand your network and knowledge base not to mention you can have a lot of fun in the process. I look forward to the opportunities to visit with you and see the progress you all continue to make.

## HARTSFIELD-JACKSON VIRTUAL TOUR

The May 27th "Virtual Tour" of the Maynard Holbrook Jackson, Jr. International Terminal was very informative. Twenty-four attendees saw state of the art arrival and departure sequences that left you feeling as if you had really visited the new terminal. A special thanks to our hosts with the Terminal Design Team; Garry Jones of the Atlanta Airport, Keith G. Mawson of Leo A Daly, and Darrell Fitzgerald of Gensler. We look forward to the actual tour in 2006!



## GEORGIA TECH CORNER

Will a Masters degree help your career? The most recent IFMA Profiles 2003 indicates that it certainly does. From the survey of over 4600 facility management professionals, only 20% hold a Masters degree or higher and those with Masters have an average salary 16% higher than those with Bachelors degrees and 34% higher than those with an Associate degree.



To advance your education or for more information on the Georgia Tech Integrated Facility & Property Management graduate program check our website at <http://www.coa.gatech.edu/bc/grad/index.htm> or contact Professor Kathy Roper at 404-385-4139 or [kathy.ropor@arch.gatech.edu](mailto:kathy.ropor@arch.gatech.edu) to get started.

### Scholarship Awarded



The first recipient of the IFMA Atlanta/Georgia Tech scholarship for a Masters student in the Integrated Facility and Property Management program at Georgia Tech is Jason Grimes. Jason is an IFMA member and a recently hired employee of the U.S. General Services Administration. His winning submission highlighted his work at Georgia Tech along with his community service activities. Congratulations to Jason and his family!



## MONTHLY LUNCHEON PHOTOS AND PROGRAM SUMMARY

Victoria Hardy, CFM, CFMJ, Academic Department Head of Design and Facilities at Wentworth Institute of Technology was our guest speaker June 16 at Villa Christina. Ms. Hardy provided an enlightening presentation on how to implement effective strategies for developing a career plan and a Personal Presentation Portfolio that will provide a valuable edge in career management. Hardy's position is that an individual cannot be an effective advocate for an organization's facilities aspects if one is paralyzed with anxiety and fear over his or her own job position and future. This session outlined fatal flaws of putting together a resume as well as dynamic differences to put forth a crisp personal professional portfolio. She presented actual case studies drawn from real life (names changed, of course!) and conducted a candid discussion of the important role of education and certification in the life of the facility management professional. Attendees walked away with an understanding of:

- The basics of a career plan and options
- The essentials and problems of Personal Presentation Portfolios
- The role of education/certification in career advancement



## MEMBER PROFILES



**NAME:** Steve Christopher  
**COMPANY:** Royal Cup, Inc.  
**EMAIL:** stevec@royalcupcoffee.com  
**HOMETOWN:** Hampton, GA  
**EDUCATIONAL BACKGROUND:**  
 Major in History, minor in Behavioral Science,  
 Clayton State College West GA

**FAVORITE VACATION DESTINATION:** Western part of USA

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** Selling Maryland Club coffee for Coca-Cola in 1980.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** I'm proud of my family and of the opportunities that I've been given, of my coworkers, my many friends, and my wife who has put up with me for over 25 years.



**NAME:** Cathy Hiatt  
**COMPANY:** MEAG Power  
**EMAIL:** chiatt@meagpower.org  
**HOMETOWN:** Atlanta, GA  
**EDUCATIONAL BACKGROUND:**  
 Ga. State University

**FAVORITE VACATION DESTINATION:** St. Simons Island

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** I've been with MEAG almost 25 years, and was put in this position 10 years ago after my boss retired. I've loved it ever since.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** The new building addition and old building renovation to our corporate headquarters was definitely my proudest accomplishment.

**Let us get to know you! Send your Member Profile and Photo to [fran.rissland@artand-associates.com](mailto:fran.rissland@artand-associates.com) or fax to 678-947-8593.**



# COMMUNITY CORNER

## SAVE THE DATE

Mark your calendar! Save the Date for Volunteer Day, September 11, 2004, from 8:00 AM to 1:00 PM. We will be hosting volunteers in two locations:

**North Fulton Child Development Association/Human Service Center, Inc., in Roswell, GA.**

*and*

**YWCA/Phyllis Wheatley in Atlanta, GA.**

Contact the Volunteer Day Coordinator, Maureen Gundaker at 404-432-1016 or at mgundaker@korosealsoutheast.com for more information.

If you would like to join the Community Service Committee, they meet the 2nd Friday of every month at Hendrick Inc., from 8:00 AM - 9:00 AM. For more information about the Community Service Committee, please contact:

Steve Purdon - KPS Group  
Committee Chair  
404-876-6428

## BRANAN TOWERS

Branan Towers, our newest community partner, is one of seven retirement communities of Wesley Woods, Inc. Wesley Woods was founded in 1954 by leaders of the North Georgia Conference of the United Methodist Church and Emory University, and has served people of all races, creeds and income levels through residential retirement communities, long-term nursing facilities and a geriatric hospital.

Branan Towers, located in East Atlanta, has remained successful in providing housing and life enrichment programs to senior citizens 62 years of age and older. Although Branana Towers is a private, non-profit facility, all 176 one-bedroom apartments are subsidized by the Section 8 Housing Assistance Program (HUD). Built in 1973, the 30-year old facility faces challenges as it strives to remain competitive and attractive. Because operating funds only cover a 'roof over the head,' funding for any capital improvements or upgrades must be raised. Branana Towers has been fortunate to have received grants for the refurbishment of the First Floor common areas and replacement of major plant service equipment, as well as funding for the enhancement of the Wellness Program and the Activities Programming. However, the resident apartments and the common areas and hallways on the remaining ten floors require significant structural and cosmetic upgrades.

Here is where we can use your help. Below are listed some of the many items that we will need in our endeavors to refurbish Branana Towers:

**Ceiling Tiles** - We are looking for the plastic (looks like tin ceiling)

**Paint**

**Flooring** - Looking at VCT or vinyl sheeting

**Cabinetry** - Lower Cabinets (10-12')

Wood storage cabinets (wardrobe type with shelving/drawers)

**Ceiling mounted TV stand**

**Beauty Salon** - Needs a total make-over! Desperately!

We would love to provide new supplies (hair scissors, hot rollers,

hair dryers, hair spray, shampoo, mousse, nail enamels etc.)

(1) Shampoo sink

(1) Hair cutting/barber's chair

(1) Pedicure/foot bath chair

(2) Free standing hair dryers

**Administrative Offices:**

(2) right hand return desks - wood

(1) left hand return desk - wood

Lateral files - 3 or 4

**Apartment Hallways:** Need wallcover for 10 floors

**Lobby Areas:** Needs paint, area rugs, fabric, and paint materials

**Throughout apartments:**

Ceiling light fixtures

Kitchen Cabinets

If you know of sources who may either (a) donate materials or (b) give a good discount, please contact Joanne Cole at 404-498-2631 (work) or 770-664-6864 (home) or via email at joannecole@comcast.net





## CORENET - GREEN BUILDINGS SEMINAR

**Title:** Atlanta Chapter Meeting-Are There Greenbacks in Green Buildings?

**Topic:** Sustainable Design

**Description:** There is widespread debate about whether green buildings cost more and if so how much more? And there is an equally critical debate about the benefits of the green construction - do high performance buildings provide greater financial benefits and if so what are these benefits and how large are they?

Gregory H. Kats will address all these questions with the most up to date and authoritative review of actual green building costs and financial benefits. The issue of green building costs and benefits is a central question for developers, owners and architects.

Mr. Kats is Principal of Capital E, a provider of strategic environmental consulting, building energy upgrades, and green buildings

services for Fortune 100 companies such as Lockheed and Texaco, and public sector entities such as Chicago and the US EPA. Members of the Capital E team have managed over \$150 million of on-time, on-budget building energy upgrades.

**Speakers:** Gregory H. Kats, Principal of Capital E

**Who can register:** Everyone, at [www.corenetglobal.org/do/even-registration](http://www.corenetglobal.org/do/even-registration)

**Prices:** Members, preregistered - \$35  
Nonmembers, preregistered - \$55  
There will be a \$10 surcharge for all walk-ups

**Location:** Crowne Plaza Ravinia  
Ashford-Dunwoody Rd. @ I-285  
Atlanta, GA

## MOLD CONCERNS

Rains are finally coming to our area. As Spring ends and the Summer storms begin, the lawns, yards, flowers get watered, and so do the mold spores who have been standing by, waiting for the moisture. With excess moisture in the air and high humidity daily, buildings, people and objects are trying to deal with all this water.

The hidden areas of structures, which have been drying out in the lack of rainfall are now starting to absorb moisture and create wonderful breeding grounds for mold. We all know the usual damp dark corners, crawl spaces, and unused storage areas are starting to smell of musty mildew odor. That odor is actually the digestive process of mold spores. It is a by product of their "eating" and growing. It should not be ignored. Addressed early on, the results will be well rewarded with significant cost savings.

Mold does not only grow inside, but outside also. However this tends not to effect us as much unless it is causing offensive odors. This is easily removed by regular maintenance methods, such as power washing surfaces of green slime before we paint them, or just for appearance of brick or stone surfaces. We have all seen many homeowners and building managers have their driveways and or walks power washed to remove the "black stuff". Some of that

black stuff is actually mold, but since it is outside we do not pay much attention to it.

How to deal with the excess humidity? In many homes and buildings the excess moisture is under control by the air conditioning systems. The larger the system the more we deal with condensation and excess water run off. (That is another article by itself) We have seen large systems get contaminated by fresh air intakes that were not properly built and became a victim of the excess moisture, by "inhaling" too much rain water during the raining season, prior to the air passing through the filter system. Again, just observing systems that are controlling moisture, from emptying the home dehumidifier, confirming dehumidifiers are working, and inspecting large roof top or commercial systems, will help head off problems before they happen.



**Larry Fried**  
SERVPRO of Chamblee-Dunwoody

## BREWERY TOUR

About 25 IFMA members toured the Atlanta Brewery last month. After the tour we visited the Whole World Theatre for a "Whose Line is it Anyway" style improv comedy show. A great time was had by all who attended. A big Thank you to Mark Hawkinson with ABM for organizing this event.





# CFM News and Events

## CAREER SERVICES WORKING FOR YOU

### Job Seeker

1. Send us your resume.
2. Set an appointment with Joe Carroll, a human resource professional, at 404-582-8859, for a constructive review of your resume. This is a free service to our members.
3. Attend IFMA Atlanta luncheon seminars on July 15 and August 5 on resume writing, job search techniques, networking and interviewing skills. Mark your calendars for these free seminars for our members. More info will follow.
4. Attend the free job fair mixer in the fall for our members to interact with potential employers.

### Potential Employer

1. Send us job descriptions regarding any vacant positions.
2. Attend the job fair mixer in the fall to interact with candidates for facilities positions.
3. Submit to us the name of your HR professional recruiter with his contact information.
4. Send a copy of this article to your HR professional recruiter to acquaint him with our free service.

### IFMA Members

1. Contact Career Services if you know of an open facilities position or a potential candidate. Confidentiality will be maintained if requested.
2. Forward this article to your company's Facilities and HR personnel so that they become aware of IFMA's free job placement service.
3. Forward this article to your facilities management and HR contacts in companies that are non-

IFMA members to expand our database of positions (and potentially our chapter membership).

We welcome your constructive ideas to enhance the committee's effectiveness. With your help, we can make this a vital service to our members. Knowing you were instrumental in making a job placement is the best reward.

All information should be sent to the Career Services Committee at IFMA@royalcup-coffee.com, or contact Steve Christopher at 770 480 6079.

### Our Mission:

The Atlanta IFMA chapter assists its members in searching for facility management positions. The chapter also assists member and non-member companies who are seeking facility management professionals to fill vacant positions.

The Career Services Committee provides the following free services to its membership:

- Maintains a database of member resumes
- Maintains a database of positions available for facility management professionals
- Communicates with and counsels members seeking positions
- Forwards member resumes to companies who are seeking facility management professionals
- Will soon post positions available for facility management professionals
- Organizes job seekers' seminars and job fair mixers
- Constructively critiques resumes

## MONTHLY CFM EXAM QUESTIONS

1. Who are the facility manager's customers?

- a. Other department managers
- b. Staff and other employees
- c. All building occupants
- d. Executive management

2. What is the primary purpose of a shop drawing?

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

3. What process for forecasting space need is most effective for a sales or retail facility?

- a. Department growth
- b. Percentage sales growth
- c. Period growth
- d. Employee growth

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

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

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

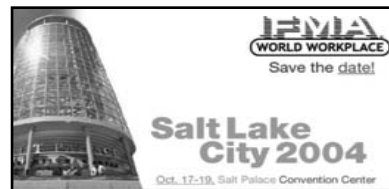
## UPCOMING EVENTS AND SEMINARS

### Educational Seminar - Maintenance Management

An Educational Seminar - "Maintenance Management" is being held August 24th at the Bell South Midtown Two Facility from 9 AM to 1 PM. They have applied for approval to give 3 CFM points or .3 CEUs. Gary Merrow from Turner Facilities & Construction will be the speaker.

### IFMA World Workplace 2004 - Salt Lake City

Offering new, quality programming each year, the 2004 conference and expo will include educational sessions on Managing Facilities, Advancing the Business and Leading the Organization. Please join us again this October 17-19 in Salt Lake City, Utah. Information is available now at [www.worldworkplace.org/northamerica/2004](http://www.worldworkplace.org/northamerica/2004).



### Seattle Chapter Leader Workshop

Hosted by the Seattle Chapter, this workshop will allow you to share best practices and learn about officer positions. The Workshop will begin on Thursday, July 8 and will conclude on Friday, July 9. Registration forms are available at [www.ifma.org](http://www.ifma.org). For additional information, contact Heidi Balentine, chapter liaison, at [heidi.balentine@ifma.org](mailto:heidi.balentine@ifma.org) or 1-713-623-4362 ext. 162.

## CONGRATULATIONS BARBARA

Congratulations to Barbara De-Nijs-Bik on passing the CFM Exam. Way to go Barbara!





# PROGRAM CALENDAR

## JULY 8-9

CHAPTER LEADERSHIP WORKSHOP - SEATTLE

## JULY 21

MONTHLY LUNCHEON

SPEAKER

John Hughes & Bob Box

TOPIC

Making the Case for Workplace Change

LOCATION

Maggiano's

## AUGUST 18

MONTHLY LUNCHEON

SPEAKER

Gary Merrow

TOPIC

Commissioning

LOCATION

Villa Christina

## AUGUST 24

EDUCATIONAL SEMINAR - MAINTENANCE MANAGEMENT

SPEAKER

Gary Merrow

LOCATION

BellSouth Midtown Two Facility

## SEPTEMBER 11

VOLUNTEER DAY

## SEPTEMBER 15

MONTHLY LUNCHEON

SPEAKER

Brian Leary

TOPIC

Atlantic Steel Project

LOCATION

Loudermilk Center

## Facility Funnies

Yes, Friday is "casual dress", and although your tattoo is very "casual", I don't think it qualifies as "dress".



Monte Townsend

### International Facility Management Association

Atlanta Chapter  
1185 Willingham Drive  
Atlanta, GA 30344

FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
PERMIT NO. 650  
NORCROSS, GA

### DIRECTORY UPDATE

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