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2004 IFMA ATLANTA
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MONTHLY MEETING

Wednesday, June 16, 2004 - Villa Christina

TIME:

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

COST:

See www.ifmaatlanta.org for pricing information.

RESERVATIONS:

Association Office (404) 766-1632 or Fax (404) 768-7767. Please register by 12:30 p.m., Friday, June 11, 2004. You may register by credit card on our secure site at www.ifmaatlanta.org.

LOCATION:

Villa Christina

Directions: From I-285, take Exit 21, Ashford-Dunwoody Road and go South on Ashford-Dunwoody (inside the perimeter), take the first right onto Lake Hearn, then turn left onto Parkside Place. Take the next right onto Perimeter Summit Blvd. The first driveway on the left goes to Villa Christina. It is a three-story stone villa on the left.

TOPIC & SPEAKER:

The Sustainable Career - Vicky Hardy, CFM, CFMJ

You cannot be an effective advocate for environmental stewardship if you are paralyzed with anxiety and fear over your own job position and future. This session will outline effective strategies for developing a Career Plan and a Personal Presentation Portfolio that will provide that valuable edge in your career development. The Fatal Flaws and Dynamic Differences will be illustrated with case studies drawn from real life examples. The session will end with a Q & A to provide directed help and feedback immediately.

Victoria Hardy, CFM, CFMJ, is the Academic Department Head of Design and Facilities at Wentworth Institute of Technology. Prior to her current appointment, Hardy was the primary tenured Facility Management faculty at Ferris State University for almost ten years. Before joining Ferris State University, Hardy spent twenty years managing facilities and consulting in the arts and entertainment industry. As a consultant, Hardy served as the Principal-In-Charge for more than 50 projects, totaling almost \$400 million in capital developments. She is the author of *The Fit Facility: Human and Environmental Factors in Facility Management*. Hardy was selected in 2001 as the International Facility Management Association Distinguished Educator, and currently sits as the Past Chair of the IFMA Foundation. Hardy holds a B. Sc. from the University of Missouri, and a Master's Degree in Management from Aquinas College, and is a graduate of the Stanford Management Development Program.

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.

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

STAY CONNECTED WITH
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 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.

**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

I N M E M O R Y O F D O N K N I G H T
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IFMA Atlanta was fortunate to have Don Knight as a member. During his ten years of membership Don was very active serving on many committees. Most recently he served on membership, hospitality, associates, career services, web, PR and newsletter committees. Don donated his time towards community services volunteer days and supplied furniture for IFMA showcased for the past 3 years. When I took over the newsletter 2 years ago, it was only myself and Don on the committee. As the committee grew, Don was very committed to helping make the newsletter the success that it has become. Don was very instrumental in IFMA Atlanta winning Newsletter of the Year. I will be forever grateful that Don was on my committee and that I had a chance to get to know him on a personal basis.



Don was committed family man and is survived by his wife Dee Dee of 3 ½ years and lovely daughter Chelsea. The following are fond memories of Don from fellow IFMA Members. - Fran Rissland

In our crazy business of multi-tasking multi-tasks, Don was one of the few vendors that I could count on with out fail. Every time I ever called on him, I knew without a doubt that it would get done when and how we discussed it and I never had to think about it again. That is a true testament to Don's character; always eager to help and always with a smile! Celebrate the joys that he shared with us all!

- Valerie H. Goble

I remember working with Don on a very fast-track project for The Coca-Cola Company. He was dedicated, professional and always a nice person to be around. He will be missed by so many who had the pleasure of knowing him. - Sonya Tablada

Don was a warm genuine guy that always had a smile on his face. His welcoming presence at IFMA events will be missed. - Jim Heck

I know Don from IFMA and BOMA. We have served together on a BOMA sub-committee for the last year. He was always positive, kind, helpful and professional. Don will be missed by all. God Bless Don and his family. - Annette Gorelick

I will always remember Don as the "gentle giant". He was a giant of a man with respect to integrity and gentle as a man of with respect to compassion. I will miss him sorely but know confidently he is with the Lord dancing and singing. - Mark S. Lackey

Don was more than a businessman to me, he was my friend, my brother...Don's attitude of helping people always came first...Don was my friend, dear friend and one that I trusted to even talk to about my family. He also was a man that loved the Lord Jesus Christ and believed it to be more important to live your life for Him than to speak it. Was Don perfect? NO way, and that is what made him so real. Yet, I know I will see Don again. - James A. Hill

Don will always be remembered as a kind and generous man who unselfishly gave of himself to others. His work as chairman of the Career Services Committee and Advertising Committee exemplify the generosity of his time which he also devoted freely to various other IFMA Atlanta committees for the good of our organization and the community. - Dave Flory

Don was always ready, with a smile, to help IFMA Atlanta any way he could...and he found many, many ways to do so. His upbeat, positive and friendly support will be sorely missed by all who have been fortunate to work with Don. Our Chapter has lost one of its most solid members. - Harry L. Ludwig, III

For last year's Fall classic I was invited by Don to play golf with his Cort team. These are the moments that you get to know each other a little bit better. It just turned out to be a great day with great people and a very nice, modest guy.....Don Knight. - Eugene de Nijs Bik

Don was always so friendly, very considerate, and always had a smile. It's hard to believe that he is gone. - Karen Howard

I networked with Don for three and a half years. He always took a positive approach on how to get something done or win over a client. I will miss his calls and smile. Whenever you walked into a crowded room, he was the one comfortable guy with a smile that was always there to speak to you. - Marty Taffel



IFMA/IIDA SHOWCASED 2004

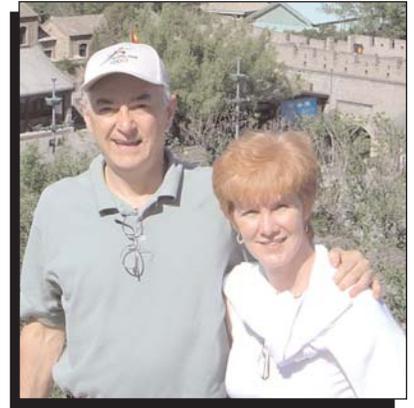
The Third Annual IFMA/IIDA Showcased was the largest Showcased to date.

Over 250 attendees joined IFMA/IIDA in celebration of our continuing support of our Atlanta Community Partners. The event raised over \$15,000 total, with \$8,000 being raised from the silent auction. The \$1000 give away was awarded to Harry Ludwig. A big thanks to all of our associates who purchased a table, without your support there is no IFMA/IIDA Showcase. A special thanks to Cort Furniture Rental Baker Audio for donating the tables and audio/visual equipment.



GEORGIA TECH CORNER

Georgia Tech corner is on hiatus. Kathy Roper sends her greetings from China!



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 Stewart Smith for more information at 404-815-6445 or stsmith@kilpatrickstockton.com. Please note that in order to make a presentation to the Board, you must host a meeting.



MEMBER PROFILES



NAME: Jason G. Grimes
COMPANY: General Services Administration
EMAIL: jason.grimes@gsa.gov
HOMETOWN: Peachtree City, GA
EDUCATIONAL BACKGROUND: MS, Building Construction and Integrated Facility Management, Georgia Tech and BA, Wake Forest

FAVORITE VACATION DESTINATION: Cayman Islands and Ireland

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I went to college in order to go to law school. The more I discovered about lawyers, the less I wanted to be one. I grew in facility management, as most FM's do, inadvertently.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: My family, especially my daughter. As tough as my undergrad at Wake and the Masters program at Tech were, I'll never accomplish anything greater than my family.



NAME: Marty Taffel
COMPANY: Hendrick, Inc.
EMAIL: mtaffel@hendrickinc.com
HOMETOWN: Atlanta, GA
EDUCATIONAL BACKGROUND: Bachelor of Business Admin - U of Maryland,

Also CRE (Counselor of Real Estate) and CPM (Certified Property Manager)

FAVORITE VACATION DESTINATION: Carribean

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Started with Cousins Properties in retail leasing, then moved into Property and Asset Management with The Equitable and DIHC. Then worked as a real estate consultant for three years.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: My family including a wife who taught Kindergarten for thirty years, a son in medical school, and a daughter in the school of Journalism at UGA.



BREWERY TOUR AND NIGHT OF IMPROV

Date: June 24, 2004

Location: Atlanta Brewery
1219 Williams Street
Atlanta, GA 30309

Time: 6:30 pm

Cost: \$35.00

RSVP: June 18, 2004
Mark Hawkinson
678-245-3228
678-245-3956
mhawkinson@abm.com



What: Tour & Show

Come share some laughs and a good local beer or two! The Atlanta Brewery, located at 1219 Williams Street in Midtown Atlanta, has been making local ales since 1994. The Whole World Theater is right next-door and they have been giving out laughs since 1993. Come tour the brewery and then laugh the calories off at the show.

Beer is not included in the registration fee, but is available at \$5.00 for unlimited pints and includes a souvenir glass to take home. The tour of the brewery and show at the Whole World Theater are included in the fee. Tickets will be limited, so register early!

For more information visit the IFMA webpage at www.ifmaatlanta.org

MEMBERSHIP COMMITTEE FINDS HOME FOR STRAY

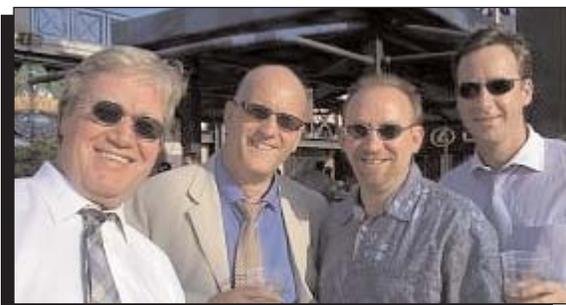
A stray dog was found at Bill Atchison's showroom at a recent membership committee meeting. Andrea Bruschi took in the pup for several days and Lindsey Bradshaw adopted her. Way to go guys!



Lindsey and Dazzle

BRAVES BASEBALL OUTING

IFMA members enjoyed a warm May evening at Turner Field, and were able to cheer the Braves to victory against the Arizona Diamondbacks. The 35 attendees enjoyed a fun time of networking and socializing at the Turner Beach patio.





IFMA COMMUNITY CORNER

IFMA COMMUNITY SERVICE VOLUNTEER DAY

A big thank you to all IFMA volunteers and family members for coming out on May 15th to volunteer their gardening skills at the Frazer Center.



NORTH FULTON CHILD DEVELOPMENT ASSOCIATION

*By Laxmi Parmeswar,
Executive Director of
North Fulton Child
Development
Association/ Human
Service Center, Inc.*

The world may have a rosy picture of the US economy; but hidden in that picture are faces of thousands of children living at or slightly above poverty. These are not welfare cases or homeless indigents. The parents of these kids work full-time in minimum wage positions. These are the families being served by the North Fulton Child Development Association (NFCDA) in Roswell, Georgia.

NFCDA is a private, non-profit organization started thirty-five years ago, when a two-year old child died of malnutrition. This terrible tragedy mobilized a group of passionate individuals to champion the cause of strengthening and supporting disadvantaged families in their community. NFCDA is a community-based, grassroots, nationally accredited (through NAEYC) and award-winning (2004 recipient of the Audrey Nelson National Award for outstanding community development) organization that provides a range of services to promote economic independence, self-sufficiency, and emotional well-being for 'working poor' families. It's a 'hands-up' approach, not a hand-out' program that offers:



IFMA community service members and North Fulton Board of Directors

- childcare scholarship program (subsidized, affordable childcare for children ages 3 months to 5 years)
- parent support services (parenting education, counseling, information & referral services, etc.)
- summer sensations (summer day camp for 3 to 7 year old children with special needs or 'at-risk')
- stop-gap program (free or significantly reduced childcare for families in transition)
- comprehensive nutrition (balanced meal program with breakfast, hot lunch healthy snacks)
- youth-connections (mentoring program benefiting preschoolers by matching them with youth mentors between the ages of 10 and 17)
- operation of the North Fulton Human Service Center (management of a 33,000 square foot facility that rents out space to other non-profits at very affordable rates and collaborates for optimal access of services for disadvantaged families)

NFCDA has been chosen to be one of IFMA Atlanta's community service partners, and is thrilled to receive IFMA's time, talent and treasure in enhancing their mission and supporting disadvantaged, low-income families.



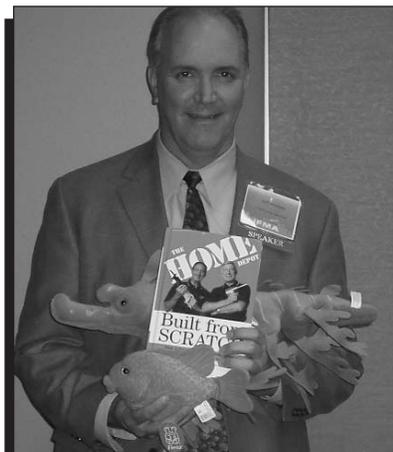
Pegasus Ball to raise money for the NFCDA



MONTHLY LUNCHEON PHOTOS AND PROGRAM SUMMARY

by Cheryl Waybright

Jeff Swanagan, Executive Director of The Georgia Aquarium was our guest speaker May 19 at the Loudermilk Center. Jeff entertained the audience of 125 members and guests with impersonations of local personalities (due to technical AV difficulties...) and energetic sharing of a few facts surrounding the greatly anticipated Georgia Aquarium. Expected to open to the public in the fall 2005, the Georgia Aquarium, along with the new World of Coca-Cola, is a project garnering a lot of attention - and spurring excitement about downtown Atlanta's future development. The Marcus Foundation broke ground, along with Coke, on May 29, 2003 at a 20-acre site just north of Centennial Olympic Park. The Aquarium's mascot, "Deepo" was also unveiled at this time. Thanks to "Nemo", Deepo is a solid color orange fish versus the originally planned clown fish mascot.



Jeff Swanagan

The 430,000 square foot aquarium will be the home to more than 50,000 aquatic animals from about 500 species collected from around the world and will be housed in over 5 million gallons of recycled fresh and salt water. (That's a pool about the size of a football field filled with water 11 feet deep!) To give this grand facility perspective, the Baltimore and Monterrey aquariums on average each hold about 2.4 million gallons of water and have about 15,000 aquatic animals - and they are in the top three of the "large" aquariums in the world! Only the Shed Aquarium in Chicago is larger, holding 4.2 million gallons of water. Another interesting tidbit, there are approximately 5,000 species of mammals and approximately 10,000 species of birds but there are possibly 24,204 species of aquatic life - four of which were named by Dr. Bruce Carlson, VP for Life Science at the Georgia Aquarium!

Jeff shared that the key factor in designing the aquarium has been to "LISTEN, LISTEN, LISTEN". Heery International was brought in early as the program manager to help identify the initial design cri-

teria and overall facility program. TVS Architects is the local architect of record and PGAV out of St. Louis is the "exhibit" architect. Brasfield and Gorrie is the general contractor. The facility will have an event room that will accommodate 1,200 guests in a seated format or 2,000 guests in a reception format and will have wonderful views of the live exhibits. The team has focused on incorporating not only the messages of science, education, and conservation, but also entertainment to ensure the aquarium will "reach your heart as much as it will teach your mind".

The main exhibits have not been announced yet but Jeff did share that the tanks will emulate as much of the natural environment as possible and many of the exhibits will contain a mix of species. Approximately 50% of the animals will come from the "aquaculture" industry (fish farms) and the remaining will be collected from their natural habitats and acquired from other aquariums. The first floor will contain the general public exhibits and the second floor will house the education labs where attendees can participate in high-end education experiences and view the exhibits from the top of the tanks.

There is an advisory committee comprised of representatives from major universities, including the big three here in Georgia. The building is designed to incorporate many LEED elements and as much green design as the animal requirements will allow. Jeff pointed out that after the initial fill, the aquarium will use less water on a daily basis than most large office buildings - and that is accounting for the estimated 2 million visitors per year. On that note, Jeff shared an interesting fact - more people in the USA (about 135 million) visit zoos and aquariums each year than attend all professional sporting events COMBINED!

Today, there are 350 people working on site six days per week and one section of the facility is already under roof. There are currently 20 employees working for the Georgia Aquarium and Jeff expects to have approximately 200 on board by opening day. There will also be approximately 500 volunteers on the team to keep operations running smoothly once the facility opens.

Mr. Marcus has established the Georgia Aquarium a non-profit, 501(c)(3) corporation with an initial \$200 million donation. His expectation is that the Georgia business and political leaders will embrace this as an opportunity to grow and leverage this center to the benefit of the community.





CFM News and Events

IFMA INTRODUCES FMP DESIGNATION

IFMA is pleased to announce the introduction of the FMP: Facility Management Professional Designation, an integrated knowledge-based designation for new and transitioning facility professionals.

An entry-level designation, the FMP represents a revolutionary approach to preparing new practitioners for today's demanding workplace. Candidates may customize and integrate their training to build the specific knowledge they need to meet their individual goals.

Extensive ancillaries, including online toolkits and database resources, make this designation the most essentially practical, progressive and powerful designation available for beginning and transitioning facility professionals.

Training for the FMP designation will be available from approved providers through a variety of learning formats. Courses will be delivered through conferences, chapters and online learning. FMPs will be required to recertify every two years.

The FMP will require six (6) credits and can be completed in approximately 12 months. Credits are earned through the completion of approved courses in the following areas:

- FM Fundamentals (2 credits)
- Managing the Facility (1 credit)
- Supporting the Business (1 credit)
- Leading the Organization (1 credit)
- FM Business Process Workshop (1 credit)

The FMP designation will launch in October of 2004. Courses completed through IFMA Headquarters during 2004 will be accepted for fulfillment of designation requirements once course assessment is completed.

More information will be made available in the coming months at www.ifma.org and in future issues of IFMA News. An article on the FMP will be featured in the June issue of Buildings magazine. If you have questions, please contact Megan Schlaack, IFMA certification manager.

- Reprinted from IFMA International

MONTHLY CFM EXAM QUESTIONS

1. You manage a corporate office facility. The occupants are top management and their staffs. In addition to the regular routines of housekeeping, maintenance, etc., many requests are made from the CEO's office to the janitorial service personnel. How should you prioritize responses to requests?

- Those that relate to safety are handled first.
- Those that satisfy upper management are done first.
- First-in are first-out.
- Ask top management for their recommendation.

2. You must decide whether to store archived records on-site or at a remote site. What factor should be given first consideration?

- The security of the documents.
- The cost of storing documents off-site.
- How often the records are currently used.
- The type of documents being stored.

3. Your budget has been cut this year. You know services will suffer if your budget is cut again

next year. In the past, you have laid off people to balance the budget. How should you prepare for next year's budget cuts?

- Develop a list of service cuts and inform upper management about them.
- Find equipment or contracted services that could allow a budget cut without loss of services.
- Reorganize so people can be cut and accept reduction of service level.
- Find ways to give selected responsibilities to other departments in the company.

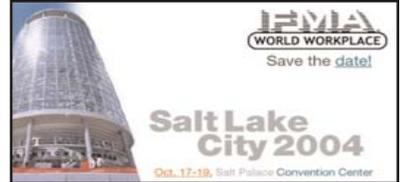
4. Senior management would be most interested in a facility's year-end report which illustrates:

- The density of each business unit.
- How many square feet each business unit requires to produce \$1,000,000 in sales.
- The cost of space for each business unit.
- The number of people moved by each business unit.

UPCOMING EVENTS AND SEMINARS

RE-IMAGINE Facility Management

For more information visit www.fmdceducation.com
Toll-Free: 1-888-322-3632
Fax: 1-866-522-3632



Greater Phoenix Chapter Leader Workshop

June 16th - 18th

Orange Tree Golf Club,
Scottsdale, AZ

Looking to get more involved in your chapter? Looking to take a breather and enjoy some recreational activity? Well, you're in luck! Come to the Chapter Leader Workshop hosted by the Greater Phoenix Chapter of IFMA, and you can do both.

For more information, email heidi.balentine@ifma.org

Register online at:
www.ifma.org/ifmanet_eseries/tools/index.cfm

CFM REVIEW COURSE

The IFMA Atlanta Chapter sponsored another CFM Review Course on April 1 and 2, 2004. Peggy McCarthy, CFM, IFMA Fellow, lead the Class for 10 IFMA Members from the Atlanta, Charlotte and Nashville Chapters in their preparation to take the CFM Exam.

Many thanks to the Sponsors:

- IFMA Sustaining Patrons
- funding of Course
- CWC - Training Room
- Facility and Breakfasts
- HERMAN MILLER - Lunches
- TRILOGY FM - Snacks

The IFMA Atlanta Chapter appreciates all the contributions to furthering the education of IFMA Professionals in their efforts to provide the best practices in Facility Management.



PROGRAM CALENDAR

JUNE 16

MONTHLY LUNCHEON

SPEAKER
Vicky Hardy

TOPIC
The Sustainable Career

LOCATION
Villa Christina

JUNE 24

BREWERY TOUR AND NIGHT OF IMPROV COMEDY

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

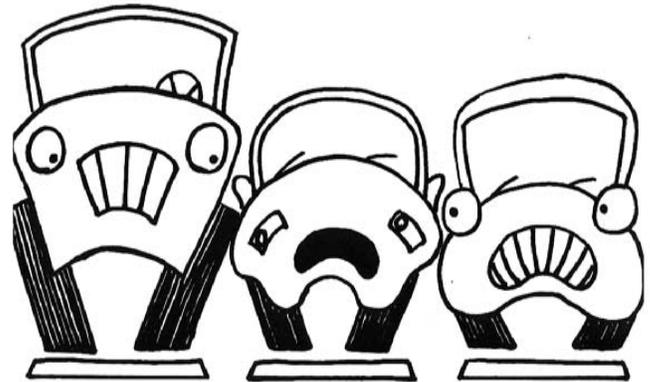
SPEAKER
Gerry Merrow

TOPIC
Atlanta Airport Expansion

LOCATION
Villa Christina

Facility Funnies

Is it just me, or are the parking spaces getting smaller?



Monte Townsend

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.

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