



# OCTOBER NEWSLETTER

2022

*Building Futures, Maintaining Excellence*

## BUILDING FUTURES

### New Hires

Rafael Trinidad - 9/19/22  
Skilled Trades Tech 1

Mario Carrizales - 9/19/22  
Skilled Trades Tech 1

Alvaro Mendieta - 9/26/22  
Skilled Trades Tech 1

Arnold Villarreal - 10/3/22  
Principal Construction Proj Manager

Angel Latchley - 9/26/22  
Facilities Planner

Antonio Ozuna - 9/19/22  
Construction Project Manager

## MAINTAINING EXCELLENCE

### Anniversaries

Kathryn Kabus (34 years)  
Custodial Services Supervisor

Yanira Vasquez (24 years)  
Custodian 2

Gerardo Iniwan (27 years)  
Journey Electrician

## ADMINISTRATION & FINANCE DIVISION STAFF APPRECIATION EVENT



Congratulations to Jennifer Rea for receiving the Administration and Finance S.P.I.R.I.T. of Service Excellence Award at the A&F Staff Appreciation event. This award is given to an employee(s) from within the Division who have demonstrated a high level of professionalism, enthusiasm, pride, service and performance teamwork

in their day to day work activities that provide a strong contribution to Service Excellence. Jennifer constantly demonstrates leadership, creativity and initiative in a manner that positively represents F/CM and the university.

## POWER UP POINTS OF INTEREST

Human Resources would like to remind you that Bright Horizons Back-Up Care™ is available to you as a benefit for reliable care when it comes to your child or adult loved ones. Bright Horizons also provides **tutoring services** as well as **Pet Care starting 9/14/2022!** **Registered User? LOG IN** to Bright Horizons to learn more about the care options available to you. **New to Bright Horizons? JOIN TODAY** to register and **RESERVE CARE**. **Questions? Call Bright Horizon customer service: 877-BH-CARES.**

# MAKING IT REAL FEEDBACK

Moves and Events is building futures, maintaining excellence!

I am writing to you to extend my gratitude for your Moves & Events crew. I had a \$16M donation transfer of Fuel Cells coming from NASA that I had been working on for months and your team was able to assist as soon as the delivery date became available from NASA. Your team went above and beyond by meeting me at COT in the morning to discuss the transfer happening in a couple of hours. I alerted them that I had an emergency and had to locate a forklift, but your team assisted in finding someone to help us. They moved 2 - 2,500lb containers with great care and I am forever grateful. Our research professor is so happy that the cells made it here safely and she can work with NASA on this research. Kudos to Nguyen Ngo, Derek English, Baldemar Sandoval, and Vicente Villa Gomez!

Juana Chavez, Department Business Administrator  
UH College of Technology

Philip Handley is handling the situation!

I just wanted to take a moment to thank you, Philip Handley, for the excellent communication you model. I have felt better connected to urgent repair issues/situations which is helping me and others navigate challenging student and parent situations since you have joined the team. Your work and engagement is really appreciated. Thank you.

Don Yackley, Assistant Vice President for  
Student Affairs  
Student Housing & Residential Life

I wanted to send you a quick note to recognize Dormese Senegal and the FBOC team for going above and beyond today. My manager was locked out of her office today and was unable to gain entry to her office. I contacted Dormese and she was able to find a solution to get the door unlocked and someone was here within minutes to help. We greatly appreciate the service we received from the FBOC team!

Kaylynn Brooks, Department Business Administrator,  
Business Services Office  
UH Law Center

Thanks to Mustafa Qadir for developing a log for the Generator Fuel and resolving the Fuel Inventory process. Both accomplishments are a result of thinking outside the box and have resulted in process improvements and compliance for our Department.

# CUSTOMER SERVICE COMMENTS

Facility Name	Crew	Comments
MAX KROST HALL	ELEVATOR	Martin and Carl came in right away to fix the problem so we could have the movers continue to move the law library out to the new law building. We are very thankful for their quick response.
GENERAL SERVICES BUILDING	MOVES & EV	Great work!
GRADUATE SCHOOL OF SOCIAL WORK	CUSTODIAL	Thank you!
GRADUATE SCHOOL OF SOCIAL WORK	CUSTODIAL	Thank you!
SCIENCE AND RESEARCH 1	RESEARCH	Thank you!
ISABEL C. CAMERON	GEN_MAINT	Thank you for your quick response and great customer service during pick up. Go Coogs!
CENTRAL PLANT	PLANT	I would like to applaud Karl Keilbach electrical shop for wiring the motors & controls working with the Power Plant crew (installation) of the pumps. The University saved at least 10K on installation.
FRED J. HEYNE	BMS	Great job. Work was performed promptly and well.
HEALTH 1	LOCK SHOP	Great Job!
EZEKIEL W CULLEN	BMS	Joe Brown did a fantastic job fixing the problem.
SCIENCE AND RESEARCH 1	RESEARCH	Thank you.
C. W.MITCHELL CTR.FOR THE ARTS	GEN_MAINT	Thank you for your quick response. The fix seems to be working, will let you know if another leak occurs.
ALBERT AND MAMIE GEORGE BLDG.	LOCK SHOP	Thanks much to the Lock Shop for the support on this request
M. D. ANDERSON LIBRARY	GEN_MAINT	Very quick response from Custodial and then facilities. Thanks for handling this so well.
M. D. ANDERSON LIBRARY	CUSTODIAL	Thank you for responding so quickly to a very serious situation that was taking place. Appreciate as always.
GRADUATE SCHOOL OF SOCIAL WORK	BMS	Good customer service
HEALTH 1	RESEARCH	Miguel and his team are always very helpful keeping our labs up.
COLLEGE OF MEDICINE	RESEARCH	Excellent Service
SCIENCE AND RESEARCH 1	GEN_MAINT	Thank you.
GENERAL SERVICES BUILDING	F/CM-IT	Michael reached out immediately knowing I had a meeting coming up in 10 minutes. He helped to get my computer to allow for the VPN connection to be allowed to my computer so I could join my meeting on time.
ISABEL C. CAMERON	HVAC	Thank you for your professionalism and attentiveness in getting our Center cool again. Thank you so much!
SCIENCE AND RESEARCH 1	RESEARCH	Thank you.
ISABEL C. CAMERON	ELECTRICAL	Thank you so much Jevae and Travis! Go Coogs!
EZEKIEL W CULLEN	GEN_MAINT	Thank you very much for responding with a great customer service. We appreciate all that you do across our campus.

<b>HEALTH 1</b>	LOCK SHOP	Thank you so much! The key & lock continue to work beautifully this morning. You are so appreciated!
<b>GENERAL SERVICES BUILDING</b>	F/CM-IT	IT/Fixit has been providing great customer services, Thank you!
<b>HEALTH 1</b>	RESEARCH	Great work! Thank you so much!
<b>EZEKIEL W CULLEN</b>	CUSTODIAL	The office was professionally done very well and cleaned very well! Thank you! Pamela Simpson
<b>STUDENT CENTER NORTH</b>	LOCK SHOP	Maria was extremely pleasant (even after the frustrations from the office tenant) and I appreciated all of her hard work. Thank you, Maria!
<b>ENERGY DEVICE FABRICATION LAB</b>	RESEARCH	The response for this urgent request for service was very prompt. The lab affected was back operating correctly very quickly.
<b>PHILIP GUTHRIE HOFFMAN HALL</b>	CUSTODIAL	Thank you everyone very much and have a nice day!
<b>HEALTH 1</b>	RESEARCH	Miguel and Osvaldo Always Make sure Our needs are met in a timely manner and with highest consideration to details. Thank you

