The Voice
Of Silicon Valley Facility Management

Evolving Workspace for a Diverse Workforce
Rebuilding Together 2010
Golf Tournament Recap

May-June, 2010
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Bay Area Building Management Guide

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Coming Events

June 23  Chapter Meeting  Who is Next?-Succession Planning
July 14  FM Roundtable  The Value of Certification
July  Special Event  Annual Membership Mixer
Aug. 5-6  FMP Class  Planning & Project Management
Aug. 27  Community Outreach  Beach Cleanup — Santa Cruz
As we enter the mid point of 2010, maybe I’ll be able to catch my breath. Having been on the Board the past three years, I knew that the first of the year is busier than the second half. (It will be again this year, right?) It’s been a fun-filled first half so far for me as I’ve attended five chapter meetings, two FM Roundtables (I couldn’t make two of them), the Facility Fusion conference in Philadelphia, two Saturdays doing Rebuilding Together and meeting most of our golfers and all of our hole sponsors on a windy Friday afternoon at Cinnabar. In addition, we’ve offered two FMP classes, a CFM Exam Review class and the IWIN social event.

And, just to make sure that things didn’t get too dull around here, we launched our new web site project at the beginning of the year. It was implemented in April, when our new and improved web site went live. We also submitted on two chapter Awards of Excellence for Website and Newsletter so that we can be recognized for all that our volunteers have accomplished for our chapter, and we are waiting to hear the outcome.

Fortunately, we have a great leadership team in our chapter and a bunch of dedicated chapter volunteers which make all of our activities possible. So what about the second half of the year? Not only will there be many more exciting educational events planned but we will need volunteers and sponsors to plan and support our upcoming events including:

- More meetings & classes
- Membership Mixer
- Beach Clean Up
- World Workplace
- Vendor Fair
- Holiday Party

One of my immediate objectives is to improve our member volunteer system (operational excellence). I recognize a need to put a system in place that enables us to have a better understanding of the type of volunteering our members may be interested in. For example, we need to know which members are interested in speaking, or writing, or participating in events. In addition, the new system will allow us to better communicate specific volunteer needs (opportunities) as they arise to our membership.

Stay tuned for details. I hope everyone has a great summer if I don’t see you before autumn..
California is well known and admired, not only for its splendid climate, but probably more so now for its great cultural diversity. Over the years, it has attracted the best talent from all across the world and along with California natives, people from all across the country and the world have made this their home. Especially so in Silicon Valley, one has only to travel a few miles to see how quickly the demographic landscape changes. This vast diversity with its implications of progressiveness, comes with its share of challenges for the facilities professional. How we address issues with sensitivity and finesse is a testament to our talent and creativity. We Californians are exploring and leading this path well ahead of the rest of the nation and the world.

The 21st century workforce exemplifies a truly diverse workforce. On the one hand, we have racial and ethnic diversity; on the other we have diversity across generations. Given this scenario, facility managers play a very important role in understanding diverse needs of a diverse population and developing solutions that cater to each, empowering them to excel and thrive. In addition, with the global economy, not only are corporations dealing with a diverse local population, but diverse cultures in other parts of the world. How does one then establish a company culture that represents and supports this diversity that spans the oceans? To gather some insight on this issue, we had representatives from three corporations – SAP, Google and Risk Management Solutions present their experiences in this realm at our monthly meeting. While each had a unique perspective and story to tell, I am sure we all have our own instances and hopefully there was something for each of us to take away.

Two major events – the Golf Tournament and Rebuilding Together – took place in the last couple of months and both were very successful. There is ample coverage on these from our contributors.

Till the next issue -
Evolving Work Space for a Diverse Workforce

Aditi Sen Gupta

In today’s world, the work environment is very different than it was a generation ago. This is the first time in America, that 3 generations are working together at a work place. We have baby boomers, generation X and generation Y - all working together to build a better tomorrow for all of us. Even though this diverse workforce has increased the combined wealth of knowledge in our workforce, it has also added a new dimension to the way our work places are designed, as the attitude towards work has changed a lot over the years.

Baby boomers live to work, Gen X - work to live and Gen Y - live and then work. Unlike baby boomers, it is not uncommon for a Gen Y individual to change careers an average of six times or more in her lifetime.

What does this mean to the employer? As more companies start to realize that a happy employee is a productive employee, they have started to look for ways to improve the work environment. Many have implemented various work-life programs to help employees, including alternate work arrangements, onsite childcare, exercise facilities, relaxed dress codes, and more. It’s time for the employer to offer a more holistic view of productivity that incorporates both the well-being of employees and the company’s bottom-line.

All these have also changed our thought about what we mean by ‘worker productivity’. How should ‘worker productivity’ be measured? Number of units produced per unit time? What constitutes a ‘unit’ (particularly for knowledge workers)? Today’s work practices have changed. Employees are telecommuting or working on a flexible work schedule. Many employees bring work home with them on a regular basis, especially now that new technologies make it so easy to do so!

How do we bridge the gap between 2 ends of a spectrum and design a space that works for all? Adapting the office environment to suit the new way of working and analyzing the need and personalities of each group, will help us create a work space that will respond to the diverse needs effectively. Boomers prefer a structured set up, value more private space, which they need to allow uninterrupted concentration and therefore productivity.

On the other hand, Gen Y is less rooted to one place, has embraced mobile technology and can work productively in a variety of more public spaces. While Boomers may be slower to embrace the latest technology and change old habits, the new knowledge based economy is demanding a more collaborative environment that fosters exchange of ideas and demands teamwork more than ever before.
So will a binary attitude towards design work? The answer is definitely ‘No’. Providing cubes & private offices for boomers & creating open collaborative work space for Gen Y will only increase the divide and be detrimental to the cohesiveness of the organization. The traditional sea of cubicles is viewed negatively as bland and uninspiring, belittling human value and isolationist, discouraging interaction. On the other hand, it provides personal space, offering less distraction, making it easier to concentrate.

Proposing the Workpod
Studies have shown that in today’s knowledge based economy, people spend on average of 50% time in focused work & 38 % time in collaborative work. With the need for individual, personal space as well as the demands of spontaneous collaboration, a Workpod may be a good solution. A Workpod is a work unit, consisting of 8-10 work spaces that make up a unit, similar to a neighborhood in a City. This definition of space into units that are more proportionate to the human scale, define a sense of place and identity. A conglomeration of several neighborhoods, each with their slightly unique character makes up the City – the overall work space. It is the definition of personal space that creates a sense of place and identity rather than being one impersonal unit in a sea of cubicles.

Collaborative Space or Nodes:
A variety of collaborative spaces interspersed between Workpods, knit the fabric of the work space together. At the primary level is the Workpod community space in the form of a table & 4 chairs that allows for spontaneous exchange of ideas. A larger secondary collaborative space, provided along the primary paths of travel, allows for collaboration between people from several Workpods. Tertiary zones for collaboration can be more structured such as conference rooms, telepresence rooms, casual such as lobby, stairs and halls or social such as cafeterias or gyms.
Evolving Work Space for a Diverse Work Force

Visual connectivity is an important component to promoting collaboration. Private offices with visibility through large glass fronts are immediately more accessible while allowing the personal space and acoustic privacy, necessary for their function. This is true for corporate functions such as finance, accounting or human resources.

Functional and Qualitative Criteria

The design of a successful office space needs to be first and foremost functional – provide adequate mix of personal and collaborative space, requisite quiet rooms and conference rooms to support a group’s functional performance. In addition, there are aspects of comfort that need to be addressed – adequate light, ventilation, thermal comfort, acoustics etc. Most may stop here but the third aspect, critical to the quality of the space and the well being of the occupants – is that which gives it spirit. Day light, visual connection to the exterior landscape, scale, proportion and the hierarchy of spaces create a specific experiential quality. Color is a strong element that can evoke specific emotional responses and should be handled with creativity and sensitivity to create the appropriate response of vitality, energy, formality, repose or tranquility.

As more companies start to realize that a happy employee is a productive employee, they have started to look for ways to improve the work environment. Effective workplace has a huge impact on the employee’s job and work place satisfaction and his commitment to the company. Companies need to find ways not only to hire qualified people, but also to retain them. And we, the facilities design team can help companies get a competitive edge as we create a work space that will be a great place to work!
My, how the time flies! This year marks another milestone for IFMA’s Community Outreach Committee and all of you who have volunteered for our projects over the years. 2010 was our fifth consecutive year of doing a project for Rebuilding Together Peninsula. This has been a fantastic relationship between our organizations and we have completed some truly spectacular projects. The skill level, enthusiasm and sheer number of people willing to help out has allowed us each year to take in RTP’s most challenging and broad-scoped project.

This year was no exception as we tackled the well worn Home and Vocational Center for Kainos of Redwood City. Kainos provides a wide variety of residential, vocational and related services, with the highest quality training and support, to adults with developmental disabilities so that each individual may maximize his or her potential and become an active member of the community.

The biggest challenge for this project was the volume of work to be completed within the amount of real estate available. Inside and out and on both floors of this building, there was work to be completed at most every turn. As we have come to appreciate, both IFMA’s corporate members and individuals wishing to participate came forward on two consecutive Saturdays to create an amazing transformation for a very deserving organization.

As you can see in the attached photos, the complete exterior was water blasted, scraped, patched primed and painted. New timber wall bumpers were installed and cabinet quality work was completed on the new electrical doors and support framing. Much the same took place on the inside, minus the water blasting! All of the carpet on the first floor was replaced with a combination of new carpet squares and VCT flooring with all new baseboard. The entire reception area was demolished and rebuilt with high styled and highly functional modular furniture and seating. The conference room was outfitted with new paint, seating and a wall mounted heater.

On the manufacturing floor a half wall was removed to open the space up and all of the electrical for the equipment was moved to an outside wall. Additional power was provided in the space as well as a variety of new fixtures around the facility and power run for a new washer and dryer, which required a number of impromptu plumbing upgrades.
In addition to the new heater, the mechanical system was given a check-up and the ducting modified to mitigate some hot/cold issues. New ducting was run for the two new hard wall offices that were completed upstairs. The rooftop ducting was resealed and a worn contactor was replaced. In the back, an existing storage shed was completely rebuilt including adding new shelving, lighting, exterior siding and new lockable metal doors. Large free-standing planters were placed in the far corner to provide employees and clients with a welcoming outdoor seating area.

Wendy Newcomer, IFMA Board Member and Co-Chair of IFMA’s Community Outreach Committee, has overseen IFMA’s involvement in Rebuilding Together for the past five years. Tom Lighthouse and Greg KleinSmid, as construction coordinators, coordinated the volunteers’ efforts in delivering a great project!
2010 Rebuilding Together Team

Thank you, IFMA!
As long as I can remember, my Dad, Tom Lighthouse has been a member of IFMA (the International Facility Manager’s Association). Last year was the first year that he invited me to participate in his Chapter’s involvement with National Rebuilding Together. I had a blast last year working on the houses with my Dad and really enjoyed the barbecue afterwards. So this year when he asked if I was interested, I was all too ready to help out. Dad updated me with a general scope of work that we were going to undertake, basically installing a service for a clothes washer and dryer. Funny thing, we had done the similar thing at our house last year and I wasn’t looking forward to crawling under the house again. Then Dad told me it would be way different as this building was a slab on grade and we were tying into existing plumbing lines! Super, no climbing under the house.

Saturday morning, April 17th, my Dad woke me and my brother Will up at “Oh dark thirty” (5:30 am) so we could load the truck with tools and meet up with his friend Greg KleinSmid by 6:30-7:00. Interesting thing about Saturday mornings on the freeway that I have never experienced…..no one is on the road! After a quick catnap on the way up we arrived at the Kainos Site in Redwood City. Greg was already there as was a guy that I was introduced to, Robert Dragony. He is a painting contractor. After a quick chat, we jumped into moving the refrigerator and clearing out under counters so we could get to work. We were then called for a big safety meeting in the back of the building where about 40 people met. Greg gave a briefing and then started handing out assignments. After the meeting, Dad, Will and I got back to work in the kitchen.

There were teams working everywhere! They were pulling carpet, tile, painting, working on a shed in the back and generally people just running around. One lady (who I later learned was Wendy Newcomer) chased me down to sign a release that Dad forgot to give me. I saw her a lot that day, supervising and touring the site.

As we got busy laying out the plumbing, the Director of the site mentioned to my Dad, “Oh, by the way, we have been having problems with the sinks backing up.” Once my Dad had been informed of this unknown condition, I saw a familiar look on his face, kind of like the time I broke the back window in the kitchen!

So we launched into trying to snake out the line. Someone from Kainos located a little snake and we tried using that to clear the blockage…in and out several times didn’t seem to do the trick. Dad and I then headed down to AAA Rentals in Redwood City to get a jetter. A jetter is a pump and snake devise that shoots high pressure water out as you push the snake end down the sewer. After returning to the site, we ran a garden hose from the back of the building into the kitchen area and hooked up the jetter, running it in and out of the clean-out. It seemed to work for 20 seconds, then would clog up again.

Continued on pg. 12
So off to AAA again, for a bigger power snake. Once again, we got busy running the snake in and out. I looked at my watch and couldn’t believe what I saw; we had been working on this clog for over 6 hours. After running in the powered snake its 25 feet, we pulled it out with no luck. Dad thought there must be a huge slug of grease sitting in a relatively flat part of the drain line. The next step was to rent a video camera and go “take-a-look”. About that time, someone from the Peninsula Chapter of Rebuilding Together stopped by to see the progress made at the site. She stopped in to say hi to my Dad and mentioned, “Oh, by the way, we have a contract with a professional drain service and they can probably come by next week” A bit of a smile came on my Dad’s face, similar to that of Harry Callahan, “Swell”.

After hearing that, we secured all of the rental gear and got busy installing a Clean-Out. My Dad said that a drain company would not provide services through the under-sink clean-out that we were using and that we’d need to have an exterior clean-out available to them. So, in a flash, we switched directions and moved outside to start the new clean-out installation. It was cool transferring what we knew of piping locations inside to that of the outside. We cut a small hole and “Wow!”, the vent line was right where we predicted it to be. We had to run to OSH to pick up material and on the ride over I started to feel the day catching up with me. It was about 4:30 p.m. when we got back to install the new sanitary tee, extension and cap. After the day of frustration with the drain line, it was fun finally getting something done. We wrapped up with the installation and started to clean up and load up for the trip home. We left the site at 6:00 p.m., dead tired. Will fell asleep.

So the second Saturday approached before I knew it and again we were up at sunrise and off to Redwood City. We jumped into the work, broke for the safety meeting and Greg again handed out assignments. We stayed busy throughout the day. I took a couple of breaks during the day to grab a soda and noticed teams of people working on carpeting, installing furniture and painting. It was about 5:00 p.m. when we started to wrap up our installation. Dad told me that he had never seen so few people get so much completed, especially with regard to carpet work in the front of the building. We finally got the truck packed and headed to the barbeque at 6:30 p.m.

We were happy to score a plate of ribs and a soda before heading home. On the ride home Dad thought that IFMA may have committed to get too much completed this year based on the volunteer sign ups. Compared to my experience last year, I know everyone worked a lot harder this year. All I know is that I want to come back for next year’s job and just hope that I don’t hear an, “Oh by the way” or have to crawl under the house.

Matthew Lighthouse is a graduating senior at Prospect High School located in Saratoga. Matt will be attending California State University, Chico in the fall and is pursuing a degree in Nursing.

### Thank You to our Generous Donors!!

You helped make this our biggest project yet!

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<td>Bob Kraiss</td>
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<td>Carpet, VCT, base and adhesive</td>
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<td>Labor to install furniture, VCT, flooring base, truck and disposal</td>
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<td>Patio furniture, desks</td>
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(#) – Number of years donating materials, labor and/or cash to IFMA-SV’s Rebuilding Together project.
Thank You
Rebuilding Together 2010 Volunteers

Without your support IFMA-SV’s Rebuilding Together project at Kainos Training & Business Services site
would not have been the success it was!

Thank you from the Community Outreach Committee:

Wendy Newcomer  Interior Planning & Design  Volunteer Captain  17th & 24th
Greg KleinSmid  Alltrue Builders  Construction Captain  17th & 24th
Tom Lighthouse  VFMF  Co-Construction Captain  17th & 24th
Robert Dragony  Sunrise Painting  Painting Captain  17th & 24th
Bob Kraiss  Adaptec  Furniture & Carpet Tile  24th
Patty Hall  Roche  Furniture & Carpet Tile  24th
Janis Zinn  Roche  Registration  24th

April 17th:

Al Phillips  Dome Construction  Justin KleinSmid(5)  Greg’s son
Amy Cooper  Spinitar  Mark Rodriguez  Dome Construction
Andres Moreno  Service by Medallion  Matt Lighthouse *  Tom’s son
Che Jewart *  Sunrise Painting  Mike Firenze  Dome Construction
Cory Gonzales  Paul Czajkowski *  Paul Friesen  Knight Consulting
Cristina Avila  M I L E S T O N E  Pete Quinby * (2)  Sunrise Painting
Daniel Johnson *(2)  Sunrise Painting  Rachard Duggan  Dome Construction
Darlene Del Debbio  Dome Construction  Richard Cooper  Spinitar
David Kolonay(2)  Dome Construction  SJL Business Services
David Reyes(2)  Dome Construction  Cupertino Electric
Ed Medeiros  Dome Construction  L J Business Services
Ed Novak *(2)  Adecco  CMD
Eric Renteria  Access Communications  QHI
Giuliano Piazza  Dome Construction  WORKHORSE
Gloria Mauro(2)  Cort  Greg’s son
Harvey Steinhaus  Dome Construction  Gloria’s friend
Joe Gottlieb  Amy’s son  Dome Construction
Jordan Bolla  Access  Tom’s son
Juan Monge  Sunrise Painting  Will Lighthouse
Judith Sayler *  Marketing Spheres  Tom’s son
John Hackett(2)  DK Builders  Video/pictures

April 24th:

Ali Sanchez  Reliable Concepts  Jordon Woods  Ride Spring
Anne Merrill  Fenwick & West  Jose Vargas  Saratoga High School
April Liggons  Synopsis  Judith Sayler *  Sunrise Painting
Barbara Donaldson  InnerScope  Julia Lipe(2)  Marketing Spheres
Brandon O’Malley  Sunrise Painting  Julie O’Loughlin(2)  Fenwick & West
Carmen Jiron(3)  Sunrise Painting  Kevin Klink(3)  Fenwick & West
Che Jewart *  Dome Construction  Matt Lighthouse *  Grubb & Ellis
Cori Floyd  Dome Construction  RFI
Craig Fairbaugh  Sunrise Painting  Dome Construction
Daniel Johnson *(2)  Sunrise Painting  Tom’s son
Daniel Wood  Dome Construction  Paul’s brother
Dave Osterlund(4)  Dome Construction  TBI Construction
David Perotti  Stanford Dept of Biology  Essrig Taylor Construction, Inc.
Ed Novak *(2)  Dome Construction  Patricia Granholm
Ed’s son Peter  Adecco  Paul Czajkowski *
Eric Galpine(2)  Graebel  Paul Gillick(5)
Evan Barrows(2)  Gachina Landscaping  Pete Quinby *(2)  Sandra’s boyfriend
Frank Zamora(2)  Dome Construction  Rob Clark *
Glen Granholm  Dome Construction  Reliable Concepts
Hector Buenrostro  Essrig Taylor Construction, Inc.  Dome Construction
Iris Boulware  Sunrise Painting  CMD
Jess Mendoza  Dome Construction  Eric Lee(2)
Jesus Bravo(2)  Reliable Concepts  IFMA  Photographer
John Gachina(3)  Gachina Landscaping  Virgil Moore *
Eric Lee(2)  IFMA  Photographer  William Merrill

* Worked both Saturdays. (#) – Number of years volunteering for IFMA-SV’s Rebuilding Together project.
CFM Spotlight

Raffy Espiritu, FMP

Art Saldivar, CFM, CFMJ

Career Snapshot:

- Disk Drive Company: Facilities Assistant; part of team that installed one of the first Class 100,000 clean rooms in Silicon Valley.
- Lockheed (affectionately known as LMSC): 13 yrs in support of Electronics Fab & Assembly, Solar Cell & Array Fab & Assembly, Antenna Microwave Systems, Special Programs.
- DSA: Inspector for school portable buildings & foam roofing installations
- Nortel: Project management consultant - contractor to facilitate consolidation move of 1,300 employees from Mountain View campus to a newly remodeled Santa Clara campus. Other miscellaneous projects related to new construction preparedness for campus consolidation.
- Hewlett Packard: Contractor assisting with miscellaneous facilities projects related to LED fabrication in Santa Clara.
- Nortel: CBRE / Grubb & Ellis employee contractor. Started supporting facilities projects, moved into facilities management, eventually became the Senior Facilities Manager for the West Region. ~2 mil sf. Full service management; details noted below.
- McAfee: CBRE Senior Facilities Manager. Critical Facilities management, day to day Maintenance Operations, Moves, adds & changes, Tenant services, TI Construction, Energy Management, Real Estate tenant management.
- BNSF Railway: CBRE/ JCl (current).
  - Specialized auditor for Economic Development Tenant sites in the US/Canada.
  - Ensure tenants are living up to their obligations per lease requirements.
  - Manage projects related to State, County & City regulatory agencies to meet compliance.
  - Recent added responsibilities include National Boiler & Elevator equipment & services.

Facilities Management is a magnificent career. If you are a Facilities Manager you are the Leonardo DaVinci of your company. You are able to exercise your talents in a variety of areas. Real Estate, Energy Management, Green Initiatives, Maintenance, Budgeting, Critical Systems, Business Recovery, Customer Satisfaction, Food services, Security, Safety… Sound familiar? As a matter of fact there are nine areas to focus on to become a CFM.

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Impact of the Diverse Workforce on the Facility Professional

Anne Merrill

What does the “Impact of the Diverse Workforce on the Facility Professional” mean to you? Although that title conjures different interpretations for each of us, the goal of the April evening program was to give the audience real world examples and learnings that could be incorporated both professionally and privately. Discussed was a high level overview of the various dimensions of diversity, how and why corporations create diversity programs and the effect on the facilities professional.

The program was conducted in a panel format featuring Phyllis Stewart Pires, Director of Community Experience, SAP Labs NA; Tom Wirth, Manager of Googler Services at Google and Jim Zuiderhoek, Global Facilities Administration for Risk Management Solutions. All panelists gave their unique perspective and experiences on the topic although all agreed that taking time and effort to implement solutions to accommodate diversity translated into organizational success. The challenge was to balance the voice of the user with the needs of the business.

The heart of the meeting illustrated how corporations/business aligns diversity programs to create a business advantage. To quote Google, “We believe that in addition to hiring the best talent, the diversity of perspectives, ideas, and cultures leads to the creation of better products and services.”

Summary points from SAP which were mirrored by the panel:

Goal 1: Continue to innovate for the future and respond to the different needs of our increasingly global, multicultural and diverse customer/user base
Action 1: Mirror its markets demographically and effectively relate to and anticipate their needs.

Goal 2: Acquire the talent necessary to meet our business challenges
Action 2: Foster an inclusive work environment that allows it to attract talent from a broader pool.

Goal 3: Engage our employees fully – stimulate new ideas and drive higher levels of performance.
Action 3: Respect and value diversity of thought, create open environments where contrary opinions are welcomed and where employees are motivated to contribute their best.

Continued on pg. 17
Many diversity programs have impacts to the physical workplace. Special space might need to be setup to accommodate other functions separate than typical business office settings. Examples can include religious ceremony rooms and mother’s rooms. Different work styles will also dictate different type of spaces; individual work to team based areas and private to public space. Many companies have different levels of engagement for events that range in religious, cultural to social themes – all which require a place to meet. Many companies also take extra steps to enhance services. Examples include dietary accommodation for food service, child care or transportation services to name a few.

Investment in human capital was highlighted as an opportunity to attract and retain talent broadly for the employee base but it can also be translated to the facilities office by professional development as well. Stressed was also the time required for personnel to adequately assess and implement users’ special requests and any issue migration. Hard costs and budget complexities were discussed.

Diversity is seen as a true benefit for everyone. It starts with seeking to understand and accommodate different needs as appropriate to align with business goals.

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**CFM Spotlight**

Continued from pg. 14

Having worked in Facilities since 1980, I’ve enjoyed a successful and satisfying career. My path began when a facilities manager friend convinced me that many of my gifts and talents would serve me well in the facilities world. “What’s a facilities manager?” I asked. I’m still asking that question. The title means so much to different people. The other day a person asked me what I did for a living and I mentioned that I was a facilities manager. She mentioned that she appreciated the janitors and landscape people that work at her job. I smiled. As you know today’s facilities manager is becoming increasingly more responsible for many dedicated areas. My time at Nortel is an example of the added responsibility facilities managers focus on each day. Responsibilities included maintenance operations, security, landscaping, janitorial service, food service, shipping, receiving & reprographics. Responsibilities extended to energy management, business recovery, new and TI construction, tenant management, lease building oversight, customer satisfaction. Many of you are nodding your head, and for some, you can probably add more items to this list. As a facilities manager your budget is probably larger than the majority of departments at your company. You are the Captain of the facilities ship trying to steer the ship in the right direction and keeping it afloat.

As you Monk fans may remember, it’s a gift and it’s a curse… It’s a gift because of the variety and challenge. If you’re understaffed or under budgeted - It’s a curse.

What does this have to do with becoming a Certified Facilities Manager? The title doesn’t make you more knowledgeable or a better manager. It affirms what you already know. Some of you are CFM’s already, you just haven’t taken the test to affirm it. Some of you are CFM’s but are scared to fail. It’s like jumping off the high dive for the first time. Very scary but you have to take the first step to get over it and realize that it wasn’t so bad after all. Below is my e-mail to my CFM classmates that I hope will encourage you to take that next step...

It’s a nice feeling after you finish taking the test… you wait and wait and wait and wait, then a nice letter pops up on the screen … “Congratulations…” Wow! For those who haven’t taken the test yet, please take it sooner rather than later….. It’s a nice relief to put this behind you and look forward to other goals moving forward….

Thanks to all that issued e-mails stating your new CFM status. Your e-mails kept me encouraged and I hope this e-mail will do the same for those who have yet to take the test. Also, I’m sure we had the two best instructors on the planet… Thanks Jon and Rene for keeping the class exciting and making the time pass so quickly! Also, I want to thank Alan Pong who has been encouraging me to take the CFM test for the last five+ years; maybe longer? Everything seemed to fall into place this year, but thanks for your continued support and encouragement, Alan!!

Best regards to all!”
Based on the miserable cold and rainy day we had a year ago, our in-depth climatology research led us to choose May 21, hoping for a better day this year. The golf gods smiled upon us because the weather was milder, although not too sunny, but there was no rain!

And thanks to a large number of people, especially to:

our Gold Tournament Sponsor

and

our Chapter Platinum Sponsor

and all the other sponsors who made this another memorable event. And a special thanks to the league of Volunteers:

Chair: Jeremy Goodland and Co-Chairs Renato O’Neal and John Hackett

Caddy: Ralph Buchanan

Committee Members: Cathy Cathey, Greg Harrison, Sandra Louie, Joy Dunn


With the new Committee Chairs this year, led by Jeremy Goodland of Western Allied Mechanical, came some new and innovative ideas. First, the lunch sponsors AlfaTech provided the players with memorable 6-pack cooler bags that contained the lunches. Even after the great lunch there was plenty of food and drink on the course provided by our Hole Sponsors. And, two new contests were added – a One-Ball contest sponsored by Advance Design Consultants and an Accurate Drive contest sponsored by Clean Innovation.

Of course the day would not have been complete without our other very important sponsors: RECEPTION-Cosco Fire Protection, REGISTRATION STAND-Valley Crest Landscape Maintenance, GOLF CARTS-Western Allied Mechanical, HOLE-IN-ONE CONTEST-Advance Design Consultants, Donnelly Kerley Builders, Facilities First & Western Allied Mechanical, PUTTING CONTEST-Customized Performance, BEVERAGE CARTS-Inside Source, MAI Industries & Alliance Roofing, TABLE CENTER-PIECES- GreenWorks and PHOTOGRAPHY-Tom McCune (Kobalt Brands) John Hackett (Donnelly Kerley Builders) and ENTERTAINMENT - Clean Innovation.

While nobody won the coveted $20,000 cash prize for a Hole-In-One, our players had the opportunity to win over $1,300 in cash prizes for their skills. And the winners were:

► Putting Contest Winner – Dave Williams w/ 5 putts
► Accurate Drive Contest (iPad)  
  Mountain 1 – Bob Cooney
► Men’s Long Drive Contest ($50 ea)  
  Canyon #9 Frank Jewett, Mountain #7 Jason Dubose, and Lake #3 Jeff Curry
► Women’s’ Long Drive Contest ($50 ea)  
  Canyon #9 Robin Carpenter (she won last year too!), Mountain #7 Claudia Folzman, Lake #3 No one
► Men’s Closest to the Pin ($50 ea)  
  Canyon #8 Rick Swenson, Mountain #2 Russ Cortez, and Lake #2 Gonzo.
► Women’s Closest to the Pin
  The women must have taken a break because none of them hit the contest greens this time.
► 3rd Place finishers with a 61 ($100)  
  Jim Osborne, Bob Cooney, Michael Rizik and Ken Slazar
► 2nd Place finishers with a 60 ($200)  
  Renato O’Neal, Lorenzo Rios, Hugo Ojeda and Jason Dubose
► And the First Place Prize Winners ($300) with a tie for gross score of 60 (tie broken by score on Lake course) were the foursome led by Leonard Alvarado – Dan Stanberry, Do Cao and Ignacio Delrio. Yep, the same group that won the One-Ball Contest! They must have ‘played for show & putted for dough.’

Besides having fair weather and another sellout of Players & Sponsors, the day was very successful because we raised over $10,000 for our Chapter’s Community Outreach projects including Rebuilding Together. Cathy Cathey sold lots of Raffle tickets thanks to the 18 prizes generously donated by – Brook Furniture (Flip Video camera), Steve Osborne Motor Sports (2 - IFlyAnytime passes - Indoor Skydiving), Fixit Team (Gift certificates), Jensen Landscaping (Wine), QuakeHOLD! (Emergency backpacks), Paul Davis Restoration, Skyline Construction (4 Giants tickets), Staples (Shredder and gift basket), Cinnabar Hills (Foursome), Valley Facilities Management Co. ($200 gift certificate), ACQ Office (Golf Club or Putter), Perfection Sweeping (Wine Basket), The Villages (golf foursome) and Clean Innovation (IPad).

Finally, we also want to thank Co-Chair John Hackett of Donnelly Kerley Builders for giving up the chance to play his favorite game to take all of the great photos out on the course of our sponsors, etc.

And for those of you who may be planning a tournament someday, we give Cinnabar Hills’s staff the highest rating possible for their cooperation and execution of the entire tournament. The course was in excellent condition and the staff are really great to work with; they know all the nuances required for making a good tournament.

We’re already looking forward to next year, with another FIRST – it will be in JUNE! So mark your calendars for Friday, June 17!

FORE!
Golf Recap

First Place Prize Winners ($300) with a tie for gross score of 60 (tie broken by score on Lake course) were the foursome led by Leonard Alvarado – Dan Stanberry, Do Cao and Ignacio Delrio. Yep, the same group that won the One-Ball Contest! They must have ‘played for show & putted for dough.’

For the One-Ball contest, a foursome had to play the entire round with one specially marked ball. Anyone who has played Cinnabar knows how extremely difficult this can be. But we did have a winning foursome – Leonard Alvarado, Dan Stanberry, Do Cao and Ignacio Delrio. (Proof being submitted by Ignacio to Chair Jeremy)

President Ed Novak & Chapter Administrator Joy Dunn explaining the One Ball contest at Registration

This year’s winner for the Best Overall Booth went to a group of Chapter Volunteers promoting our Diversity Scholarship Program. Their “booth” was actually a small village on the Lake course.
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The Second Annual Women in IFMA Networking Event (WINE) brought together over 40 women who work in the facilities management field in Silicon Valley on April 14th for a wine tasting mixer. Sporting sparkly pink ribbon tattoos for camaraderie and support, IFMA colleagues sampled an array of award winning wines at the J. Lohr San Jose Wine Center and raised hundreds of dollars for the Breast Cancer Research Foundation®.

Said Patty Hall, organizer of the event, “I was happy to see such a great turnout at this fun mixer – it helps women in facilities to develop their own network in a relaxed, social atmosphere while supporting the Breast Cancer Research Foundation®. With such success, we are committed to fundraise for cancer research as part of this annual social event going forward. Funding cancer research is essential until a cure is found to end this deadly disease. We can fight back and we can make a difference!”

Breast cancer strikes thousands and thousands of women every year, not only cutting short many lives, but irrevocably affecting their families. The mission of The Breast Cancer Research Foundation® is “to achieve prevention and a cure for breast cancer in our lifetime by providing critical funding for innovative clinical and translational research at leading medical centers worldwide, and increasing public awareness about good breast health. A minimum of 85 cents of every dollar goes to research and awareness programs.”
## 2010 PROGRAM CALENDAR

Silicon Valley has one of the most active and successful IFMA chapters in the world. The monthly meetings expose members to an extensive network within their profession, while the training classes and lectures are directed toward improving the member’s skills. The Facility Management profession changes dramatically year-to-year, demanding more and more from facility professionals. Silicon Valley Chapter of IFMA strives to provide educational and networking opportunities for the industry.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
<th>TYPE OF EVENT</th>
<th>VENUE</th>
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<tr>
<td>January 27</td>
<td>Be Yourself: Everyone Else is Already Taken</td>
<td>Chapter Meeting</td>
<td>Jewish Comm. Center</td>
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<td>February 10</td>
<td>Marketing Facilities Management</td>
<td>FM Roundtable Luncheon</td>
<td>Fenwick &amp; West LLP</td>
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<td>Feb. 11, 12, 18 &amp; 19</td>
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<td>February 24</td>
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<td>March 24</td>
<td>The State of Silicon Valley</td>
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<td>April 8 &amp; 9</td>
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<td>April 14</td>
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<td>April 17 &amp; 24</td>
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<td>April 28</td>
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<td>May 21</td>
<td>Golf Tournament</td>
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<td>May 26</td>
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<td>June 23</td>
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<td>July 14</td>
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<td>September 9 &amp; 10</td>
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