

KC IFMA fosters a culture for the open exchange of wisdom, knowledge and experience, within the FM profession.



President's Podium

CUSTOMER SERVICE

Customer service is the name of the game for most of us. Like many of you, I have both internal and external clients to appease. I doubt any facility manager will tell you he is the most popular person in the building. There certainly are times when we are very popular people and we don't want to be. Just let the heat go out in your facility and see how popular you are. People in my building have even made the trip down to my office, in person, to let me know that the air is out. A few months back, I came up with a customer service idea that is especially handy for times like this.

I frequently see vendors, and often they leave me small sample packets of items to try. Everyone likes to get "free" stuff. I have created a basket that sits on my credenza and I give out items to my customers. I try out my sample and place the other one into my basket. I have items such as hand sanitizers, microwave cleaning towels, individual packets of degreaser wipes, miniature bottles of hand soaps, dish soaps, etc. I gave a staff member, who frequently travels, a sample of an insect repellent towel that he could keep in his brief case. He came back to me and asked how his department could order a case of them. My little basket is constantly having different items in it, and I have received numerous thanks from my clients. Someone may have been perturbed with me when they came to visit, but my basket has proven to be a huge customer service tool.



Donna Koontz, President
Kansas City IFMA Chapter

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FOCUS FEATURE

This Chapter would not be able to provide the programs or maintain the level of expected service without the wonderful volunteers that dedicate their time and talents. It takes many people many hours each month to run a successful chapter like KCIFMA. Some individuals donate their time on a monthly basis, while others assist on a short-term basis.

All time provided is greatly needed and appreciated! Short term opportunities include: Hosting a chapter meeting, writing an article for the newsletter, helping at the golf outing, and evaluating scholarship applications. If you would like to volunteer your time on any basis, please contact Chapter President, Donna Koontz, or anyone on the 2004 Board. At last month's Holiday Party, we honored our 2003 volunteers.

Thank you Chapter 2003 Volunteers!



2003 Board of Directors From left to right: Donna Koontz, President; Alan Bram, Past President; Jackie Coleman, Program Chair; Becky Beilharz, Newsletter; Ron Burns, Chapter Liaison; Jim Wilkinson, Vice President-Membership; Scott Quarterson, Golf Co-Chair; Front row: John Harter, Treasurer; Sam Davidson, Golf Co-Chair; Linda DeTienne, Vice President-Education. Not Shown: Scott Reeder, Secretary; Lee Kortemeyer, Website



Program Committee From left to right: Alan Bram; Tom Bachora; Diane Bashor; Dick Cooper; Teresa Reicherter; Phil Gardner; Jackie Coleman, Chair; Stephanie Mann. Not Shown: Rita Beebe; Jim Cook; Greg Gladfelter; Mark Stubbolo



Scholarship Committee From left to right: Dick Cooper; Peter Wieczkowski, Chair; Caryl Francis-Niedens; Brittany Gamble; Paige Price. Not Shown: Shannan Berkbuegler; Linda DeTienne; Chris Gould; Randee Werts



Membership Committee From left to right: Jim Wilkinson, Chair; Sandra Tarrant. Not Shown: Dawn Anderson



Golf Committee From left to right: Sam Davidson, Co-Chair; Jim Neal; Linda Atha; Becky Beilharz; John Harter; Jackie Coleman; Scott Quarterson, Co-Chair; Paige Price. Not Shown: David Anderson; Rita Beebe; Laura Davis; Kristi Furey; Greg Gladfelter; Ken Mickey; Wes Miller; Sonya Moore; Susan Moore; Steve Moritz; Sam Shelhorn; Robyn Staggs; Steve Sweetin; Velda Tilling; Bob Weeks

Education Committee (Sorry no photo) Galen Swanigan, Chair; Alan Bram; Susan Cain; Linda DeTienne; Brittany Gamble; Steve Greife; Robert Rives; Karen Vincent



The Chapter also honored our Chapter Administrator, Sheryl Wolfe, with a small gift for all her work and dedication. The chapter would be lost without her. Thanks Sheryl!!

Welcome New Board Members and Committee Chairs for 2004

The following officers were installed for 2004 by Alan Bram, Past President:

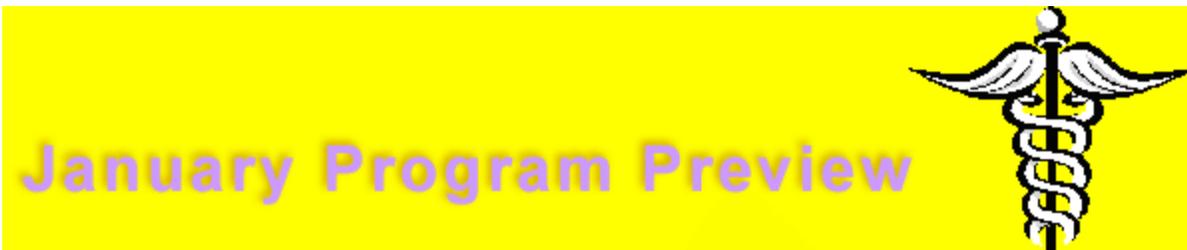
Donna Koontz, President
Linda DeTienne, CFM, Vice President
Jim Wilkinson, Vice President
Brittany Gamble, Secretary
John Harter, CFM, Treasurer



The following members have agreed to chair committees:

Teresa Reicherter, Program
Galen Swanigan, CFM, Education
Peter Wiczkowski, CFM, Scholarship
Sam Davidson, CFM, Co-Chair Golf
Scott Quarterson, Co-Chair Golf
Ron Burns, Chapter Liaison
Becky Beilharz, CFM, Newsletter

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LIFE SAVING TECHNOLOGY AND RESPONSIBILITY

"Bob in the sales department isn't feeling well. What do you think we should do?" "I don't know...what's wrong with him?" "He's sweating, looks pale, feels dizzy and nauseous and says he has a tooth ache and a funny feeling in his arm."

Bob is a 46-year old male, about 20% overweight, sedentary, and in a high stress job. What do you think is happening? My guess . . . a heart attack.

What would you do or what should you do in this situation? What has your company trained you to do? What is your legal responsibility if you take action? What is your responsibility if you don't take action?

On Tuesday, January 20th, 11:30 a.m. at the Overland Park Fire Training Academy, we will attempt to provide some answers. Special guests include Steve Isaacson, Chief of Paramedics, Overland Park Fire Department, Jeff Johnson, Community Education Division Chief with Johnson County Med-Act, and Terry Sexton, attorney with Shook Hardy &

Bacon.

Steve Isaacson . . . Thirty-years in EMS has afforded Steve Isaacson experience providing emergency response from a variety of perspectives, including volunteer, private, fire and hospital-based systems. Steve currently serves as the EMS Coordinator for the Overland Park Fire Department and was an integral participant in the recent transition to Advanced Life Support level provider. Steve has a BS degree from MidAmerican Nazarene University, an Associates Degree in EMS from Johnson County Community College, and is an Executive Fire Officer for the National Fire Academy.

Jeff Johnson holds the position of Community Education Division Chief and acts as Public Information Officer for Johnson County Med-Act. Mr. Johnson has been with Med-Act since November 1991. As Division Chief, he oversees the day-to-day operations of all community education programs. He has chaired the American Heart Association's "Operation Heartbeat" for the past two years, and has been instrumental in seeing AEDs (Automatic Electronic Defibrillators) placed throughout the community.

Mr. Johnson began his career as a fire fighter/EMT in Petersburg, Alaska in December of 1980. After joining Med-Act as a field paramedic, he developed the American Heart Association's Community Training Center, which has taught CPR to over 10,000 citizens in one year.

Terry Sexton defends civil and white-collar criminal litigation as a member of Shook Hardy & Bacon, an international law firm based in Kansas City. He counsels and represents businesses and individuals in a wide range of complex matters including products liability, class action, toxic tort and commercial cases. An experienced trial lawyer, Terry is well-versed in alternative dispute resolution, including mediation and arbitration.

Terry is admitted to practice in Kansas and Missouri, although his practice takes him to courtrooms from coast to coast. He is a member of the American Bar Association and the Defense Research Institute, and lives with his wife and two daughters in Overland Park.

Once the heart goes into ventricular fibrillation, it takes an electric shock to restore the normal heart rhythm. You only have four to six minutes before brain damage begins to occur.

One of the newest life saving devices on the market is the Automatic Electronic Defibrillator or the AED. It is able to diagnose an irregular and/or possibly fatal heart rhythm and deliver an electric shock to restore a normal rhythm. The AED is often found in airports, stadiums, arenas, museums, fitness centers and even office buildings. It is a great adjunct to first aid and cardiopulmonary resuscitation. The AED can and does save lives, and you can be trained to use it.

I hear the wheels turning...you are wondering if you can be sued if you use the AED and the person doesn't make it. Does the "Good Samaritan" Law protect you from personal liability? You will have to attend the program to hear the answer.

Often neglected in emergency planning are instructions on how to call for help and how to prepare for arrival of the paramedics, fire fighters or police officers. Knowing what to do and doing it can save time and lives. Don't leave it out of your Crisis Response planning.

Watch for your E-vite to register for this program or call (913) 906-6000, ext. 1144. The cost is \$15 for members and \$20 for non-members. The fee includes lunch. The Overland Park Fire Training Academy is located at 12401 Hemlock in Overland Park.

Directions: Take route I-435 to the Metcalf Ave. exit in Overland Park. Take Metcalf Ave. south to College Blvd. and turn right (west). Take College Blvd. to Antioch (about ¾ mile) and turn left (south). Continue on Antioch to West 125th Street and turn left (east). West 125th Street dead ends at Hemlock, turn left to Academy.

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FACILITY MANAGEMENT PROFESSIONAL DEVELOPMENT

The KC Chapter of IFMA is hosting the FM Edge Audio Seminar on *Fiscal Survival: Make Your Outsource Provider a Strategic Partner*. This is a one and one-half hour opportunity to hear and view a live presentation from Joseph D. Incognito of Creative Management Services.

The seminar will be held January 29 from 12:00 - 1:30 p.m. at AVI Systems, Inc. in Lenexa. There is **NO FEE** to attend the session and you are welcome to bring your own "brown bag" lunch with you to enjoy while you listen to the teleconference and view the simulcast webcast.

Space is limited so reservations are required and will be on a first come, first served basis. For further information, please feel free to contact Linda DeTienne at NCRI, detienne@ncricat.com

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What a Deal!

Do you know you can save fifteen bucks and pre-register for the monthly chapter programs in 2004? There will be 10 programs at \$15 each (\$150), but if you sign up for all of them by January 30th, you only pay \$135.

Reach for that ole' checkbook and send your \$135 check to:

**John Harter, CFM
Chapter Treasurer
C/O SONY Electronics
8281 NW 107th Street
Kansas City, MO 64153**

Or . . . you can charge it by sending John your credit card number, expiration date, and zip code.

John's e-mail address is john.harter@am.sony.com

No faxes, please.

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International News

IFMA has made changes in the CFM maintenance program. Currently, CFMs receive 20 maintenance points for attending any IFMA competency course. Originally, all courses were three-day courses, but over time, several courses have become two-day courses. Beginning January 2004, these IFMA Competency Courses will receive 13 points.

Also, CFMs are no longer required to save and present enrollment receipts for IFMA programs such as World Workplace, Spring Symposium, IFMA Competency Courses, and Management Summit. CFMs may list these items with the appropriate points on the maintenance renewal forms.

Please contact certification@ifma.org with any questions.

In late March 2004, technology questions will begin to appear on the CFM Exam. However, these questions must first be tested to ensure they are performing as expected. Therefore, the technology questions will not count towards the candidates passing score until Fall 2004. Ample notification will be provided to all candidates before scores on the technology questions will affect the final exam score.

JOBnet, IFMA's online job referral service, helps match qualified job hunters with great FM employment opportunities. Instant access benefits both the employer and the job candidate. JOBnet builds connections between employers and jobseekers, uniting the right people with the right job. Go to the IFMA.org website for more information.

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Scholarship Committee Names KC IFMA Scholars

By Peter Wieczkowski, CFM, PE
Scholarship Committee

The Kansas City Chapter of International Facility Management Association has determined to reward area college students for their potential for excellence in facility management by establishing a scholarship program. The scholarship pool is funded in large part through proceeds from the annual fundraising event, the KC IFMA Golf Tournament, and this year was established at \$5,000.

Peter Wieczkowski, the Chairman of the Scholarship Committee, announced the recipients of the KC IFMA Scholarships at the Holiday Party. Peter recognized the hard work of the Scholarship

Committee, comprising Shannan Berkbuegler, Dick Cooper, Linda DeTienne, Caryl Francis-Niedens, Brittany Gamble, Chris Gould, Paige Price, and Randee Werts. This year's committee reviewed the extensive application packets received from 16 applicants representing four universities in Kansas and Missouri. The committee noted exceptional quality in the applicants' academic background, commitment to facility management, and involvement in the community.

The committee ultimately selected eight candidates for interview. With the very strong quality of applicants, the committee elected to award the \$5,000 scholarship among five recipients.

The Kansas City Chapter of IFMA is proud to honor the following students as KC IFMA Scholars:

KC IFMA Scholars - Undergraduate:

Ms. Aditi Arora
Kansas State University

Ms. Jessica Hatfield
University of Missouri - Columbia

Ms. Ryan Rosche
Kansas State University

Ms. Clare Vogel
University of Missouri - Columbia



KC IFMA Scholar - Graduate:

Mr. John Waller
University of Kansas

Congratulations to this excellent group of students on being recognized for their potential for excellence in Facility Management.

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Chapter members to conduct a building audit for a United Way Agency

And we need you. Yep! We need experts in HVAC, electrical and plumbing systems, information technology, floor covering, service contracting, housekeeping, interior finishes, landscaping, roofing, etc.



Let's us know if you are interested, and we will get back to you with a date, time and location.

Call Alan Bram to volunteer (913) 327-8201 or alanb@jewishkc.org.
Thanks for lending a hand.



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**Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR**
(All dates and times are subject to change)

DATE / SPONSOR	PROGRAM	LOCATION	TIME
Jan. 15 PEP	Disaster Recovery* Partnership for Emergency Planning	To be announced	8:00 am - 10:00 am
Jan. 20 KC-IFMA	Lifesaving AED, FA, CPR	Overland Park Fire Training Academy 12401 Hemlock Overland Park, KS 66213	11:30 am - 1:00 pm
Feb. 17 KC-IFMA	Healthy Office Seminar	Jewish Community Campus West 115th St. Overland Park, KS 66211	11:30 am - 1:00 pm
Mar. 16 KC-IFMA	Tour Church of the Resurrection	Church of the Resurrection 13720 Roe Ave. Leawood, KS 66224	11:30 am - 1:00 pm
Apr. 20 KC-IFMA	Don't PESTer Us	To be determined	11:30 am - 1:00 pm

Apr. 27-29 KC-IFMA	The Real Estate Game	To be determined	8:30 am - 4:30 pm
May 18 KC-IFMA	Kansas Speedway	Speedway 400 Speedway Blvd., Kansas City, KS	11:30 am - 1:00 pm
June KC-IFMA	Golf Outing	Painted Hills Golf Course 7101 Parallel Parkway Kansas City, KS 66112	1:00 pm - 7:00 pm
July 20 KC-IFMA	So You want to Build a Building	To be determined	11:30 am - 1:00 pm
Aug. 17 KC-IFMA	TBD Save the Date		
Sept. 21 KC-IFMA	TBD Save the Date		
Oct. 19 KC-IFMA	TBD Save the Date		
Nov. 16 KC-IFMA	TBD Save the Date		
Dec. 21 KC-IFMA	Holiday Party	To be determined	Evening

Registration is required for all events. To register for any IFMA activity, watch for meeting announcements via e-mail, in the Facilitator and/or consult the Chapter Website www.kcifma.com.

The fee for regular monthly IFMA programs is \$15 for members and \$20 for non-members. Workshops and seminar fees vary somewhat as do programs offered by other professional organizations. Please consult the chapter newsletter and/or Website for details.

* Sponsored by Partnership for Emergency Planning, RSVP to billc.latteman@yellowcorp.com by January 8th.

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Did you know...

On the KCIFMA website, the Chapter has developed a Resource Area to provide guidelines for a variety of facility management issues, including a Crisis Management Manual that covers Bomb Threats, Power Failure and a Tornado. If you have a resource you would like to share with the Chapter, please e-mail the document to Sheryl Wolfe, Chapter Administrator at wolfekcifma@earthlink.net.

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CFM'S KNOW - DO YOU?

Here's the CFM question for the month, and the matching answer can be found later in this newsletter.

What process for forecasting space needs is most effective for a sales or retail facility?

- A. Department growth.
- B. Percentage sales growth.
- C. Period growth.
- D. Employee growth.

Answer can be found after the "Quick Pix"

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Quick Pix



A special thank you to Jackie Coleman, Program Chair, for her dedicated two years of service.



Two very important aspects of this Chapter, Alan Bram and Donna Koontz.



Cathy and Marc Connor sign in with John Harter.



Scott Quarterson adds to the "Toys for Tots" gifts.



Brittany Gamble and Linda Atha serve up refreshments.



The evening's ambiance was enriched by our very own member, Doug Wills (on clarinet), and his band.

*Answer to this month's CFM question:
B. Percentage sales growth.*

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