

# PIKES PEEK



**Winner of IFMA's Chapter Award for Excellence in Newsletter Publishing 2009**

Pikes Peak Chapter of IFMA

April 2011  
Volume 8 Issue 04

## Speakers, Happenings and Events

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*Mission Statement:  
To advance the professional growth of our members and develop the profession.*

[www.ifma-pikespeak.org](http://www.ifma-pikespeak.org)

Pikes Peek is a monthly publication of the Pike's Peak Chapter of IFMA

**April 20<sup>th</sup> Luncheon** – Green Roofing – Daylighting Systems, PV/Solar, Vegetated and other aspects of roofing systems. Presented by Michael Zunk of Firestone Building Products Don't miss this great opportunity to find out about the latest in roofing and collect your auction points!  
Location: Biaggi's (11:30 am – 1:00 pm)

**April 29<sup>th</sup>** – COS Airport Tour (2:30 – 4:30 pm)  
Don't miss this great opportunity to tour the air field, see the lighting control system, tour the military rapid deployment facility, tour the business park, see the special snow removal equipment, see behind the scenes of the baggage system and find out what future plans lie ahead for the COS Airport. Space may be limited so to hold your spot please RSVP by 4/27 at [rsvp@ifma-pikespeak.org](mailto:rsvp@ifma-pikespeak.org) and be sure to put COS Airport Tour in the subject line. Spaces will be reserved on a first come, first serve basis.

**May 7<sup>th</sup>** – Ninth Annual COFAX Awards Banquet (6:00 – 10:00 pm)  
Cheyenne Mountain Conference Resort (see [www.ifma-pikespeak.org](http://www.ifma-pikespeak.org) for details)

**May 18<sup>th</sup>** – Tour of the Vestas Wind Turbine Manufacturing Plant in Pueblo. (3:00 pm – 4:30 pm) Space will be limited for this tour so please RSVP by 5/12 at [rsvp@ifma-pikespeak.org](mailto:rsvp@ifma-pikespeak.org) to hold your spot. Competitors of Vestas will not be allowed on the tour. Because this is a manufacturing plant, you will be required to wear your own steel-toed shoes. Safety glasses and safety vests will be provided by our host but if you have your own, please bring them.

### Board Meetings

The Board meets Friday, May 6<sup>th</sup>  
**Time:** Meeting 7:00 a.m. to 9:00 a.m.  
(All members are welcome to attend)  
**Location:** Verizon, 2424 Garden of the Gods Rd.



## President's Message

April and Spring are here. Is your calendar full? There certainly is a lot going on. Take a look at that calendar - April Fools, the Easter Season, Passover, Earth Day, Administrative Professionals Day and last but not least your COFAX committee is putting the final touches on the COFAX awards banquet that will take place May 7th at the Cheyenne Mountain Resort.

Do you have all of the above on your calendar? I hope you have most of them, especially COFAX. This promises to be a great evening. We had many deserving applications from which winners will be chosen by Board members of the Madison, Wisconsin Chapter. Madison was the IFMA Small Chapter of the Year. Also this year, we have a guest speaker of national reputation - Corey Ciocchetti, and greater involvement from the Denver Chapter as their president John McDonough will be our MC for the evening. Please watch for COFAX announcements and I hope to see you all there.

Now for a follow up to last month's message. Have any of you considered volunteering for upcoming open Board positions and becoming more involved in your Facilities Management Community? Positions open for the next two year commitment are: Sponsorship Chair, COFAX chair, Membership Chair, Treasurer and possibly Auction Bucks Chair. If you have any questions regarding the duties, talk to any Board member.

I look forward to seeing you all at our April luncheon featuring guest speaker, Michael Zunk from Firestone Building Products. Have a great Month,

Sincerely,  
Jerry Ludke



# Programs and Professional Development

## 2011 Pikes Peak IFMA Auction Program



You may have seen our announcement in the January newsletter about our new incentive program. Beginning with the **February, 2011** monthly luncheon, you can begin accumulating "Auction Points" for participating in various IFMA activities. Then, in **January, 2012** we will conduct our **1<sup>st</sup> Annual IFMA Auction** where you will have the opportunity to use your Auction Points to bid on great items such as restaurant gift certificates, an office chair, education opportunities and even the chance to race a Corvette.

**Start collecting your points now! When you check in for each event, be sure to pick up your auction point cards and keep them in a safe place. See the list of payable activities below.**

*Points are non-transferable and will expire 12/31/2011.*

### 30 Points

Monthly Luncheon Attendance

Serve on board committee

\*Sign up a new professional member

COFAX Submittal

\*Attain CFM, FMP, SFP



### 20 Points

Serve on board

\*World Workplace Attendance

\*Bring new potential professional member to a luncheon or event

COFAX Winner

### 10 Points

Social Event Attendance

Tour Attendance

Sponsor a luncheon

Speak at a luncheon/event

Sponsor a social event

\*Attend an IFMA sponsored educational event (such as CFM review)

\*IFMA Seminar Attendance

COFAX Sponsor

\*Attain other non-IFMA credential: LEED AP, FMA, RPA

\*You must notify a board member of your participation in these activities in order to collect auction points.



# Programs and Professional Development



**April 20-21, 2011  
Denver Marriott Tech Center  
4900 South Syracuse Street, Denver, Colorado**

**To register, go to:**  
<http://www.rockymountaingreen.com/>

For questions or comments, please contact Kelli Costa at 719.278.6495 or [kelli\\_costa@troweprice.com](mailto:kelli_costa@troweprice.com).



## Programs and Professional Development



### IFMA Unveils Sustainability Facility Professional Credential

IFMA is pleased to announce its newest credential, the Sustainability Facility Professional™. More than a building certification and rating system, the SFP™ will help facility professionals play a key leadership role in creating, managing and operating sustainable facilities by giving them the skills they need to impact their organizations' economic, environmental and social bottom lines.

Professionals can earn the new designation through the SFP Credential Program™, which offers complete training and assessment materials in three course areas: Strategy and Alignment for Sustainable Facility Management, Managing Sustainable Facilities and Operating Sustainable Facilities. Taken together, these courses provide a complete picture of how SFPs can improve the sustainability of their facilities in the eight major categories of sustainability defined by IFMA: energy, water, materials and resources, workplace management, indoor environmental quality, quality of services, waste, and site impact.

The SFP Credential Program will equip practitioners to: integrate sustainability efforts with their organizations' values and strategies, present a business case for sustainability initiatives, evaluate their efforts from a financial perspective, and track and report their progress. In sum, achievement of the SFP will demonstrate a proven comprehension of environmental stewardship and sustainability in facility management.

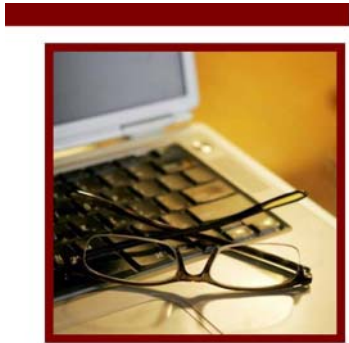
To find out more about how you can attain this credential, go to <http://www.ifma.org/>.



# Programs and Professional Development

UNIVERSITY OF DENVER  
Daniels College of Business

Burns School of Real Estate and  
Construction Management



**ANNOUNCEMENT: Masters of Real Estate and Construction Management now available in an *online distance* format at the University of Denver!**

The MS-RECM Program at the University of Denver is one of the oldest and most prestigious Real Estate and Construction Management Masters Programs in the world. For the first time ever, this Program is now available online for those that choose to not pursue their degree on campus. **Take classes from home, on campus, on the road, day or night.** Earn educational requirements for designations in CCIM, MAI, LEED, FIABCI, and many more through your course curriculum.

**Scholarships available immediately!**

- Receive the same top notch education and curriculum as our on campus students receive.
- Access some of the best professors in the country, providing you with a real world education.
- Access a network of over 10,000 Burns School alumni; Go anywhere in the world with these connections.
- Pursue a track (focus) in Sustainable Development, Real Estate Finance, International Real Estate, or Construction Management. The flexible curriculum allows you to cater *your* education to *your* career goals.

Franklin L. Burns School of  
Real Estate and Construction Management



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# DON'T MISS COFAX IX!!

May 7th, 2011  
Cheyenne Mountain Conference Resort  
6:00 – 10:00 pm



**This year's COFAX awards banquet will have a new refreshed agenda . We are proud to present our keynote speaker, Corey Ciocchetti.**

Corey speaks to thousands of individuals each year about “authentic success” and living an ethical life and is the author of the book *Real Rabbits: Chasing An Authentic Life*. Corey is an Assistant Professor of Business Ethics and Legal Studies in the Daniels College of Business at the University of Denver. He is one of the University's most popular and highest-rated professors. Corey joined DU after graduating with a law degree from Duke University School of Law, a Masters degree in Religious Studies and two Bachelors degrees in Finance and Economics – *summa cum laude* – from the University of Denver.

In August 2006, Corey won the Charles Hewitt Master Teacher competition at the national meeting of the Academy of Legal Studies in Business and, in March 2007, Corey was awarded the Outstanding Professor of the Year Award by the University of Denver Alumni Association. He has been selected as a finalist for the 2008 "Inspire Integrity" Awards. He currently teaches classes on Business Ethics, Business Law, Employment Law and Constitutional Law in a department ranked by the Wall Street Journal in the top ten worldwide for producing students with high ethical standards.

A Colorado native, Corey resides in Westminster, Colorado with his wife Jillian.

# Membership

## April 2011 Anniversaries

### 1 Year

**James Bearce** (KAYA Associates, Inc.)

### 4 Years

**Julia Cornelius** (ITT/SENSOR)

### 5 Years

**Jonathan Marrs** (El Paso Corporation))

### 7 Years

**Ben Goudy** (Grubb & Ellis Management Services)  
**Timberline Landscaping** (Kevin Hunt)

### 11 Years

**Evelyn Hara**, CFM, CFMJ, RPA, FMA, ACoM  
(Oracle USA)

### 25 Years

**James Walulak** (ARAMARK Facility Services)

## Please welcome the following new members.

**Patricia A. Kisiel** (FedEx Services)

The Pikes Peak Chapter currently has 98 members.

## Thank you to the following members who renewed their membership.

**Donald Beauvais, III** (Vitro America)

**Jerry Ludke**

**Jonathan Marrs** (El Paso Corporation)

**James Walulak** (ARAMARK Facility Services)

## How does membership in IFMA benefit YOU?

1. Representation - Strong professional communities are backed by associations that work year-round to meet the needs of the industry.
2. Networking with professionals locally and globally - Knowledge-sharing, exchanging ideas and information, is valuable to our development as better managers, better workers and as a better community of professionals.
3. Professional Credentials - IFMA's Certified Facility Manager (CFM) program promotes professional excellence, establishes global standards for professional practice, promotes the added value of the profession and helps to influence the future direction of facility operations worldwide.
4. Increased opportunities to broaden skills and knowledge in all FM-related areas.
5. Opportunities to grow both personally and professionally





As the nation's leading landscape maintenance and horticulture services firm, we handle every aspect of the landscape care for a wide range of customers. ValleyCrest works hard to attract and retain the best people in agronomy, horticulture and plant science – and invest in their ongoing professional training and development.

With LEED® – accredited professionals on staff, we're serious about sustainability. Our counsel to every customer focuses on saving natural resources, reducing waste and enhancing the quality of life. The Safety of our customers, general public and employees is vital to our success.

Bottom Line - When you partner with ValleyCrest you get consistent and superior care to protect your landscape assets.

- **Landscape Renovation and Enhancement**
- **Turf and Ornamental Maintenance**
- **Irrigation Systems/Water Management**
- **Seasonal Color Design and Installation**
- **Fertilization, Weed and Pest Control Management**
- **Tree Care**
- **Snow and Ice Services**

**Casey Owen**  
**Business Developer**  
**ValleyCrest Landscape**  
**7357 Cole View**  
**Colo. Spgs. Colorado 80915**  
**Office: 719.448.9500**  
**Fax: 719.448.9501**  
**Mobil: 719.896.0373**  
**Email: [cowen@valleycrest.com](mailto:cowen@valleycrest.com)**  
**[www.valleycrest.com](http://www.valleycrest.com)**

### COFAX IX Sponsorship

Any organization that signs up now to be a sponsor will be listed for twelve months

#### Monthly Luncheon Sponsors

April 11	ValleyCrest Landscape
May 11	COFAX VIII
June 11	Available
July 11	Available
August 11	Available
September 11	Available
October 11	Available
November 11	Available
December 11	MasterKlean Janitorial
January 12	Available
February 12	Available

#### Thank you to our prior month(s) sponsors:

December 10	MasterKlean Janitorial
January 11	Facility Tour - Postponed
February 11	Humanscale
March 11	BOMA/IREM/IFMA Luncheon

#### COFAX IX May 7<sup>th</sup>, 2011

Platinum  
Weathercraft Company of Colorado Springs

Gold  
Colorado Springs Utilities  
MasterKlean Janitorial  
The Brickman Company

Silver  
Available

Bronze  
Available

In-Kind  
Sandia, Colorado Real Estate Journal

Thank you to all of our sponsors who help us advance the facility management profession!

**For Sponsorship Information** - Contact Randy Zornes, 719-471-3851 or email [RZornes@fbgservices.com](mailto:RZornes@fbgservices.com).

# Disney Quality Service



Hosts



Thank you Pikes Peak Chapter of IFMA for allowing me to attend the Disney Institute Seminar  
**“Disney’s Approach to Quality Service”**

This was one of the best seminars I have ever attended. There were over 250 attendee’s people from all different lines of work. IFMA members, Compassion International, water district of Arapahoe County, Hotel employees, Colorado Springs Utilities and Peoples Bank just to name a few.

The ideas presented in the seminar whether not only how DISNEY handles Quality Service but how they define it, how they implement it, how the constantly change and adapt their Quality Service. This seminar enabled you to look at whatever your scope of influence is within your own organization and adapt any of the ideas or suggestions presented. All of the suggestions made were very important here are a few:

- \*Exceed your customer’s expectations – plan how you can achieve this
- \* Pay attention to every detail of delivery – people are talking about you right now through verbal written social media. How do you present?
- \* All clients’ customers will have the intent to return and or return and recommend – how do you benchmark your customer’s experience

Again what a great experience! I will attend again next year and be bringing along some of our Management Team!  
Thanks Again!

Mura Golden  
MasterKlean Janitorial