

The Facilitator

News from the Boston Chapter of IFMA
The International Facility Management Association

Summer 2004

IFMA Boston Announces 2004/2005 Education Programs

The IFMA Boston Education Committee has developed a series of programs and seminars designed to aid members achieve the CFM designation.

LET US KNOW THAT YOU ASPIRE TO GET YOUR CFM....If you plan to take the CFM exam in the next few years, contact one of the CFM Co-Chairs and you will get the following from the Boston Chapter:

- An invitation to the September CFM Breakfast
- CFM review booklet from IFMA (valued at approx \$20)
- Help with the CFM process. Note that we will be hosting a two-day seminar CFM Exam Review in October.

CFM COMPETENCY OVERVIEWS AND SEMINARS BEGIN IN NOVEMBER 2004....Facility Professionals who are IFMA Boston members and sign up for the 2004/2005 Study Series and pay a nominal fee will be provided with:

- CFM Study Guide (now under development by IFMA)
- Three Competency Overviews throughout the year on three separate competencies presented by subject matter experts. Light dinner included at each of the evening sessions.
- One to two seminars throughout the year on two separate competencies presented by subject matter experts. Lunch and snacks included at the seminars.
- IFMA Boston members who registered for and attended the entire Competency Overview Series will have a chance to win one of ten scholarships to take the CFM test (a \$400 value) courtesy of the Boston Chapter

COMING IN 2005

The Program and Education Committees will team up to do a day-long seminar in January about Office Moves. February, March and April will include one full seminar and two three-hour evening overviews on competencies selected by the membership via the recent survey. Another CFM breakfast will be held in May of 2005.

DO YOU NEED CFM MAINTENANCE POINTS?

Here are some ideas for you:

- Sign up to be a mentor – you can earn up to 20 CFM maintenance points a year if you are an active mentor on the mentor committee. Contact Mentor Co-Chairs Glen Riley griley@bostonfinancial.com or Kevin Duval Kevin.duval@libertymutual.com
- Attend IFMA Boston programs, the upcoming CFM breakfast, seminars and overviews. See www.ifmaboston.org for more information.
- Attend World Workplace for lots of great instruction, lots of fun and 20 CFM maintenance points. For more information see www.worldworkplace.org/northamerica/2004_conference_prepost.htm
- Work on any committee in IFMA Boston and earn up to 20 CFM maintenance points a year. You'll meet lots of great people and have fun too! Consult www.ifmaboston.org for volunteer opportunities.

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CONTINUING EDUCATION SCHOLARSHIPS TO BE OFFERED IN 2004/2005

At least five individual \$1000 scholarships for continuing FM education will be awarded to qualifying IFMA Boston members by the IFMA Foundation in a joint effort with IFMA Boston. Please contact Kate Thibeault at kate.thibeault@pearson-ed.com for details.

The Facilitator

The Facilitator is the newsletter of IFMA Boston and is published quarterly. Please forward comments about this issue to ifma@ifma-boston.org or call 781/245-8808.

Roy Lauridsen/Harvard Divinity School, Editor
Brian P. Folen/Midland Construction, Program Article Contributor

Deadline for the Fall issue of The Facilitator: October 15, 2004

If you are interested in submitting an article, please contact our editor, Roy Lauridsen, at roy_lauridsen@harvard.edu or 617/495-8655

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IFMA BOSTON EDUCATION 2004 FALL SCHEDULE

DATE	Comp/Credits	TITLE	DESC
September 21 7:30-10:30am	CFM Breakfast Leadership & Management 1 CFM Credit	CFM Breakfast	Breakfast for Existing and Aspiring CFM's
Nov. 12 & 13 2 Day Seminar	All Competencies 12 CFM Credits 1.4 CEU Credits	CFM Exam Review	Update and assess your knowledge and skills related to each competency.
Nov 2004 3 hours	Real Estate 2 CFM credits	What the FM needs to know	Kickoff for the Competency Overview Series.

Please check our website for the most current information.

CONTINUING FM EDUCATION IN THE GREATER BOSTON AREA:

Boston University Certificate Program in Facilities Management

The colossal task of managing and operating the vast amount of commercial real estate space has given Boston University good reason to offer a Certificate Program in Facilities Management. The program is based on a business approach to facilities management and prepares participants who want to move into the industry or enhances their existing skills. The Facilities Certificate program is offered through the University's Center for Professional Education as part of the overall Program for Real Estate Studies.

A total of six courses are required to complete the certificate. Topics include building design development, construction management, financial management, facility operations, environmental health & safety, and two new courses in security and building systems. Taught by practitioners in the real estate and facility management industries, classes are conveniently offered in the evening at Boston University's Charles River and Downtown Center campuses.

For more information, visit Boston University's Center for Professional Education on the web at www.bu.edu/professional, email CPE@BU.EDU or call (617) 353-4497.

Still a Few Good Seats Available at MMA

Massachusetts Maritime Academy offers the only Master of Science in Facilities Management degree program in New England. This program is taught in an Executive format utilizing cohort groups. MMS is a fully accredited institution by NEASC (New England Association of Schools and Colleges). The purpose of this program is to provide students with the knowledge and skills to succeed in a variety of senior facilities management and leadership positions.

This 31 credit, ten course executive program is offered in a 15-month format at the Buzzards Bay Campus. Courses convene Friday evenings and all day Saturday EVERY OTHER weekend. All food and lodging for Friday night as well as all textbooks are included in the tuition. Each class will be comprised of a maximum of 28 facility professionals who will sequence collectively as a core group through the entire program. It is not too late to sign up for the Fall class! A few seats are still available and applications will be received until September 1, 2004. In today's job climate you need the maximum advantage that this program will provide!

For more information or an application package, contact MMA, Division of Graduate and Continuing Education, (508) 830-5096, or check the MMA website at www.maritime.edu.

New Evening Certificate Program at Wentworth

Wentworth Institute of Technology has granted approval for a Facilities Management Certificate, which will begin in January 2005. The Certificate, to be offered in the evenings through the Division of Professional and Continuing Education, will be focused on courses that support the IFMA Competencies. Surveys completed by the IFMA Foundation, the IFMA National Office and the Boston Chapter in the last year identified a number of key areas where potential and current CFMs feel the need for further professional education. Using this information, the Department of Design & Facilities at Wentworth developed a four-course curriculum including Principles of Facility Management; Real Estate and Property Development; Finance for the Facilities Manager; and Project Management. The courses can be completed in 15 weeks; and will be eligible for continuing education credits. For further information, please contact Victoria Hardy, CFM, CFMJ, Design & Facilities Department Head at hardyv@wit.edu.

IFMA BOSTON CHAPTER CELEBRATES ITS 20th ANNIVERSARY AND AWARDS CEREMONY



Sherri Oken receives the award for professionalism and dedication to the Boston Chapter

The Awards Banquet was held at the Harvard Club in Boston on June 3rd. It was a magical event featuring Bonaparte, Boston's hottest magician, as the entertainer.

The first hour consisted of networking and delicious hors d'oeuvres, followed by an elegant sit down dinner, and a warm welcome from Judylynn Monaco. The New Board Members sworn in

for 2004-2005 were: Lori Stewart Coletti, President; Sean Murphy, President-Elect; Judylynn Monaco, VP-Information; Alicia Dernier, VP-Activities, Kate Thibeault, VP-Education; Tom Smart, Treasurer and Ed O'Rourke, Past - President.

You Make It Happen Award

Recipient: Tom Smart, First Choice Office Services

The Boston Chapter Membership Committee manages the process of soliciting individuals and corporations to join the Chapter, welcome new members and deal with questions a prospective member may have. Through the committee's efforts, Boston has had the world's leading growth for the months of March and April, and is the 2nd largest chapter in the world.

Membership Committee Co-Chair Tom Smart of First Choice Office Services has gone beyond the call of duty for his Committee, the Chapter, and the Association overall this year. He personally reviewed the membership statistics in the other large chapters and developed a plan to change the application process, working with International. With this activity Tom has become a valuable resource for the Association and the Chapter.

You Make It Happen

Award

Recipient: Boston Chapter/IFMA Golf Committee

Chairs: Kristin Price Hedderman of Payton Construction; David Caron of Vantage Builders; Peter Atkinson of JFK School of Government

Committee Members: Judylynn Monaco of Fresenius Medical Care, Kathy Creed of Office Furniture Solutions; Alicia Dernier, CFM, of TKT; Rich Dooley of Air Graphics

Volunteers: Kerry Schaub of Linbeck; Brett van Beaver of Ecologic; Tom Moore; Bill Osborn of Rentacrate; Joy Gustat of Diversified Project Management; Jane Strillchuk of Milliken; Brian Folan of Midland Construction; Ana Correa, FM Consultant.

On June 15th, we conducted our 10th annual golf outing at Stow Acres - a tradition that first begun under the guidance of Mark Margulies. This outing has strengthened over the years, in large part as a result of our Golf Committee's dedication. They consistently

deliver a quality event year after year.

President's Award presented by Ed O'Rourke

Recipient: Mike Kearns, Liberty Mutual Group

This past year has been a dynamic one, abuzz with activity and successful responses to a number of challenges. Our Chapter is financially strong, rich with enthusiastic volunteers and a fun group to get involved with.

Mike Kearns, Past-President was recognized not only for the commitment he has made as our primary fundraiser but also for his tireless efforts in all of the various programs and of course tonight's awards activities.

Distinguished Member Award presented by Mike Kearns

Recipient: Don DiPanfilo, Blue Cross Blue Shield of MA

This award was presented to a Professional Member who through his leadership has contributed both expertise and time to furthering the Chapter and the FM field. The winner of this year's award has

dedicated many years to the facility management profession.

Through his work as a professional and leader in both his organization and in the community, and in his continuing service as an active mentor to leaders in the profession, Don's range and depth of service is praiseworthy.

Distinguished Associate Member Award presented by Mike Kearns

Recipient: Marc Margulies, Margulies & Associates

Distinguished Associate Member Award goes to a very worthy recipient. Marc has been a contributor to the Boston Chapter since its inception 20 years ago. In fact, he was our first president and has been involved in a wide variety of roles. After serving as president, he continued to support the Chapter by encouraging other members of his organization to become active in numerous committees. Even in very challenging times, his organization has continued to donate significant time, energy and financial resources in support of this Chapter's efforts. We are grateful to have him as a member and look forward to many more years of his active leadership and support.

Professional Development/Educator Award presented by Mike Kearns

Recipient: Suzanne Kennedy, CFM, Wentworth Institute of Technology

This year's Professional Development/Educator award is presented to a person who is well known in the educational community. Since 1987, she has taught in the Department of Design and Facilities at Wentworth, has encouraged students to pursue this field as an alternative to more specialized programs, and to develop their skills as



Caorl Kodis, Duncan Chapman, Steve Orth, John Bonaparte



Cocktail hour at the Harvard Club



Integrated Builders and Rentacrate receive award



New Board Officers

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professional managers. She has helped her students to obtain meaningful positions in cooperative education internships, has guided

them through a rigorous course of studies, and has encouraged and supported their involvement in IFMA, often escorting them to programs. Her involvement in the Boston Chapter has been invaluable over the years, focusing her efforts on the student connection and on CFM certification.

Nominees: Facility Management Achievement Award for Best Practices

The Facility Management Achievement Award for Best Practices is an acknowledgement of a firm or individual's achievement in employing a state of the art methodology to a facilities challenge. Through the efforts of our Awards Submissions Committee, we received numerous nominations for exemplary projects, programs and practices. Because of the quality of the submissions, this year's nominations were very challenging to select. The Committee selected the following projects and initiatives as worthy of nomination for this award:

The first nomination is for **Raytheon's** Corporate Facilities group's submittal of their SATCOM facility, located in Marlboro, MA. This 70,000 SF facility embodies many of the best practices of green building design and sustainable operation. This facility was granted LEED-certification on March 1, 2004. The productivity and health benefits alone equate to nearly \$2.5 million in savings over the next 20 years. As a result of the success of this project, Raytheon has changed its policies and practices, and now employs sustainable design techniques on an ongoing basis.

The second nomination is for **Philips Medical Products Group's** submission of their energy management program at their 900,000 SF campus in Andover, MA. This program has received internal recogni-

tion for its innovation and positive impact on cost reductions and improved operations.

The third nomination is for **Allmerica Financial's** innovative efforts at process improvements in project management. Allmerica undertook 2 major restack and consolidation projects over the last 4 years in their 800,000 SF Worcester campus, spanning more than 2 years of continuous 100% churn aimed at reducing occupancy expense, improving business efficiencies, and implementing a standards program.

The fourth nomination is for **Children's Hospital's** Wayfinding Signage program. This critical program focused on ease of communication to patients, families, and hospital staff, to facilitate easy navigation within the 1.7 million SF campus, for staff and visitors alike. The Hospital sees nearly 18,000 inpatients, 300,000 emergency room patients, and conducts 120,000 radiological exams every year. The program uses innovative materials and design techniques to create the least stressful experience for families in a very stressful situation. The program supports Children's core values of sensitivity and communication while providing the highest quality pediatric healthcare. The positive impacts of this program are widespread.

Facility Management Achievement Award for Best Practices

Presented by Joseph Blades, Senior Director of Real Estate Operations for Fidelity Investments, and winner of last year's Best Practices award for implementation of an energy management program at their Marlboro campus

Recipient: Raytheon Corporate Facilities Group's SATCOM Project for Best Practices in Innovation in Support of Corporate Strategy

Recipient: Children's Hospital Boston for Innovation in Project Design, Children's Hospital Wayfinding Signage Program

A Letter from Martha Vibbert, Ph.D.

July 2, 2004

Mr. Sean Murphy, President

International Facilities Management Association, Boston Chapter
Structuretone

711 Atlantic Avenue

Boston, MA 02111-2809

Dear Sean and IFMA,

We write to thank you and all the members of IFMA's Boston Chapter for the Holiday Donation of \$10,000. This generous gift from IFMA's annual holiday event (2003) comes just at the right moment, and recalls for us the warm welcome and fun we all experienced at Fenway Park. The children are still talking about the thrill of being *inside* the .406 Club. For those children who performed in front of you, the event marked a brave step in 'going public' with HIV/AIDS — in front of a safe and caring group of adults who have supported the Children's AIDS Program (CAP) since the very beginning.

During the past year, CAP has embarked on a new phase of development, initiated by a state mandate linked to sustaining a significant portion of our funding. We have been asked to extend our comprehensive model of care to an additional group of very young children with special emotional and/or medical vulnerabilities. This initiative is challenging us to expand and modify our building, and we are adopting a new name to reflect our enlarged mission—the *SPARK Center at Boston Medical Center (Supporting Parents and Resilient Kids)*. **Within SPARK, CAP and all of our programs for children with HIV/AIDS**

will remain intact. In fact, by creating SPARK and reaching a wider range of children with special needs, we are ensuring the future viability of CAP and our unique AIDS services. We also have the opportunity to help a special group of children who have suffered from abuse and neglect as well as parental loss and separation.

Once again IFMA is helping us to pioneer a new direction. IFMA's gift helps us to launch fundraising for the construction of a modular addition to the back of our building (Phase I) and much-needed, internal building renovations (Phase II). IFMA stands for expertise in facility design and management: We are so proud to partner with you as we take on these new facility challenges in the service of children in need. We send gratitude from every member of our staff, from all of our families, and from all of the beautiful children here. IFMA's energy and generosity is reflected everywhere at our center. Your steady partnership means more than words can say.

We wish you all a happy and relaxing summer. If you have time for a visit, the children will be presenting a Summer Performance on July 29th. As you know, they love an audience! Meanwhile, please let us answer any additional questions you may have about our new projects and fundraising goals. We would welcome the opportunity to hear your ideas and suggestions, to share more details, and to thank you personally.

Warm regards,

Martha Vibbert, Ph.D.

Executive Director

martha.vibbert@bmc.org

Barbara Farrell

Program Coordinator

barbara.farrell@bmc.org

The Sustainable Career

Victoria Hardy, CFM, CFMJ

Part (1) of this article was featured in the Spring 2004 *Facilitator*.

This paper was presented at IFMA's World Workplace 2003 and was originally published in the World Workplace 2003 Conference Proceeding. Vicki will speak to IFMA Boston members on *The Sustainable Career in March*.

The Personal Professional Portfolio:

The Personal Professional Portfolio is the core of your strategic career plan. It consists of three components that, like the best systems furniture, can be designed to meet a variety of needs. Those three elements are a flexible resume; a list of appropriate references; and a selection of writing samples.

The Resume:

The resume must answer the classic questions every journalist learns in their first assignment:

Who – who are you? Name(s), correct addresses, telephone numbers, and email addresses; all delivered in a clear manner that makes it easy for someone to contact you. In the search discussed at the very beginning of this paper, three of the qualified candidates had telephone numbers listed on their resumes that were out of order.

What – what have you done in your career? Names of companies; role that you held; dates you were employed; major responsibilities: these are the critical elements. A small point – if the name of the company you worked for has changed, or if they have been absorbed in a merger, make it clear what they are called today.

Where – where did you work? What city, state, country? And be as specific as possible – for example, there are several cities named Paris, and there may be a big difference between serving as a senior facility manager in Paris, France and Paris, Michigan (yes, there is one!).

When – when did you work for specific employers, and when did you earn your degrees? When did you do your military service? Specific dates and times are very important for reasons that will be discussed later in this paper.

How how did you secure that degree at the same time that you have listed elsewhere on your resume you were working fulltime? Any such issues need to be explained in very brief terms, so the reviewer is not left to their own speculations.

Finally, the first element in a successful resume is a short summary of what you consider to be the major accomplishments of your career to date. This should not be a lengthy exploration, but rather 5-6 bulleted items that will immediately say to the reader that you have a vision and you are succeeding in fulfilling that vision.

The References:

The second component in your Personal Portfolio is a constantly updated list of references that can speak to your qualifications and skills. This list is a live document; when you hear that one of your former supervisors has been promoted, you update the list with their new title and address, after you have sent them a note

of congratulations. You should also categorize the list; former supervisors, colleagues who have worked side-by-side with you; people who have worked for you; individuals who have worked with you in community volunteer efforts; and personal acquaintances who have known you for a minimum of three years. This is a database, to be mined and reviewed periodically so that when you need references, you can select the most appropriate from the list. It is also important to stay in touch with these people; someone who has not heard from you in ten years is less likely to give a positive reference, especially when they have no idea what you have been doing in the intervening time.

The Writing Samples:

Last, but not least, you must select several writing samples to keep in your Portfolio. These should include samples of your very best work, without violating company confidentiality issues. Sample proposals, letters, and problem analyses are all types that can be included. One enterprising colleague used a proposal he had written, but changed all the names, dates, and delivery times to protect his department's proprietary interests. If you do not write well, this is the time to correct this problem, because you cannot move ahead in any career path without decent writing skills. If this is one of your gaps, take a class today! And have the selections you

are considering for your Portfolio reviewed by someone who can evaluate your writing. Local community colleges usually have writing workshops; you can even tap into your children's English teacher at the local high school to read the material. This is where you must be accurate (remember the comment at the beginning of this paper?) and there is very little room for error.

The Fatal Flaws:

This paper has briefly touched on potential problems in your materials; now is the time to discuss the specific issues. There are four

basic areas that should be repeatedly checked and reviewed in your goal to achieve the perfect set of career documents.

Language and Spelling: As was referenced at the very beginning of this paper, language and spelling can doom the very best candidate to the also-ran file. The issue today is not so much gross spelling and grammar errors, as word usage errors and odd grammar problems created by the same. For example, the substitution of the word "too" for "two" will not be picked up by Spellchecker because they are both spelled correctly. But the misuse can make a sentence incoherent, and alter the meaning.

Unexpected Gaps in Employment History: So you spent six months on a Commune in the mountains of Northeastern Georgia, maybe even a year. Careful resume readers will notice the gap, ask about it in the interview...so don't leave gaps to the imagination of the potential employer. In the cover letter, tell them you took that six-month sojourn to explore alternative lifestyles, and returned to work when you were tired of the bugs! Gaps must always be explained.

Weird formats/Typefaces/Paper: Use good white paper, black ink, standard typefaces, 12-point type, and good business formatting for your resume, letter of application, and writing samples. More than once in a Search

Shawmut Design and Construction Recognized as One of Massachusetts' "Best Places to Work"

Construction Management Firm Ranks 5th Among Top 50

In a survey conducted by the *Boston Business Journal*, Shawmut Design and Construction has been named one of the top fifty Best Places to Work in Massachusetts. The statewide annual awards program in its second year recognized the company as 5th among the top 50 firms for achievements in creating a positive work environment that attracts and retains employees through a combination of benefits, working conditions and company culture.

"Shawmut Design and Construction strives to be open and innovative and is proud of its employees," said Bill Hughes, chief operating officer. "We all are very pleased to be a winner of this award."

"Accommodating employees' personal needs pays back dividends of loyalty and productivity," noted BBJ publisher Mike Olivieri. "The companies on our list recognized that the commitment to employees is especially important in a down economy." The top fifty companies will be entitled to use the 2004 seal in advertising and public relations outreach.

Based in Boston, Massachusetts, Shawmut Design and Construction is a \$350 million national builder and construction management firm specializing in corporate, restaurant/retail, and institutional projects.

The second component in your Personal Portfolio is a constantly updated list of references that can speak to your qualifications and skills.

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Committee meeting, the comment has been made: "Odd paper? Odd person!"

Generic letters: This is truly a waste of time. Writing a general letter that is used for a wide variety of positions is blatantly obvious to anyone who has read the original letters from other applicants. What you can do is make an outline of the elements you always want to contain in a cover letter, and then use that outline each time to develop a fresh approach. It should also be noted that everyone likes a letter where you indicate by your comments that you have done some homework on the company, its history, its products, and background. This shows that you care about this position, and are interested enough to do the research.

The Dynamic Differences:

The Dynamic Differences can also be important in making your case for a potential employer. They are equally important in the development of your Portfolio. Again, this paper has touched briefly on some of these elements, but like all good points, they need to be made again.

A Clear Focus on Accomplishments:

What do you consider your major career accomplishments? What significant events or recognition will tell the prospective employer that you are motivated and enthusiastic? Make sure your resume reflects those accomplishments. Select the five or six events; bullet them in a bold type and list them at the very beginning of your resume...and remember, just like the database of references, keep a database of significant accomplishments and select from them according to the position you are applying for.

Easy to Read: Do spend some time selecting paper, checking the typefaces, and reading the packet you are assembling to mail. It is always

distressing to receive a packet where the second or third page of a resume is misprinted; and you know that the applicant just didn't check it before it went into the envelope. Would you hire this person?

Targeted Letters and Resumes: Don't forget, each position is a little different; one career professional has three different resumes, which focus on separate skill sets. One resume reflects the business aspects of the work experience; one reflects the industry segment; and the third looks more like a skills assessment. Targeted materials do work.

Clean, Crisp, Clear: Is your letter coherent? Are the materials clean? (Coffee cup rings are not uncommon, just discounted!) Is the print readable? If not, go to a Kinko's (or your local version of same) and use their documentation machines to produce professional looking work.

The Dynamic Differences can also be important in making your case for a potential employer. They are equally important in the development of your Portfolio.

The Professional FM - Education and Certification:

Finally, as you prepare your materials, there are some new rules of the games. First and foremost, **DO NOT LIE** on your resume. It should not be necessary to say this, but when the football coaches of major universities are caught tampering with their degrees, anything can happen. Be very clear about dates of degrees, the name of the degree, and, if your name has changed, the original name under which it was issued. Likewise, make sure that all employment dates will match when the HR fact checker calls to verify your materials. If you have received awards, list the date and organization. If you published an article, be specific about when and where. In this age of the Internet, written materials are the easiest item to check and verify. Don't be caught expanding on your background, or you will be relegated to the "never interview" file very quickly.

Likewise, do not underestimate the value of professional activity and certification in your field. Achieving certification means to a prospective employer that you care enough about your work to be evaluated by your peers. And active involvement in your professional association means the same; you want to continue to learn, you are networking, and you are committed to your profession. You will be a good investment for a long-term employee. Professional development activity, attending seminars, taking classes, securing another degree are all indicators of a person committed to the profession and making themselves a better employee.

Conclusion:

Three years ago, Doug Aldrich, CFM, and former IFMA Board Chairman, spoke to the West Michigan IFMA Chapter at their annual Awards and Scholarship dinner. These remarks are slightly paraphrased here from the handout he shared with the chapter members and university students who were in attendance:

The tools I used...my Bachelor's of Science used a slide rule, my Master's in Science had punch cards, my first leadership job used a calculator, and my current global position uses an astonishing network...all in 37 years...It is critical that the Facility Manager's appetite for learning be insatiable. The significant learning experiences of the future are not only technology based, but also the soft skills of teamwork, coaching, facilitation, and communications. Extra efforts are needed to season and hone them for your personal toolkit. But it is mandatory if you are to survive, grow, contribute, and succeed in your careers."

A well-defined and intelligent Personal Portfolio Presentation can share that experience and background, and demonstrate before you arrive for the interview that you are a 21st century facility professional.

COMMUNITY PROJECTS UPCOMING EVENTS



The Jimmy Fund Boston Marathon Jimmy Fund Walk Boston Chapter Community Project

Sunday, September 19, 2004

"Team IFMA" Water Station

Mile Marker 8.2, Rte. 135, Natick (at DaRosa Florist)

7:30 a.m. - 1 p.m.

For a third year, Boston Chapter IFMA is sponsoring the Boston Marathon Jimmy Fund Walk.

We need at least 15 adult participants (15 years old and older) -- colleagues and family members are welcome -- to staff the IFMA sponsored water station.

Please contact Bill Osborn of Rentacrate,

Community Projects Committee Chair, 781/899-4477

Community Projects Team:

Glen Riley, Boston Financial Data Services, 617/483-7450

John Kibbee, Linc Mechanical Services, 781/939-9109

Anthony DiLuzio, KVAssociates, 617/695-0856

IFMA Boston Food Drive

With the summer quickly coming to an end and school openings right around the corner the last thing on our minds is the upcoming Holiday Season. But did you realize that this is the worst time for donations to area food banks? And soon we all will be planing our holiday parties. What about the less fortunate than us? We always want to help when we see the news the week before a holiday but often it's too late. Well not this year! IFMA Boston, with the help of the Boston Food Bank, is looking for 25 companies to support this program. Beginning in October, with the help of some of our associate members, we will begin delivering bins to collect nonperishable food and sundries and then distribute them through the Boston Food Bank. Sounds tough - but once again many hands make light work.

Please contact Bill Osborn of Rentacrate,

Community Projects Committee Chair at 781-899-4477

Community Project Team Glen Riley

Boston Financial Data Services 617-483-7450

John Kibbee, Linc Mechanical 781-939-9109

Anthony Diluzio KV Associates, 617-695-0856

Associate Companies helping with trucking for the Food Drive: Rentacrate Inc, First Choice Office Services, Sterling North American & Ace World Wide

CHAPTER LEADERSHIP 2004-2005

OFFICERS

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Lori Stewart Coletti, Fox Relocation Management Corp. 617/946-2400

President-elect

John S. Murphy (Sean), Structure Tone, Inc. 617/348-2800 x205

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Vice President/ Communications

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Treasurer

Thomas Smart (Tom), First Choice Office Services, Inc. 508/366-1781

Immediate Past President

Ed O'Rourke, Bond Brothers
617/394-6258

COMMITTEE CHAIRS

Awards - Local Event

Kim M. Dorsey, Children's Hospital Boston 617/355-8645

Awards - Local Submissions

Richard Christiano, Harvard Business School Publishing 617/783-7409

Awards - Local Submissions

Tom Dunn, III, CFM, RPA, Eastern Bank 781/596-4670

Awards - Local Submissions

Mark Norton, Harvard Business School Publishing 617/783-7523

Community Projects

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CFM

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CFM

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Instruction

Vicky Hardy, CFM, CFMJ, Wentworth Institute of Technology
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Anthony Nardella, Union Office Interiors 781/396-6400 x 238

Kerry Schaub, Linbeck 781/372-1130

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Roy Lauridsen, Harvard Divinity School
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Jay Philomena, The Stubbins Associates, Inc. 617/491-6450

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Ana Cristina Corrêa 781/641-6030

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Student Liaison/Student Chapter

Suzanne Kennedy, CFM, Wentworth Institute of Technology
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COORDINATORS

Golf Outing

Kristin Hedderman, Payton Construction Corp. 617/316-7527

Dave Caron, Vantage Builders
781/895-3270

Academic Local Network

Mary Jane Curran, Harvard School of Public Health 617-432-3521

Tim McKenna, AIA, NCARB, Shepley, Bulfinch, Richardson & Abbott, Inc.
617/423-1700 x279

Corporate Headquarters Local Network

Stephanie Turner, CFM, Fresenius Medical Care 781-402-9008

Financial Local Network

Linda Hinsa, State Street Corp.
617-985-7278

Corporate Real Estate Local Network

Scott Tibbo, CFM, Expense Management Solutions
508-460-7014 x112

Corporate Real Estate Local Network

Don Koski, Philips Medical Systems
617/659-2218

Healthcare Local Network

Rich Gladdy, Bond Brothers
617-394-6258

Manufacturing Local Network

Bill Harris, AIA, Signer Harris Architects 617/426-4262 x222

Northern NE Local Network

George McDonough, 207-772-3846

R & D Local Network

Dan DiLeonardo, Academic Local Network Integrated Builders
781/356-3838

PRESIDENT'S COLUMN LORI STEWART COLETTI

Summer's here, and while IFMA Boston may not be first and foremost on your minds, we on the Board are diligently working to prepare another exciting and valuable year of programs and events.



I'm particularly excited to serve as President as we begin this milestone year, our 20th anniversary year, a year in which we will look at how far we've come together, and at what we can achieve as a Chapter. I want to express my gratitude to my predecessors, Ed O'Rourke, and Past President Michael Kearns, CFM, for their example over the past year. Their leadership and professionalism have taken this Chapter so far in achieving our goals, and I aspire to exceed their expectations in the coming year.

This profession holds great responsibility to our clients and employers, as the stewards of our organizations' strategic assets. We guide our companies' destinies, and recognize that through our actions we can contribute significantly to the bottom line and can shape the daily lives of our colleagues by improving the quality of their work environments. IFMA Boston is here to help, to provide education, information, and support as you continue your professional journey.

I wish you all a happy and safe Summer, and look forward to hearing from you, working with you, and representing you in what I am confident will be a truly great year for our Chapter, thanks to all of you. Cheers!

Lori

IFMA
WORLD WORKPLACE

Register Today!
Go to www.worldworkplace.org

Salt Lake City 2004
Oct. 17-19 Salt Palace Convention Center

Save \$100 Register by Aug. 6 for early-bird savings!	CEU Credits Earn continuing education credits by attending sessions!	Events Connect with the workplace community
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IFMA Boston 10th Annual Golf Outing: Tuesday, June 15, 2004

Brian P Folan
Midland Construction Corporation

The 10th annual IFMA Boston Golf Outing took place on Tuesday, June 15th at beautiful Stow Acres Country Club in Stow, Ma. The fantastic weather we were treated to set the stage for a great day of golf, good company, and lots of laughs.

Festivities kicked off at 7:00am with registration and a continental breakfast provided by the tournament's main sponsor, Eastern Building Services. Around 8:30am a few hundred golfers took their places at their respective holes on both the North and South courses and the tourney was on. It was truly a great day for golf. Throughout the round there were certain designated prize holes where individuals were given the opportunity to shine. Some of the individuals who captured the glory included Youl Bellil and Kate Galemba who won closest to the pin on the South Course. On the North Course Bill Burns hit it farther than everyone else and took the longest drive honors. Also on the North Course, Cheryl Gielow gave one a ride and took the women's longest drive title. The straightest drive specialists were Keith Smith from the North Course and Mike Simonelli from the South.

In the overall team competition, Team Wakefield posted an impressive score of 58 and took the top spot on the North course. The South Course's best squad, Shaw Industries, also captured the overall championship with a staggering score of 56. The team consisted of Leo Mahoney (Mousseau Contract Flooring), Tom Nutter and Tom DeMinico (Shaw Industries), and Ken Webster (Independent Flooring). The team from MKS Facilities, Katie Shemligan, Jim Ward, Mike Cunningham, and Mich Marvelous, captured the dubious honor of high score for the day with a final tally of 100.

When the golf was over, everybody gathered at the clubhouse for the reception, a raffle, and the presentation of awards. The food was



The foursome from Shaw Industries were the South course winning team with a combined score of 56



Break for Lunch



Foursome from Wakefield Moving and Storage were North course winners with a 58



Tom Smart enjoys the day!

excellent and the service provided by the Stow Acres staff was top notch. None of this would have been possible without the generous support of the many sponsors.

Very special thanks go out to Eastern Building Services, the Tournament Sponsor. Air Graphics graciously provided the tournament signage and printing. Diversified Project Management was responsible for the photography. Margulies & Associates provided the putting contest and RTS Enterprises sponsored the promotional items and awards. A.J. Martini, Allegheny Flooring, Eastern Building Services, The Gutierrez Company, Grubb & Ellis, and Rentacrate, Inc sponsored the prize holes.

A portion of the proceeds will go to benefit the Children's AIDS Program (CAP) of Boston Medical Center.

The whole day of activity was truly a masterful coordination of many parts. The responsibility of bringing everything together fell on the shoulders of the Boston IFMA Golf Committee. Kristin Hedderman (Payton Construction), David Caron (Vantage Builders), Alicia Dernier (Transkaryotic Therapies), Judylynn Monaco (Fresenius Medical Care NA), Kathy Creed (Office Furniture Solutions), Bill Osborn (Rentacrate, Inc.), Joy Gustat (Diversified Project Management), Monaca Katsoulos (Margulies & Associates), Monaca Moreira (Margulies & Associates), and Rich Dooley (Air Graphics) make up this special group of people. Without their tireless efforts, the Golf Outing would not be a reality. This year's event went off without a hitch. A portion of the proceeds will go to benefit the Children's AIDS Program (CAP) of Boston Medical Center. We're looking forward to another successful Golf Outing next summer.

CFM Exam Question

- In what way can you best communicate the magnitude of change order costs to decision makers?
 - Insist representatives of executive management attend all meetings.
 - Have end user representation at each meeting and ask them to initial documents and minutes.
 - Maintain a cuts and adds list of credits and overruns for executive review.
 - Send minutes of meetings to executives for their review and sign off.
- A comprehensive preventative maintenance program is vitally important because:
 - It forestalls unexpected equipment breakdowns.
 - It provides an early warning of impending equipment problems.
 - It provides a flexible work backlog to keep employees busy during slack times.
 - It impresses management with your planning capabilities.

- You have to plan space for an occupant who refuses to provide you details of his/her requirements. How would you obtain the information you need from her/him?
 - Pursue the problem to the highest level needed to resolve the issue.
 - Hire a consultant to gather the information from the occupant.
 - Send a detailed note outlining specific needs and ask for a response.
 - Plan the space based on your experience and ask for a review before the work begins.

IFMA Boston 2004/2005 Program Calendar

A work in continual progress: see our website www.ifmaboston.org for our latest updates

Sep 19, 2004, Sunday

COMMUNITY PROJECT: Jimmy Fund Walk.
For the past few years, IFMA members, their colleagues and family members (a kid-friendly event!) have staffed a water station during the Jimmy Fund Walk. To participate, contact our Community Affairs Chair, Bill Osborn, at Rentacrate, 781.899.4477.

September 21, 2004 8:00 - 9:30 am

SPECIAL EVENT: Membership Breakfast
Learn about IFMA and how you can get more involved. Meet new and long time members. This event is for current Chapter members only.
LOCATION: tba
COORDINATORS: John Kibbee, Anthony Nardella, Kerry Schaub

Monday September 27, 2004

2pm - 5pm
Opera Anyone?
TOUR: Tour of newly restored theatrical facility
LOCATION: Opera House, Boston
COORDINATORS: Joe Flynn, Eric Corbin
CORE COMPETENCY: Planning and Project Management 1.5 CFM
Registration limited to 100 \$25 Members, \$35 Non-members

October, 2004, date TBA

5:30 - 8:00 pm
PROGRAM: MWRA Infrastructure Upgrade
LOCATION: MWRA Pumping Station, Marlboro
COORDINATORS: Rich Fraser, Paul Gentile, Mike Pratt
CORE COMPETENCY: Operations & Maintenance 1.5 CFM credit

Oct 17 -19, 2004, Sunday - Tuesday

SPECIAL EVENT: World Workplace
Annual extravaganza and educational opportunity.
LOCATION: Salt Lake City, Utah
COORDINATOR: Monica Moreira

November 12 & 13

Two Day Seminar
PROGRAM: CFM Exam Review
LOCATION: (tba)

November (tba)

Time (tba)
PROGRAM: Real Estate Competency Overview
LOCATION: (tba)

November, 2004, date TBA

evening
PROGRAM/TOUR: Boston Convention Center
Behind the scenes look at the new facility.
LOCATION: Boston Convention Center
COORDINATORS: Ernie Wronka, Sandy Glansberg, Ana Gannon
CORE COMPETENCY: Real Estate Master Planning 1.5 CFM Credits

December, 2004, date TBA

6:00 - 10:00 pm
SPECIAL EVENT: Holiday Gala
Annual event to benefit Children's AIDS Programs (CAP)
LOCATION: tba
COORDINATOR: Monica Moreira

January, 2005, date TBA

full day
PROGRAM: A Moving Experience
Day long working seminars on move related topics, practices & techniques.
LOCATION: tba
COORDINATORS: Eric Booth, Dawn Borden
CFM, Education Committee Representative TBA.
CORE COMPETENCY: Planning & Project Mgmt. 1.5 CFM Credits per session or 6 Credits for the full day

February, 2005, date TBA

5:30 - 8:30 pm
TOUR/PROGRAM: Can It Get Any Sweeter?
Tour of re-positioned building: a candy factory converted to an R & D facility.
LOCATION: Novartis, Cambridge
COORDINATORS: Jay Philomena, Sandy Glansberg, Mike Pratt, Anthony Nardella
CORE COMPETENCY: Real Estate Management 1.5 CFM Credit

March 23 , 2005, Wednesday

5:30 - 8:00 pm
PROGRAM: The Sustainable Career
Reprise of 2003 WWP presentation by Vicky Hardy, CFM, CFMJ
LOCATION: W.T.T., Boston
COORDINATORS: Sandy Glansberg, Brian Folan, Puja Dattatraya
CORE COMPETENCY: Leadership & Management 1.5 CFM Credits

April, 2005, date TBA

5:30 - 8:00 pm
TOUR: Back to School
Tour of MIT's new academic facility, the Stata Center.
LOCATION: Cambridge
COORDINATORS: Erik Booth, Anthony Nardella
CORE COMPETENCY: Operations & Maintenance 1.5 CFM Credits

April, 2005, date TBA

8:00 - 9:30 am
SPECIAL EVENT: Membership Breakfast
Learn about IFMA and how you can get more involved. Meet new and long time members. This event is for current Chapter members only.
LOCATION: tba
COORDINATORS: John Kibbe, Anthony Nardella, Kerry Schaub

May , 2005, date TBA

PROGRAM: What? No Wires?
Tour of a totally wireless facility.
LOCATION: Cisco Systems, Boxborough
COORDINATORS: Tom Smart, Dawn Borden, CFM
CORE COMPETENCY: Operations & Maintenance 1.5 CFM Credits

June, 2005, date TBA

6:00 - 10:00 pm
SPECIAL EVENT: Awards Banquet
Gala dinner and program to celebrate the best of the Boston Chapter and facility management.
LOCATION: tba
COORDINATOR: tba

June 21 , 2005, Tuesday

SPECIAL EVENT: 11th Annual Golf Tournament
LOCATION: tba
COORDINATORS: Kristin Hedderman, Dave Caron

PROGRAM COMMITTEE VOLUNTEERS

IFMA members who would like to be a part of the Association's efforts to produce programs and special events for its members are encouraged to contact the Program Co-Chair Jay Philomena of The Stubbins Associates or Joe Flynn of Margulies & Associates.

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Welcome New Members

New Professional Members

- Robin N. Abraham, Winter Street Architects, Inc.
- Ian S. Arnold, Cardinal Health, Inc.
- Christopher B. Boland, Sodexo
- William C. Dawes, Bristol-Myers Squibb Co.
- Neal K. Emmer, AIA, Levi Wong Design Associates, Inc.
- Carl J. Feraco, Allegro Microsystems
- Marc Gagnon, Wyeth BioPharma
- Daniel P. Lawson, CRESA Partners
- Gerard P. LeBlanc, Draeger Medical Systems, Inc.
- Thomas C. Levi, AIA, NCARB, Levi Wong Design Associates, Inc.
- Laura L. Lucibello, Wyeth
- Deborah J. Rivers, Perkins & Will
- Peter J. Rodrigues, Hebrew College
- Edward J. Sullivan, Polaroid Corporation

New Associate Members

- Dale A. Campbell, American Air Filter
- David J. De Sousa, AMES A/E
- Denise A. Dewey, Pitney Bowes Management Services
- Barry K. Dube, CRESA Partners
- Douglas N. French, Comprehensive Facilities Solutions, Inc.
- Roderick C. Jenks, BICSI, Strategic Associates
- George D. McDonough, ASLA, SMRT, Inc.
- Dan T. Miller, Edwards Information Systems Group
- Michael Morrissey, OneSource
- William Michael Pearce, NCARB, AIA, Edwards & Kelcey, Inc.
- Jonathan A. Peck, UNICCO Service Company
- Ross Schieffer, OneSource
- Thomas M. Schwartz, Iaccarino & Son Inc.
- Susan R. Shelby, Mount Vernon Group Architects, Inc.

New Associate Members of Record

- Eugene Dumas, Cort Furniture Rental

Welcome Back to the Chapter

- Richard J. Giordano, Tobin & Sons Moving & Storage
- Carol A. McCaffrey, The Gillette Company