Good afternoon Reggie,

I wanted to share my feelings, and the rest of the department’s feelings as well, about the gentlemen who clean our areas.

Both Norman and Brandon are always happy to help us and always with a smile.

They are both very courteous and friendly. They do a great job cleaning up the mess we make daily!

Also, James, who fills in on occasion is great as well! Always with a smile and always willing to help.

We really appreciate the hard work that they do on a daily basis. Not sure how often they get this feedback, but they deserve kudos!

Thanks,
Elsa L. Sherrill, PHR, SHRM-CP
HR Generalist
Human Resources & Training
UVA Facilities Management

Hi Mary!

We did it! We cleaned up. There was SO MUCH TRASH. The man who cleans the lounge normally stopped by and was an ENORMOUS help in getting all the trash to where it needed to go. I want to contact his supervisor to thank him for his hard work. His name is Kalenga Kilumba. Do you know how to contact the supervisor for the cleaning crew in this building?

Thanks again for the heads up about the state of the lounge. That was no way to greet the new first years!

Sincerely,
Eve Privman Champaloux

I wanted to let you know what a super employee you have in Eugene. He has been great to work with here in Carruthers and is liked and respected by all of the employees. We are blessed to have him and want to keep him in our area.

Thank you,
Joyce Dunn
To Whom It May Concern,

I am writing in support of Bushiri Salumu, a member of the housekeeping staff at the University of Virginia Health System. Over the past year, Bushiri has performed the daily housekeeping activities for my lab located on the second floor of Jordan Hall. Bushiri has done an excellent job. He is thorough, dependable, and makes every effort to maintain my lab and others in the vicinity in the best possible condition. Furthermore, he is very polite and thoughtful about efficiently performing his duties without interrupting lab activities. He is an asset to the housekeeping staff and the University, and I highly recommend that his performance review should reflect this.

Sincerely,
Michael A. Harding, Ph.D.

Hello Judy,

I’ve talked with the labs here in Cell Biology, there is only positive feedback, everyone is very appreciative of Beatrice’s work. Beatrice is very friendly, always greeting lab staff in or outside of the lab. Beatrice works is always completed quickly and efficiently. We have never had no complaints or concerns with her service.

The office staff finds Beatrice to be reliable, honest and a hard-worker. Beatrice is very friendly both inside and outside the office. Her work is very efficient and done in a professional manner. We are fortunate to have Beatrice on our floor and have had no complaints or problems with her service.

Thank you for the opportunity to provide feedback. It’s always a pleasure to have a person well respected as Beatrice is.

Wanda

Hello Judy,

Beatrice is very friendly, always greeting me as she enters the office. She will also always greet me if she sees me outside the office. I work late so I’m usually around when she starts her duty in the office. She works quickly and efficiently to complete her assigned tasks. If there is something she is unsure of, such as locking a specific office door, she will always ask what should be done. I have had no complaint or problem with her service.

Best,
Lois

Hi Judy,

Mike is one of the best people we have had on this floor in years. He is thorough, conscientious, friendly and always does an great job of cleaning. His attitude is always positive and upbeat. We would be sorry to lose him. The only other person that can equal or better him is Simenesh.

Hope this helps.
Sharon
**Safety Stars**

**Cherie Greene**, for being observant in her work area:
Cheri reported bad wiring on an occupant’s equipment and the occupant was able to get the equipment repaired.

**Mary Johnson**, for being observant in her work area:
Mary reported the poor condition of the MR4 loading dock steps.

**Mary Steppe**, for being observant in her work area and reporting back to her supervisor:
Mary reported back on the CMCs that are being used on a temporary basis.

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**John**

Completed the UVA Facilities Management Housekeeping Career Path
May 2015

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Good afternoon Keith;

I am writing to express my appreciation and gratitude for Wanda and Dawa’s work at the O’Neil building. They are both friendly and helpful, but even more than that, they bring an attitude of pride in their work that is extraordinary. It is a joy to come to work every day to this beautiful building and experience their great attitudes, their attention to detail, and their commitment and pride to the University. Wanda and Dawa truly exemplify the best of UVA.

Sincerely,
Mary C. Brackett

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Dear Ms. Kingrea,

I just want to let you know that Betty Mkungusi is a great housekeeper and should be commended for her hard work. She always comes into my lab with a smile and pays very good and detailed attention to her work. She keeps our floors clean and our bathroom well stocked. She is exemplary. I want you to know that we very much appreciate her taking care of us. She does not know at all that I am contacting you about her.

Kind regards,
Thu Le, MD

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Wanda: I really should have done this some time ago! I really wanted to let you know that I appreciate how hard Norman Hughes worked on the floors at the James Monroe Law Office & Original Residence here on Monroe Hill a while
back. He was so conscientious and did such a wonderful job washing, waxing and polishing the floors. He is a very hard worker and very pleasant to work with as well. Thank you for sharing him with us.

Stephen Paul Plaskon, Ph.D.

March 2016

Appreciation Breakfast provided to Housing Custodial Team by the students in Humphreys

Dear CDF custodial staff,

I’d like to take the time to sincerely thank you all for everything that you do in order to make CDF a better place. While it may seem at times that your work is unappreciated by CDF residents, we all are truly grateful for the time you take to help maintain CDF’s cleanliness. From picking up trash in the common rooms to cleaning the bathrooms, your work is truly essential to the day-to-day life of CDF residents, and I cannot ever begin to express the upmost gratitude I have for your unending dedication to helping ensure our association’s cleanliness. Thank you again for everything that you all do, we really appreciate it.

Sincerely,
Noah Salzberg

I would like to thank Beatrice for her help cleaning my room. It always look good because of her. Thanks for training her right that she does a excellent job. She always got a smile on her face.

Thanks,
Julie
Special,
We wanted to thank you so much for all you do! You are so incredible and we can’t thank you enough for dealing with all of our mess. One of the girls got very sick and we did our best to clean, but I’m so glad we had you. You are so amazing! We love and appreciate you, Special!!!

Student residents at Gooch/Dillard

I would like to thank Beatrice Namahirwe for her help cleaning my room. It always looks good because of her. Thanks for training her right so that she is able to do an excellent job. She always has a smile on her face.

Thanks,
Julie
Jordan Hall 3rd Floor

Hi Judy,

We had a representative from a foundation and a tv crew here today. Betty found about their visit from my students and did an outstanding job cleaning up the lab so it looked great for their visit. I really appreciate her efforts for today as well as the very professional manner in which she has done her job around here consistently. She’s a keeper!

Regards,
John H. Bushweller
Professor
UVA Molecular Physiology and Biological Physics Chemistry

Joe,

I just wanted to write a quick note to commend one of your custodial services employees. I work in the Office of Safety and Emergency Preparedness and we’re responsible for the nearly 200 automated external defibrillators (AEDs) across grounds. Today I was on grounds placing new AEDs in some newly installed cabinets on Central Grounds, one of which was in Clark Hall. I entered through the annex section, not realizing how confusing that building is, and how difficult it is to get to the “main” side of Clark from the annex side. I ran into Markel Randolph who was cleaning on the ground floor and asked him how to get to the main side of Clark. Instead of just trying to describe to me where to go, he took time out of his day to show me how to get over to that side. Once over on the main side, he asked what I was looking for and if he could help. Knowing that he probably knows the building better than I, he helped me search the building for what turned up to be a cabinet that wasn’t yet installed (separate issue!) I would have been satisfied if Markel had just told me how to get to the main side of Clark, instead, he went well above and beyond what I was expecting, demonstrated excellent customer service skills (even when the customer is a fellow employee), and really defined what it means to be a team member. Bravo, and thanks for sharing him with us!

Please feel free to share this with him and thank him again for his hard work and dedication to customer service.

Best regards,
Lucian Mirra
Good Morning Joseph and Vibha,

My name is Carrie Harper and I am sending this email on behalf of Lois as she does not have access to email right now. Lois wants to express how thankful and appreciative she is to have a wonderful supervisor like Keith Lewis. Although Keith has not been supervising Lois for very long he has definitely made a positive impact on her as well as the whole group. So this email is just to let you know what a difference it makes to have a nice and responsible supervisor.

Thanks,
Lois Crenshaw and Carrie B. Harper
UVA Human Resources

Dear Keith—Just a brief note to tell you how great an employee that Lois Crenshaw is and how much we value her here in UHR. Besides maintaining our buildings in an exemplary fashion, she is a joy to see each morning. I hope that you are able to recognize her contributions.

Best regards,
Michael Schwartz, Director
Compliance and Immigration
University of Virginia Human Resources

Good morning Lois,

Just taking a moment to thank you SO much for the lovely office!

I moved a few things around yesterday afternoon (quite a few 😊) and you wasted NO time getting in here and cleaning up all of the rough spots so that it looks brand new.

Thank you again!
Shana Pack
Wellness Program Manager, Hoo’s Well

After images on buffing hallway flooring, work performed by new employee Theodore Peters. (BC) Melinda Ashburn was very happy with cleaning results and stated housekeeping do great work in Minor Hall and that employee efforts are greatly appreciated.
Ms. Buckingham,

I work at UVA in the Staffing Office. I ride the Green Bus with one of your employees every morning. His name is Joseph Ragland he works in Housekeeping.

In early July I had the nerve at almost 60 years old to decide to dislocate my shoulder and break my arm. This has been quite an adventure for me and I am learning the true compassion of my fellow peers and individuals around me during this time. For the first month I was not permitted to drive so there was no problem getting to work and back. With school starting and the doctor’s permission I was finally released to drive to work. I am in my sling while not driving so am one arming the bus ride daily. If you have ever rode one of the busses during peak times you know there is a lot of standing. During this time I have had to stand quite bit which I am used to, but is now challenging with one arm.

This brings me to the reason I am writing you. Joe has been the only person who has considered my condition and repeatedly gives up his seat to me. To be fair and honest I have had two other individuals offer one who could have been my Mother, the other a young college student. I can’t tell you how much this has meant to me. He has been a heaven sent on many days. Thank you for having him on your staff and sharing him with us on our bus rides.

I believe he certain has filled the meaning of the University’s RISE values that have been set for us to attain.

Respectfully,
Mildred Critzer, Staffing Clerk
Staffing Resource Office

Hi Vibha,

Thanks for passing along the email from Ms. Critzer and for nominating Joseph Ragland as a Respectful Workplace Champion. He clearly has embraced the mission of the Respect@ program by ensuring that the University is a safe place for all. I’ve notified Mr. Ragland that he has been named a Champion and we look forward to recognizing him throughout the University community.

I appreciate you taking the time to acknowledge Mr. Ragland and for helping to identify the type of outstanding behavior we strive to see shown by all members of the University community. It is such a privilege to be able to celebrate those who truly embody the core values of our community, and a pleasure to emphasize the positive experiences in the workplace.

Best regards,
Tamar Goodale
Respect@ UVa Coordinator
Hi, I work on the 5th floor of McLeod Hall and I just want to tell you what a pleasure it is to have Kiteto Mukala working in our building. Every morning he greets me with a smile and a good morning. He does an excellent job maintaining our building and making it look clean and nice. He takes pride in his work (this shows) and he goes above what is expected and it shows. My office is clean and it gets vacuumed and the chairs get a dusting and when I come in it is nice to know it has been cleaned. I have seen him wipe down the doors and window ledges and trash cans. He does more than just empty the trash on the floor. When there have been functions in the conference room and it has food, he makes sure the trash is emptied and not sitting all night smelling and the room is vacuumed if needed after the event.

These may seem like little things but they are appreciated and noticed. (these are things that have not been consistently done over the years). It is nice to have someone maintaining our” home away from home” in such a manner.

Camille Hicks
Administrative Assistant, Dean for Research
Office for Nursing Research

Judy,

I want to tell you how happy we are here in the Biochemistry Department to have Edison Manampa taking care of our housekeeping needs. Edison does a great job and keeps the sixth floor of Jordan Hall looking good. He is also very helpful and always ready to do whatever we may ask of him. His attitude is also good. He’s never grumpy and always smiles and is polite. I hope he continues to work on the sixth floor.

Cordially,
Kevin Cox