

THE FM VOICE



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FM Department Spotlight – Commitment and Focus on Employee and Customer Satisfaction Issues

- Lanny Tinker

One of the many responsibilities of the Quality Improvement Process Department (QuIP) is to gather data which helps leadership access performance and productivity issues. In recent weeks, Facilities Management has conducted both Employee and Customer Satisfaction Surveys in an effort to assemble information in these respective areas.

Nationally, there has been a lot of research in recent years examining the connection between employee satisfaction and customer satisfaction. The general concept is when com-



panies improve employees satisfaction issues, those happier employees provide better services to their customer therefore improving overall customer satisfaction.

Facilities Management has both a high expectation and commitment to our continuous improvement efforts by focusing on employee and customer satisfaction issues. At the heart of our efforts is the belief that when staff member are well informed, properly trained, adequately equipped and suffi-

ciently empowered they are more committed to positively influence customer satisfaction. Our efforts should ultimately influence the success of Arkansas State University.

This is the third year in our continuous improve process to collect data and take actions to improve employee and customer satisfaction issues. After the employee satisfaction survey information is collected the results are first shared with the AVC (Assistant Vice Chancellor) Advisory Board. This is a 12 member board of non supervisors who are elected by their peers an serve in an advisory capacity to Al Stoverink, Assistant Vice Chancellor of Facilities. This group is responsible for the questions and oversight of the employee satisfaction survey. The Quip Department then facilitates the gathering of data for the survey on behalf of the AVC Advisory Board.



In the next component of our improvement strategy, the AVC then holds an executive senior leadership meeting to the study and discuss the results of employee satisfaction survey. Afterwards, the executive leadership visits with their

operating units and teams to talk about their departmental commitment to improving work environment conditions as well as gain additional feedback from staff as to the effectiveness of the employee satisfaction survey.

The QuIP Department places an exhibit of current and past Employee Satisfaction Survey information in the FM meeting/ breakroom for all staff to review. This exhibition has statistical data and bar graphs to illustrate comparisons and progress. The survey information is also posted on our FM homepage at <http://facilities.astate.edu/>.

The Quip department also collects customer satisfaction data annually via an on-line survey. Faculty and staff are encouraged to take this on-line survey which is posted on the ASU Digest for several weeks via a hyper-link. The Quip department also publicizes participation in the customer satisfaction survey by emailing building liaisons, deans and department heads asking them to also disseminate information about the survey.

(continued on page 2)





Commitment and Focus on Employee and Customer Satisfaction Issues

- (continued from page 1)

After the customer satisfaction data is collected, the AVC then convenes an executive senior leadership meeting to discuss customer satisfaction issues and develop additional strategies to improve customer satisfaction. As in the employee satisfaction process FM Leadership

also visits with their operating units and teams to talk about their departmental commitment to improving customer satisfaction.

The Quip department places a similar exhibit displaying Customer Satisfaction data, with graphs and statistics, in the FM

meeting/breakroom for several weeks for staff to review and the survey is posted on our FM web site for everyone to review.

In our quest to become an operation of Excellence we must stay committed and focused on employee and customer satisfaction issues.



- Wade Smith

The Landscaping department welcomes new employees.

Brian Pettie is the new Landscape supervisor. He has lived in Jonesboro with his wife and son since 1991. He is originally from Marvel, Arkansas. He is happy to be here.

James Woods is from Jonesboro. He is married and has three daughters. He has worked for Facilities



Management, Student Union, and Convocation Center as a Staff Mark employee.

Jamie Sefers is from Jonesboro. He is married and has three children. He comes from the Human Development Cen-

ter where he was a Skilled Life Trainer. Jamie is also the Assistant Chief for the Valley View Fire station.

If you see them, give them a big welcome aboard.



- Helen McCoy

Custodial Service department welcomes new employees.

Jacob Gambill is a full time student. He is an artist and does some tattoo designs. He lives in Jonesboro but considers Portland Oregon home.

John Davidson is a full time student. He is single with no children. He will be working the 4-midnight shift. He also enjoys playing the drums.



Tammy Webb is married with two children. She and her husband Bryan are dry wall contractors. They live here in Jonesboro.

Michael McWilliams is married and lives in Jonesboro. He

is originally from Caruthersville, Missouri. He played minor league baseball in his youth and likes to fish for fun.

Cody Lettenmaier is single with no children. He enjoys paint ball and softball.



National Electrical Code Update Seminar in April

- Clint Halcom

ASU Facilities Management is hosting the National Electrical Code Update Seminar on April 29th- 30th.

This is the third time Facilities has sponsored this training. The first seminar was a huge success because it benefited electricians from Arkansas, Missouri, Mississippi, and Tennessee.

This seminar has been approved by the Board of Electrical Examiners to meet the required 8 hours of Continuing Education for each Code Cycle for renewal of electrical license. The seminar instructor will be Richard E. Loyd. Loyd was the former Chief Electrical inspector for the State of Arkansas, National Electrical Code Consultant

and author of 5 electrical books.

The co-sponsors for the seminar are CAPP (Central Association of Facility Administrators) and AAFA (Arkansas Association of Facility Administrators).

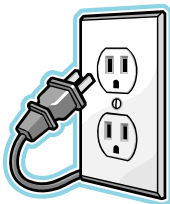
Highlights for the seminar will be that each registrant will receive a copy of the 2008 NEC analysis book, certificate of attendance, lunch provided, Electrical manufacturers available to show new products and to discuss/answer questions concerning code changes and their equipment.

Meals this year will be provided by Corkey's BBQ. The first day will be BBQ sandwiches and the second will be ribs.

Door prizes will be provided from C & I Electric, TEC Electric, Stone Sales Agency, HI-LINE and Square D.

The cost of the seminar is \$150.00 per person if paid by April 15th and \$175.00 if paid after April 15th. The seminar will be from 8:00 a.m to 4:30 p.m. both days. It will be held at the Arkansas State University Pavilion.

If you know someone that is interested or would like more information about this seminar, please contact me at 870-680-4719 or chalcom@astate.edu



Who am I ?



Natalie Ball

AVC Advisory Board Updates

- Dee Dotter

Since January of 2008, the AVC Advisory Board has had a few meetings that have brought some interesting topics to the table. I would like to share some of these items with you. First, as you all are aware we have just completed the Employee Satisfaction Survey and QulP posted the results in the FM Break Room for your viewing. The Advisory Board, along with Lanny Tinker and Al Stoverink, has been discussing items to change on the survey to make it shorter and more user-friendly. One item of change will be to have separate surveys for technician/support, team leader, middle management and senior management. If you have any comments, please feel

free to speak with your representative, so they can bring those comments to discussion at our monthly meeting. Here are other agenda items that have been discussed:

- KPI Reports

- Radio Communications. FM is looking into purchasing additional radios. At a minimum, each team leader will have a radio for communication purposes.

- Staff Senate updates such as the holiday schedule and budget proposals. A concern with FM's representation with Staff Senate was also discussed.

- Journey to Excellence. The

AVC Advisory Board and AI will review the draft during monthly meetings.

- Background check policy has been brought to the Staff Senate and also posted on ASU Daily Digest about initializing a drug screen for new employees and promotions. Any comments need to be directed to your Staff Senate rep.

- MSDS availability. FM is looking into doing online record of MSDS.

- Vacuum cleaner cords-replacement plugs to now have a new grip control





Who am I ?
If you know who
this is, email
Jerilyn Miller
jmiller@
astate.edu



QuIP is Committed to Learning

- Michelle Summers

I recently read an article that suggests there are two “mindsets” that play an important role in people’s success. Carole Dweck, a professor of Psychology at Stanford University, has developed a theory that the way you view your own intelligence largely determines how it will develop. In one, the “fixed mindset”, people believe that their talents and abilities are fixed traits. They have a certain amount and that's that; nothing can be done to change it. Many years of research have now shown that when people adopt the fixed mindset, it can limit their success. They become over concerned with proving their talents and abilities, hiding deficiencies and reacting defensively to mistakes or setbacks because deficiencies and mistakes imply a (permanent) lack of talent or ability. People in this mindset will actually pass up important opportunities to learn and grow if there is a risk of unmasking weaknesses. This is not a recipe for success in business.

In the other mindset, the “growth mindset”, people believe that their talents and abilities can be developed through passion, education, and persistence. For them, it's not about looking smart or grooming their image. It's about a commitment to learning-taking informed risks and learning from the results, surrounding yourself with people who will challenge you to grow, looking frankly at your deficiencies and seeking to remedy them. Most great business leaders have had this mindset, because building and maintaining excellent organizations in the face of constant change requires it.

In promoting this “growth mindset”, Quip has scheduled many live training presentations. Starr Fenner, Director of Environmental Health and Safety, conducted a presentation on Radiation for employees that work in specific buildings on campus with possible radiation contact. Lucinda McDaniel, ASU's attorney, presented the department with information on ASU's sexual harassment policy. All ASU staff are required to attend sexual harassment training therefore, Quip has videotaped the live session and it is available on DVD for anyone that has not

had the training within the last two years. Lastly, Lanny Tinker and I conducted Employee Performance Appraisal training to all Supervisors within the department.

The Attendance Policy has been updated to add an insert referring to The Family Medical Leave Act. If you are not aware of this change, then please review this FMOP on the Facilities Management webpage at <http://facilities.astate.edu>.

I will finish by letting you know that we had two Blackboard trainings for employees that began the on-line training. Supervisors communicated this information to staff. A Quip department representative was available for assistance during the sessions.

We hope to achieve good success in providing cost-effective, consistent training of employees using online Blackboard training. Our goal is to allow employees to synthesize the information, test their memory of key concepts and definitions, and hopefully apply this knowledge to actual situations.

AVC Advisory Board Special Election Held

- Dee Dotter

The AVC Advisory Board held an election on March 19, to replace Martha Phillips, who just received a promotion. Martha was holding an “At Large” position on the Board. The results of the election have appointed Alicia Green as the new “At Large” member of the AVC Advisory Board. Alicia will serve out Martha's remaining term that ends August 2008.

I would like to take this opportunity to speak on behalf of the board in congratulating and welcoming Alicia to the AVC Advisory Board. We look forward to hearing input that you can bring to the table.

Remember, if an employee has any questions, comments or concerns you would like to be discussed with our AVC At Stoverink, please talk to your representative. Representatives are as follows:

- Bobby Colburn- ASC
- Mark Wade- Engineering
- Mark Clark- Skilled Trade
- Gerald Adkisson- Skilled Trade
- Randy West- Skilled Trade
- Clay Hurn- Business
- Larry Darr- Grounds
- Anthony Passalacqua - Grounds
- Dierdra Dotter- Custodial
- Ozie Brown- Custodial
- Esther Boyd- Custodial
- Alicia Green- Custodial

Wayne Swartzlander Featured in Magazine Article



- Terri Reithemeyer

Wayne Swartzlander was featured in Arkansas Wildlife magazine in the March-April 2008 issue for his story of the airborne buck.

He shared a photo of a flying buck and three raccoons that his camera had captured in 2006.

Swartzlander wrote: "I had my homemade feeder out a good while before bow and arrow season started. I put out a stealth cam and got this picture. I thought it was pretty amazing photo. I don't know what caused the deer to be so high in the air when the camera went off."



Rusty Stroud Awarded Scholarship

- Terri Reithemeyer

Rusty Stroud was awarded the Neil Morgensen Scholarship on March 19th from CAPP. This scholarship includes tuition costs plus travel expenses to attend the APPA Leadership Academy this September.

The Leadership Academy is designed for those individuals with a desire to lead. The purpose is to enhance and further develop leadership throughout the educational industry. It provides opportunities for professionals to increase their awareness of the issues affecting them, teaches them the skills they need to handle the resulting changes, and provides opportunities to explore and discover one's own leadership potential.

- This program is a four-track learning opportunity, with each track emphasizing a different perspective and type of leadership skill.
- Track 1- Individual Effectiveness Skills.
 - Track 2- Interpersonal Effectiveness Skills.
 - Track 3- Managerial Effectiveness Skills.
 - Track 4- Organizational Effectiveness Skills.
- Congratulations Rusty!*



FM Voice Staff

Jon Carvell
jcarvell@astate.edu
Jerilyn Miller
jmiller@astate.edu
Al Stoverink
astoverink@astate.edu
Lanny Tinker
ltinker@astate.edu
Evelyn Weatherford
eweather@astate.edu
Helen McCoy
hmccoy@astate.edu
Kathy Hicks
kathyhicks@astate.edu
Doug Mathis
jmathis@astate.edu
Michelle Summers
msummers@astate.edu
Terri Reithemeyer
treithemeyer@astate.edu



Going Green Some More...

- Helen McCoy

In February, we signed a contract with SGA Paper Company to install all green logo certified paper in all buildings and facilities serviced by FM, including the Hemingway-Pfeiffer Museum.

We began changing our ago to

be safer for the custodians and cleaning chemicals about 10 years for the facilities we serve. In 2004, we began changing not only chemicals, but equipment and procedures to better protect our staff and the environment. We changed to micro cleaning cloths and Unger ergonomic custodial equipment. At this time (by end of 2008), we

have finished changing the core campus and have begun work on the auxiliary buildings.

We have reduced the number of chemicals that we use and have changed the majority of chemicals to green seal certified chemicals. I can be reached at 680-4753 or mccoym@astate.edu.

Accountability and Capitalism at Work

- Al Stoverink

We have talked and heard much about accountability in the work place. Capitalism on the other hand is not something we often hear much about relative to a public institution work environment, but we are in fact operating in a very competitive market which significantly highlights the significance of accountability.

As public employees we are not held accountable for "the company" making a profit and staying in business. Job security is therefore generally considered at a high level and represents one of the intangible values offsetting lower wages in many instances. However, there is great competition for students and faculty between universities across the state and the nation and there are a number of highly effective service companies that do facilities work on university campuses across the country. The ability to maintain and/or grow our market share in the pool of students and faculty and the ability to perform facilities maintenance and construction at a high level of efficiency and effectiveness ultimately determines our competitive edge. If we are not competitive in either of these areas, job security will be impacted.

Maintaining that competitive edge is based in large measure on the degree to which we hold ourselves and each other accountable to the principles of efficiency and effectiveness. Accountability has two primary aspects—accountability to self and accountability to others. Accountability to others incorporates multiple aspects in terms of being accountable to our supervisors, to our customers, to our co-workers, and to our colleagues across campus. As a result, accountability is applied in three directions:

Vertically—between a supervisor and subordinate (both up and down)

Horizontally—between co-workers, customers, and colleagues on campus

Internally—within ourselves

With regards to self, we must be accountable to ourselves first by doing our best in whatever work assignments or position we fulfill in the organization. We should take pride in all the work we do no matter how routine or extraordinary it may be. We should be constantly conscious of our conduct and performance to assure that we do the right things right and that we treat other with respect and trust in accordance with our Division Operating Strategy Principles. If we do so, then we will be holding ourselves accountable and we

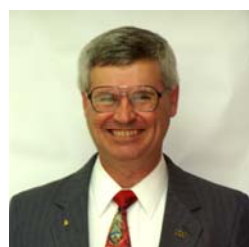
will experience the same respect and trust coming back to us that we have freely given.

With regards to others, we should expect to be challenged and criticized (hopefully in a constructive manner) when we fail to do the right things, when we fail to do things right, or when we choose not to give others the respect and trust we desire for ourselves. We should not take such challenges or criticisms with offense, but acknowledge our errors and/or disagreements and resolve to improve and/or respect the opinion of the other. At the same time, we should be willing to forgive when offended, to accept the honest mistakes of others, to accept the weaknesses of our co-workers and help them to overcome or compensate for such weaknesses.

We have recently introduced performance measurement goals as a specific way to hold ourselves and each other accountable. We need now to focus on the details of our work—both adherence to processes to assure efficiency, and quality completion to assure effectiveness. If we each do our part in this regard, we will maintain a competitive edge and job security will still be a high value benefit in this public work place.

*It's how you deal
with failure that
determines how
you achieve
success.*

- David Feherty



Tobacco Cessation Help

- Chris Enger

Do you need help quitting? Help with tobacco cession is underway at ASU.

The program includes six weeks of face-to-face meetings. They are held weekly on campus in a group setting. If

you are interested in participating in this successful program, contact Amy Williams at 870-273-2533 or ARWilliams@uams.edu. Please inform her that you are an ASU employee or student.

If you would like more information, contact me at 972-3974 or cenger@astate.edu,



Take Care of your Skin and It Will Take Care of You!

- Chris Enger

Did you know that your skin is the body's largest organ, weighing about six pounds? It protects us from light, heat, injury and infection. The skin regulates body temperature and stores water, fat and Vitamin D. Many of us do not think about how our skin protects us. More importantly, many people do not think about how to protect their skin.

According to the Centers for Disease Control and Prevention, estimated sunburn occurrence among all U.S. adults ranged from 31.8 percent in 1999 to 33.7 percent in 2004. Men had a higher occurrence of sunburn than women in all three survey years (35.8 percent versus 28.0 percent in 1999, 37.0 percent versus 30.2 percent in 2003, and 37.0 percent versus 30.3 percent in 2004).

What is most important is to reduce your exposure to the sun, as well as other forms of ultraviolet (UV) exposure, thus lowering your risk for skin cancer. The sun's UV rays can damage your skin and lead to skin cancer. Fortunately, there are many ways to pre-

vent this damage to your skin. Whenever possible, avoid the midday sun (11:00 a.m. – 3:00 p.m.) when the UV rays are the strongest. Remember trees, beach umbrellas and tents are all good sources of shade.

Sunscreen is your friend when you are outside, not just at the pool or the beach. Wear sunscreen even on cloudy days. Use sunscreen that will protect you against both UVA and UVB rays that has a sun protection factor (SPF) of a least 15.

Before you run to the beach or go to the pool, read these tips to help you and your family stay safe this summer. Here are some tips:

- Remember that sun exposure near water is increased by reflection from the water. When you're on the beach or near water, you need to be particularly careful to avoid sunburn.
- Wear a waterproof sunscreen of at least SPF 15 that protects against both UVA and UVB. Sunscreens that provide the greatest protection against UVA contain titanium dioxide, zinc oxide or avobenzone. Apply it 20 to 30 minutes before exposure and reapply the sunscreen periodically, as directed on the

container.

- When out of the water, slip on a long-sleeved shirt and pants and wear a hat to protect against excessive sun exposure. Use a beach umbrella or find shade when not actually in the water.

- Wear UV-proof sunglasses when not in the water.

- Sunscreen should not be used on infants younger than 6 months.





*It is not your
aptitude, but your
attitude, that
determines your
altitude.*

- Zig Ziglar



It is Time to “Shake the House”

- Helen McCoy

It's time for spring cleaning. The practice goes back to the Iranian "khooneh takouni" which literally means "shaking the house" just before the Persian New Year. I guess if you live in a tent (which they did when this practice started) it's a good idea to give it a good shake every so often. Although we no longer live in tents, giving your house a good cleaning and airing after the long winter is a good idea. Here are some steps for getting it done.

Get Organized

Kick off your spring cleaning by getting organized:

Pick up and eliminate clutter in each room before you start cleaning.

Try placing a cardboard box and two or three garbage bags in each room you're de-cluttering.

Then, fill them as you sort through your shelves, cabinets, and closets.

Donate & Store

Donate old books, magazines, toys, and clothes that you don't wear to charity, or fill a box for your next garage sale or box them up and store them out of the way.

Make a Wardrobe Transition

Now that it's warm outside, have your winter clothes cleaned.

Consider storing clothes at a dry cleaner if you don't have enough space.

Put away gloves, winter clothing items, and boots so you'll have plenty of space for spring clothing.

Freshen Bedrooms

Rotate and flip mattresses.

Wash blankets or comforters or take them to be cleaned.
Wash mattress pad and bed skirt.

Have pillows professionally cleaned or hang them outside in the fresh air, or freshen with the air (no heat) cycle of your clothes dryer.
Wash or dry clean rugs.

Clean Floors & More

Wash and/or wax floors, depending on their material.

Then, deep-clean rugs or have them professionally cleaned.
Wash baseboards.

Vacuum upholstery and draperies and launder curtains.

Dust and wax wood furniture.
Flip sofa and chair cushions.

Clean Up, Down, and All Around

Now is the time to clean light fixtures, ceiling fans, and mirrors.

Dust or wash window blinds, and replace bent or worn mini blinds.

Clean Your Bathrooms

You may scrub your bathroom every week, but now it's time to battle clutter and refresh old products.

Go through your medicine cabinets and safely discard any outdated products.

Replace worn bath mats, shower curtains, and liners, or wash and dry shower curtains and liners.

Clear Out Your Kitchen

Take time to clear out your pantry, kitchen cabinets, and drawers.

Wipe out and install fresh shelf paper.

Store or donate equipment you don't use, such as small appliances or cookware.

Discard stale spices or dated items such as baking powder.
Clean the refrigerator and freezer.

Vacuum the cooling coils under or behind your refrigerator.

Wash Your Windows

Wash your windows inside and outside.

Use a commercial glass spray, or try a homemade solution of two tablespoons of ammonia or vinegar and a quart of water. Then use lint-free cloths, strong paper towels, or crumpled newspapers to rub away streaks.

Don't forget to clean storm windows and screens.

Evaluate Your Storage

Assess the state of your storage areas, whether you have an attic, basement, garage, or storage shed.

Add shelving units and containers to create order.

Check Batteries & Stay Safe

Spring cleaning is the perfect opportunity to check the batteries in your smoke and carbon monoxide detectors.

Perform all required safety checks.

If you don't own a fire extinguisher, purchase one. Learn how to use it and keep it in the kitchen.



John Davidson
March 3



Jacob Gambill
January 28th



Cody Lettenmaier
March 17



Michael McWilliams
February 25



Brain Pettie
March 3



Kerry Pulver
February 4



Jamie Sefers
March 17



Tammy Webb
March 3



James Woods
March 3



New Employees



EMPLOYEE BIRTHDAYS

April			May		
Paul Cox	Engineering	2 nd	Jerry Bailey	Skilled Trades	1 st
James Upton	Custodial	4 th	Richard Bergener	Skilled Trades	6 th
Clint Halcom	Skilled Trades	10 th	Gerald Adkisson	Skilled Trades	9 th
Randal Wheaton	Skilled Trades	12 th	David Handwork	Engineering	12 th
Brain Tibbs	Motor Pool	14 th	Erin Brawley	Custodial	16 th
Kathy Hicks	Business	16 th	Floyd Layne	Grounds	20 th
Jerry Sailor	Skilled Trades	18 th	Steve Nichols	Business	25 th
Karen Grantham	Custodial	18 th	Kris Richardson	Custodial	26 th
Lynette Anderson	Custodial	19 th	Clay Hurn	Business	26 th
Linda Dickerson	Custodial	21 st	Shauna McKay	Custodial	28 th
Shelia Sartin	Custodial	24 th	Billy Clifft	Grounds	28 th
			Naomi Graves	Custodial	28 th
			Joe Kilburn	Skilled Trades	29 th
			Zach Minton	Business	29 th
			Ozie Brown	Custodial	31 st

FACILITIES MANAGEMENT MISSION STATEMENT

“ We are committed to excellence in customer service, safety and integrity. We provide an environment that promotes quality learning through effective leadership and innovative development of Arkansas State University Facilities.”

YEARS OF SERVICE

April			March		
Audie Cox	Skilled Trades	1 Year	Carole Arrington	Skilled Trades	1 Year
Mary Hurless	Business	1 Year	Jeffery McCoy	Skilled Trades	2 Years
Gerald Adkisson	Skilled Trades	2 Years	James Novalick	Skilled Trades	2 Years
Judy Hass	Custodial	3 Years	Greg Parish	Custodial	2 Years
Penny Kirksey	Custodial	3 Years	Jon Carvell	Engineering	3 Years
Kris Richardson	Custodial	3 Years	Steven Brown	Skilled Trades	4 Years
Wayne Grommet	Business	5 Years	Joe Phillips	Skilled Trades	7 Years
Dean Collins	Skilled Trades	6 Years	Frankie Upton	Custodial	12 years
Sharron Nelson	Custodial	6 Years	Norman Reynolds	Custodial	13 Years
Jennifer Cortez	Business	7 Years	Chris Steele	Skilled Trades	14 Years
Larry Southard	Skilled Trades	11 Years	Betty Dotter	Custodial	15 Years
Donald Dunn	Skilled Trades	14 Years	Charley Cummings	Skilled Trades	16 Years
Dennis Ball	Motor Pool	15 Years	Mary Tolley	Custodial	29 Years
Danny Wilson	Skilled Trades	23 Years			
Randy Wallace	Construction	31 Years			

The FM
VOICE

is

published

bi-monthly.

FM Chili Cook - Off

- Joe Phillips

The annual Chili cook off brought out a lot of folks who made competition style chili that was very tasty to say the least. We had Hot, Mild, and Not so Mild. Judges set out to taste all entrees and had Ice cream & sherbet to striating out their taste buds. Some of the judges had a go at the ice cream & sherbet with not much left. Lots of fun was had and the final outcome was winners (1) Martha Ballenger, (2) Greg Beeler (3) Rusty Stroud. There were 17 entrées and plenty of deserts. Congratulation to the winners and all who entered the contest, and start making plans for next year. Also thanks to the judges and food committee members for all the kitchen help.



Spring Time is Here for the Landscaping Department...

