

Facilitator — June/July 2015



CRFP Spotlight

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Please welcome some of our recent CRFP designees! We have updated and reformatted our CRFP Spotlight section to feature more of our CRFP designees in each issue. We are excited to have more of our members join this distinguished group. We credit that to many reasons, including our online learning modules. Congrats to our all-female recipients featured in this issue!

What do you enjoy most about your job?

Ismert: My days are spent talking grease interceptor codes and technologies with municipal pre-treatment authorities and restaurant plumbing designers. What's not to love? Truthfully, I enjoy meeting restaurant professionals throughout the U.S. and Canada, and it is rewarding to bring information and product solutions that serve the best interest for both the restaurant and the sanitary sewer system.

Colangelo: The variety; no two days are the same.

Gallo: I really love interacting with customers in person. Our work relationships are so much better because of the synergy created by meeting face-to-face. I especially enjoy all the partying and socializing—I mean networking—that takes place at RFMA.

What other companies have you worked for prior to your current position?

Faille: My first job was for a tiny pizza shop my neighbors bought. (They had never been in the restaurant business before.) I watched them struggle and came to appreciate the entrepreneur and the sacrifices that a business owner makes to get traction. I will never have that risk-taking quality, but I love people who do, and I want them to be successful. I spent my college years at Winthrop University working for Outback Steakhouse at night and going to school during the day. After college, I joined Jason's Deli and have enjoyed my career with Jason's for more than 12 years.

Gallo: I was with Taco Bell for a long time before coming to Complete Facility Solutions.

Colangelo: I was with Southland Corp. (7-Eleven) for 13 years, and KFC for 21 years. I worked in operations prior to facilities. I was an area coach for 7-Eleven. KFC contacted me to join their operations team in January 1994 as a regional manager (for nine years). I have been in facilities with KFC for 12 years.

When you were new to the industry, what was the most surprising thing you learned about the restaurant world?

Gallo: How many moving parts it takes to make one project go off without a hitch; it takes a village.

Faille: It smells. I remember coming home from the pizza shop smelling like flour and oil and thinking, "If only I had an office job..."

Ismert: The diversity of topics that facility managers need to know was eye-opening for me. While plumbing is No. 1 in my world, it is only one of the 14 sections of the CRFP exam, so learning more about the other sections helped me gain perspective.

What is your alltime favorite movie?

Faille: The classic "Forrest Gump." It's a roller coaster of emotions, a history lesson and a great soundtrack. I can quote the whole thing. (And often do.)

Colangelo: "The Sound of Music" and "Dolphin Tail."

Gallo: I'd have to say "Funny Girl." I used to role play all the parts while singing to the album (yes, album).

Ismert: My favorite alltime is tough, because I love movies! One that I can watch over and over is "Liar, Liar" with Jim Carrey. It's got a great message, and he is hilarious! I also like movies that keep you guessing until the end; "The Usual Suspects" is a classic.

What is the most challenging situation you've ever faced in a facility or on the job? How did you handle it?

Faille: We have a Jason's Deli property where the shopping center was building a movie theater. The bulldozing crew had not called the city to mark lines, and they pulled up and severed the entire center's phone, Internet and power lines. We scrambled to get refrigerated trucks for the food and reroute phone calls to neighboring Jason's Deli locations. Through some great partnerships, we got temporary phone lines up and power back on within a day and a half. We had to run our online ordering through wireless hotspots for a short time, but we figured it out, and the crew did an amazing job.

Colangelo: In 2004, I faced six hurricanes back to back; two weeks apart in Florida. The damage compounded, and we were faced with many challenges throughout the state; 68 restaurants received damage from signage, building, menu boards, electrical, flooding, etc. I set up worksheets for each hurricane, by restaurant, with pictures documenting all the damage per event. I had conference calls with my operations team and vendors daily to update conditions and repairs. My vendor partners were a very important part of this process, and they all stepped up to the plate! It took almost eight months to recover after the last hurricane that season. In this type of situation, communication, organization and follow-up are critical to solve the overwhelming amount of projects. I believe this was the year I really started liking red wine!

What is your favorite work-related app?

Faille: Does Angry Birds count?

Ismert: Google Calendar keeps me on track.

Colangelo: The simple ones that make my life easier when I know in advance what to expect: weather and traffic!

What is the best advice you ever received?

Gallo: Think before you speak. The wrong words can infuse a situation with tension, hurt feelings and anger. But, a moment's pause to consider your words can change a potentially disastrous situation into a successful one.

Ismert: It goes back to kindergarten when I learned the Golden Rule, "Treat others the way you want to be treated."

Faille: "Make everything idiot-proof, but never treat anyone like an idiot." In other words, make systems so good that it is harder to do it wrong than it is to do it right. Also, the book "The Four Agreements" had a huge impact on me.

Colangelo: Always go forward; never look back.

Who is the most impressive person you have ever met?

Ismert: This would be my grandmother, Patricia Agnes (Kerrigan) every day with a smile and an expression of gratitude. She grew up during the Great Depression and was raised in a dirt floor home on a farm in Greely, Neb., which made her tough and gave her a strong work ethic. It also gave her a deep appreciation for indoor plumbing, to which she was finally privy to her senior year of high school. At 94 years old today, you can find her playing cards at the Omaha Bridge Club. Just listen for the table roaring with laughter, and she'll be there using her quick wit to make salty remarks. She is truly part of the greatest generation.

Faille: I'm going to cheat and say two people: My parents. They started a small business early in their marriage and it lasted for several years, but it was a huge lesson for them and our family. My dad is an engineer, and my mom's career was in property management (I think being a facilities manager is in my DNA). They are both newly retired and living the good life! My mom is also a well-respected artist in pottery and also fiber art. My dad teaches motorcycle-safety courses at the Harley dealership where they live outside of Nashville, Tenn. I am always impressed with their teamwork, their talents and their accomplishments. I hope I grow up to be just like them one day.

To what would you attribute your success in achieving your CRFP?

Ismert: It took dedication to study the material. Then, to sit for the exam, it took Debi Kensell's plea for just one more person to pass in 2014 in order to meet her goal. That was pressure!

Faille: If it weren't for the program being converted to online modules, I'm not sure if I would have ever made the time to do it. I was able to keep that tab open in the background of my computer while working, and when phone calls and emails had a lull, I would click over and work on it a little more. Thank you to everyone who made that possible!

Colangelo: I was very fortunate to have great leaders/teachers in my facility career, as well as an excellent mentor. The study guide that RFMA offers to achieve this certification is excellent. Regardless of how much experience or knowledge you have, you will learn from the guide and you will pass the test. Gallo: Encouragement from

our Director of Facilities (Taco Bell) and sheer determination. Also, the new modules made a huge difference in facilitating my learning.

Would you recommend attaining a CRFP to other colleagues? Why?

Ismert: Absolutely! Not only did I learn things that helped me with my job, but I also picked up some tips that were helpful in filing my tax return.

Colangelo: Absolutely. Achieving this certification will set you apart in our industry.

Gallo : I would definitely recommend attaining your CRFP for several reasons. First, there's always something to be learned, and it keeps your fingers in the pie, even if you aren't working with some of the areas the CRFP covers. And for someone who is not out in the field, it provided a tremendous base of information with which to better communicate with my vendors and better serve my customers.

What do you do for fun in your spare time?

Failla: I play hard. Basically, if REI sells equipment for it, I do it. I am a mountain biker, road cyclist, runner, climber, kayaker and skier. My dream trip is a Costa Rica adventure tour that incorporates almost all of those things, plus zip lining and surfing (which I've never tried). I think we will make that happen next year.

Gallo: Actually, I spend a lot of time acting and directing in community theater. It's a great, creative outlet to balance the facility world we live in. I've also been seen doing stand-up comedy around town. "You know you've been out partying and socializing—I mean networking—too late when you get up the next morning and the ice in your glass hasn't melted yet!"

Ismert: I love to be outside playing golf, tennis, hiking or even just taking a nap in the sun. And from April to October, I'm watching my beloved Kansas City Royals!

Colangelo: Any activity outside, especially on the beach, works for me: biking, walking, skiing, fishing or just chilling.