

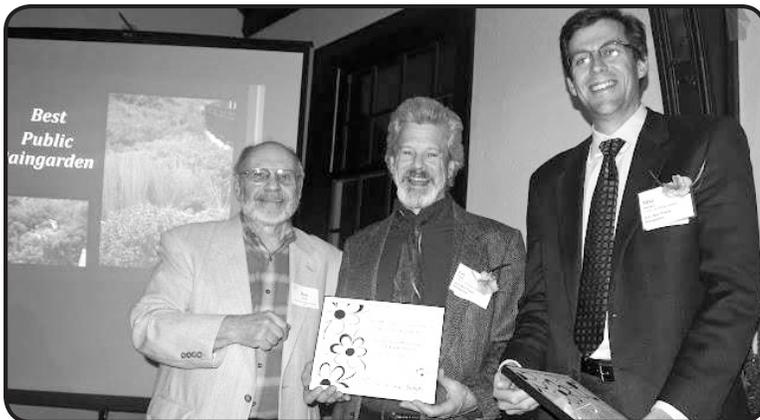


West Bank First Shift Custodial Crew (from left): Shawn Thompsen, Paul Kelsey, Larry Van Grootheest, Hana Guche, Arnold Johnson, and Matt Welter.

STARS SHINE BRIGHT

FM Staff Win Six U Services Star Performer Awards

story on page 4

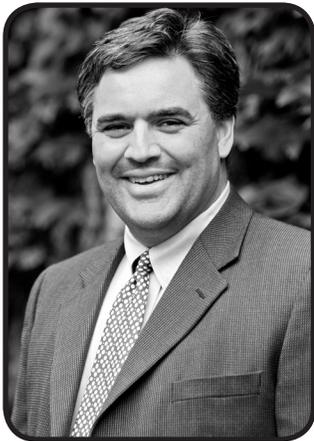


Landcare Superintendent Les Potts (center) and SRF Consulting Group's Mike Jischke (right) accept the Best Public Raingarden Award from Metro Blooms.

TCF Bank Stadium Wins Best Public Raingarden Award

The University of Minnesota's TCF Bank Stadium was recently named the Best Public Raingarden by Metro Blooms, a local nonprofit organization that promotes and celebrates gardening. Landcare Superintendent Les Potts was on hand at the organization's annual Garden Awards on Thursday, November 8, at Columbia Manor to accept the award. Metro Blooms presents awards each year recognizing those who beautify our city and protect our environment with their gardens.

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Mike's Memos

November 9, 2012

Custodial Program Continuous Improvement

It's no secret that the switch to Team Cleaning was a significant one. As an organization, Facilities Management faced many challenges, learned a lot, and made many adjustments

along the way. And despite the countless hours of planning and preparation that took place before the change, and the countless hours of working to develop and fine tune the Team Cleaning program, there is more room for improvement.

In recent months, I've toured the districts with our supervisors and spoken with many of you about the strengths and opportunities in our system. New Vice President Pam Wheelock appreciated the feedback on Team Cleaning that she heard at the all-department staff meetings over the summer, and she and I have talked at length about how to improve the system, while at the same time meeting the needs of our customers.

As we settle into the second year of Team Cleaning, I want to share with you the plan to improve our team cleaning processes, and to increase input opportunities and communications with our custodial staff. Finally, I've included information on the subject of shift times. While you may not agree with the decisions around shift times, I want to be sure you understand the reason for the decisions that have been made.

Improving our Team Cleaning Process

In June, we launched the Custodial Continuous Improvement Team (CCIT) to look at ways to improve our Team Cleaning process. The work of the CCIT is divided into three sub-teams: Team Cleaning; Projects & Major Equipment; and Quality Assurance/Training. Below is a short description of the three sub-teams, their assignments and some initial work they have completed.

The Team Cleaning Sub-Team

The charge of the Team Cleaning Sub-Team is to make the routine cleaning effort consistent and effective. They began their work by reviewing the notes taken when Supervisors went on tours with each custodial crew. Here are some of the issues that were identified and the actions that have been taken:

Issue	Action / Solution
Microfiber availability/reliability	A new laundry service was found that offered better cleanliness and timely delivery

Yellow/white & green/white mops too light	The light mops are no longer being ordered and are being replaced with thicker solid yellow or green mops
Red flat mops not cleaning grout effectively	CPI mop heads need to be soaked 10 minutes before use
Red bristle bathroom brush not effective	Swab option for new handles available in all districts
Backpack vacuum straps slipping	An inspection found that some vacuums were not strapped correctly. A program is underway to educate B&G Sups who will check each vacuum to correct and fit each B&G worker.
Backpack vacuum mounting station height	B&G Sups & Seniors asked to review mounting stations so various heights can use station
Lack of beater bar on backpack vacuums wand head	Testing manufacture's new backpack vac wand head complete with beater bar
Custodial Par level closet numbers	Reviewing number of par closets which was established before team cleaning, will reduce number by 12.30.12

Quality Assurance (QA) & Training sub-team

The charge of the Quality Assurance & Training Sub-Team is to create effective custodial training as well as a thorough quality assurance program that can be used to assess campus cleanliness. This group is analyzing the Quality Assurance process and is creating a more robust program that will include various levels of district team as well as customers. They are also exploring technology to make Quality Assurance easier. By using standard assessment tools, we can evaluate how the program is doing over time in the same building and how each building is doing compared to other buildings across campus. It will also be a way that we can get routine feedback from the colleges and departments we support.

Project & Major Equipment Standards sub-team

The Project & Major Equipment Standards Sub-Team is charged with establishing routine and effective project work and identifying the equipment needed to accomplish it. They have begun the process to load level custodial PMs so they don't all hit in the summer.

Increasing input and communications with custodial staff

As each custodial crew and the Custodial Improvement Team work to identify program improvements, we are also creating several ways to gather more input from the custodial

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staff. Through the first year of Team Cleaning, feedback from frontline staff has been both plentiful and incredibly valuable. As we move into year two, we plan to improve our two-way communication in the following ways:

B&G Senior Meetings

Earlier this fall, each district began meeting monthly with B&G Seniors to gather feedback, listen to concerns, and provide updates on current issues. The hope is that custodial staff will share their thoughts and ideas with the B&G Seniors who will then pass those suggestions on to District leadership. B&G Seniors are part of every custodial team and project crew on campus and we're excited to establish this important link between District leadership and the custodial staff.

Field Tests

As new equipment, chemicals or procedures are identified, we'll ask frontline staff to participate in field tests to get an idea of how these new methods actually work. We'll use the results of the field tests and opinions of staff who participate to determine how best to use new cleaning equipment and techniques. Please let your B&G Supervisor know if you'd like to be part of a Field Test Team.

Suggestion Site

The thoughts, suggestions and even criticisms of every Facilities Management employee are always welcome and appreciated. You can always share your thoughts with your supervisor or go to FM's website and make a comment at <http://www.facm.umn.edu/employees/comments/index.htm>.

Questions about work shifts

Finally, I want to address the many questions that have been raised about shift times. I fully understand that the issue of shift times is extremely important to many people for a variety of reasons including child care, health reasons, home life, and many others. We have tried to balance these issues with the need to establish consistent shift times that maximize our ability to clean efficiently and meet the needs of our customers.

Certainly, there is no perfect shift time that addresses all concerns or works perfectly in all program locations. Any additional changes would impact many staff and programs. We are not currently looking at changing shift times, but will continue to monitor what is working and areas for improvement. As a resource for many past questions and information about how we got to these shift times, please see the links below.

Here's a link to the custodial program page on FM's website: <http://www.facm.umn.edu/custodial-program/index.htm>

Link to memo on shifts: http://www.facm.umn.edu/news/mikes-memo/2011/USERVICES_CONTENT_341458.html

Link to shift survey: http://www.facm.umn.edu/prod/groups/uservices/@pub/@uservices/@fm/documents/content/uservices_content_340961.pdf

November 16, 2012

Training

Making adjustments is a big part of having things work better. Think of the tune ups we give our buildings in order to make them more energy efficient. We received feedback from our Mechanics that they thought hands-on training would be more effective than the on-line training they had previously received. So a team dug in and created a series of hands-on classes that will involve FM's Mechanics and Supervisors. The first session begins the week after Thanksgiving. Mechanics and Supervisors will be reporting to the Food Ops Training room (155B) at 7:00 am for these day long courses. Please talk to your supervisor regarding the logistics and dates you are in training.

Speaking of adjustments, one of the issues B&G workers identified is that some backpack vacuum straps had been slipping. We noticed that a few vacuum straps had not been correctly threaded. This week we've started a push to have every custodian and their supervisors properly fitted so they know how the vacuums should feel and how to adjust them to meet their needs. In addition to the fitting, we are also reminding folks of the proper motions for using the backpacks. Both the fitting and techniques should help make the vacuums perform better. A special thanks to Larry Thompson for leading this effort.

Great Performance

Klarissa Shaninghouse, FM Call Center Agent

Klarissa ends up making adjustments every day. Think about all the different customers she and the Call Center interact with during the course of their shifts. No two are the same, yet they all need to have their problems addressed. Klarissa consistently meets this challenge. Here's what one customer had to say.

"I wanted to email and let you know that I really appreciate the great service Klarissa always provides. She helped me with many a facility request over the years and has always been very helpful, knowledgeable regarding service options and great to work with. Great customer service is such a wonderful "added value"...I wanted to be sure and recognize that effort by Klarissa."

Thank you Ms. Shaninghouse, keep up the good work.

December 19, 2012

Finals December 13-20

I just wanted to remind everyone that we will be working with our partners from the Office of Classroom Management (OCM) to provide our students and faculty with a great finals experience.

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2012 FM Star Performers

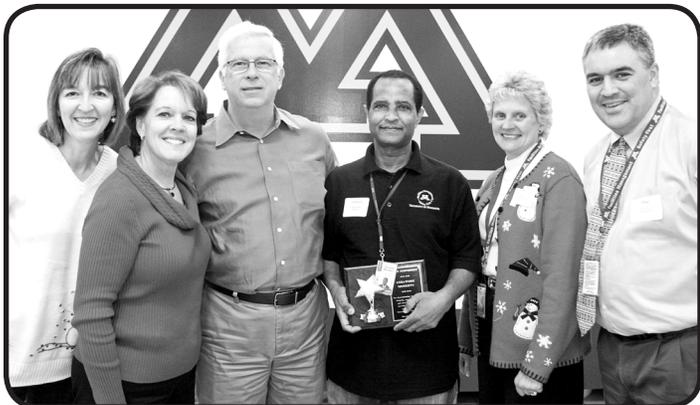
The 2012 University Services Star Performers were named at the U Services Leadership Forum on December 17. FM Employees received six of the 15 awards presented this year. Star Performer awards are given out each Fall to University Services employees and teams of employees who have delighted their customers during the past year. Nominations are made by Twin Cities campus faculty, staff and students. Below is a list of the FM Star Performer Award Winners and comments made about them at the presentation.

Bjorn Anderson, Senior B&G Worker



Bjorn represents so many of the characteristics that make up a Star Performer. First, he's a positive role model and has worked to ensure FM's Green Team Cleaning was implemented effectively and efficiently. Second, he takes the initiative and does what's necessary to ensure the smooth operation of his work team. He's also reliable and customer focused. According to his supervisor, every time Bjorn is part of a big project, supervisors can expect feedback from customers remarking how wonderful things look. Finally, Bjorn is committed to the mission of the University of Minnesota. He always considers the students, faculty and staff when making decisions and completing his work.

Gerawork Mengistu, Senior B&G Worker



It's always fun when we receive a nomination from customers who are not just impressed with the work of a Star Performer, they are absolutely delighted with their work. That's the case with Gerawork and the Department of Journalism and Mass Communications in Murphy Hall. The nomination reads in part: "We can honestly say without reservation, until Gerawork began working in Murphy Hall, it has never been so well maintained. ... He cares, takes pride in what he contributes, and is a wonderful ambassador for University Services. Gerawork Mengistu is a star performer if there ever was one."

Masoud Mohsenian, Envir. Health and Safety Specialist



The facility decontamination work that Masoud does for the BSL-3 Program is highly technical work that is critical to BSL-3 operation. Prior to the development of these facilities, no one at the University had any experience doing this type of work. Massoud took on the task of learning how to operate the equipment and manage the hazards associated with the decontamination process. The work is a complex balance between art and science, and Massoud is always more than willing to take on new challenges that require persistence, dedication, and creative problem solving. He is always there when needed, and the BSL-3 operations team considers him a vital member of their team.

Chad Schmidt, Landscape Architect



Chad wins the award as the Most Nominated Star Performer in the history of this awards program, receiving 10 individual nominations. The nominations were from Landcare, CPPM, Parking and Transportation, and two external construction companies. Here are some quotes from the nomination forms that paint a great picture of Chad's star performance:

- "Chad always puts the University's best interest first, but is still able to come up with solutions that are well thought-out and work for all parties."
- "He will by any means necessary do what it takes to accommodate the project, see it through to completion, and leave it better than when started."
- "Chad frequently stretches beyond his job description and comfort zone to help Landcare fulfill our mission."
- "Chad makes sure the customer is front and center on every job he tackles."
- "And the highest compliment: He makes some tasty home brew."

Mike Sheils, Senior Building Recommissioning Engineer



Mike has been with the University for nearly two decades and has worked his way up from technician to senior building recommissioning engineer. Recently, Mike has been responsible for building system improvements resulting in more than \$200,000 in recurring annual energy cost savings across the Twin Cities campus. He has a talent for knowing where to look for wasted energy and the skills required to eliminate the waste. Mike finds opportunities to make things better and gets them done. Mike's tenacity inspired his supervisor, Energy Management Assistant Director Jim Green, to write possibly the best line received in a nomination this year: "Like a bulldog with a ham bone, Mike enthusiastically gnaws away and won't let go until there's nothing left."

West Bank First Shift Carlson and Hansen Building and Grounds Team: Hana Guche, Arnold Johnson, Paul Kelsey, Shawn Thompsen, Larry Van Grootheest and Matt Welter (photo on page 1)

The Carlson MBA program nominated this group for the outstanding work they do every day, but they particularly

called out their work during the MBA orientation in August. Carlson has more than 100 new MBA students on campus during orientation. The new students are fed snacks and meals and are shuttled throughout the building over the course of three weeks. The Facilities crew faces a mountain of additional trash, recycling and clean up.

According to the MBA program, this work team tackled the additional workload every day quickly, efficiently and eagerly, always with a smile on their faces. Their work and attitude played a significant role in the success of the orientation and helped to create a welcoming environment for incoming students. Making their work even more notable is the fact that there were often two or three other programs hosting orientation events in Carlson and Hanson at the same time. And this crew never missed a beat.

The Wellness Assessment can help reduce your health insurance costs

Get a healthy start to the new year. Take 20 minutes to complete an online questionnaire to gauge your current health status. When you take the wellness assessment (<http://www1.umn.edu/ohr/wellness/assess/wellassessment>) by February 28, 2013, you can earn 100 wellness points. That's a real jump start on accumulating the number of points you will need to qualify for a premium reduction in your 2014 UPlan Medical Program rates.

As a UPlan Medical Program member, when you earn the required number of wellness points by August 31, 2013, your 2014 premiums will be reduced by \$300 or \$400 dollars respectively. On a voluntary basis, your spouse/same-sex domestic partner can contribute 100 wellness points to your points bank.

Already taken the assessment? Then learn more about other health promoting activities which enable you to earn additional wellness points at <http://www1.umn.edu/ohr/wellness/wellness-pointsbank>. The wellness points you and your spouse/partner earn between now and August 31, 2013, will automatically be recorded and tracked for you by StayWell Health Management, the Twin Cities-based independent, third party administrator for the Wellness Points Bank initiative.

FM Employee Appreciation **Thanks for a Great 2012!**



Jen Pierson reacts to the prize drawing winner announcement at the Energy Management Employee Appreciation Lunch.



Health Sciences District's Bill Rinehart cuts ham.



Michele Adkins enjoys lunch at the East Bank District First Shift Employee Appreciation Lunch.



Mike Howells (left), Allen Lindgren and Elias Meskela enjoy lunch at the East Bank First Shift Employee Appreciation Lunch.



Health Sciences' Karen Collins (back left), Harley Swarm, Bob Dean, Chantelle Cuyun and Steve Koppen (front).



The East Bank District's Rick Swanson and Stephen Mulligan.



LaToya Bell and Reneé McMillan at the Donhowe Building Potluck.



Ann Lundholm (left), Lauren Wimler and Cathey Abene have a laugh during the Energy Management Employee Appreciation Lunch.



The Hak Brothers, Ladinn (left) and Ladang, at the Energy Management Appreciation Lunch.



Shume Gessisa (left), Warkitu Gessisa, and Ayane Namera at the East Bank First Shift Employee Appreciation Lunch.



Robert Jankovich (left) and Mike Berthelsen sample the Donhowe Putluck offerings.

Message from the President

(December 13 message from President Kaler, available online at: <http://ecomcommunication.umn.edu/read/archive?id=94735&e=kelle847%40umn.edu&x=082601e6>)

As we prepare for the final days of the semester, let's celebrate together a spectacular 2012, and look ahead to what's sure to be an exciting 2013.



Congratulations: This has been a remarkable year on all of our campuses. Our scientists are zeroing in on Alzheimer's prevention, among other breakthroughs. We welcomed a new chancellor at Crookston. A dozen alumni or students won Fulbright Scholarships, underscoring our global impact. UM Rochester continued to grow and gain national attention for its education innovations. Alumni and friends gave \$244 million to support student scholarships and research. UMD graduate Brian Kobilka '77 won a Nobel Prize.

Our statewide public engagement and outreach included groundbreaking work with military families, support for new efforts to close Minnesota's educational achievement gap, and work by Extension in all 87 counties. Our Morris campus led the nation again on the important sustainability front. And our Office for Technology Commercialization and its new MN-IP program gained U.S. Department of Commerce recognition and saw us sign 40 innovative agreements with business partners.

Advocacy: The upcoming legislative session is going to be critical to the future of this University. My top priorities are to freeze tuition for Minnesota's resident undergraduates and to build on our research strengths. Faculty and staff are powerful advocates. We will be calling on you to raise your voices as our budget request moves through the State Capitol process. Sign up here to join me at the important Legislative Briefing on January 23.

Take care of yourselves: I know the end of the semester and holidays can be stressful. Sometimes, we think only students feel the stress, but we all can. Also, please look out for others, including co-workers and students. Our Student Mental Health website is there for all of us, and it can be very helpful.

Thank you for all you do for the University of Minnesota. Here's wishing you a wonderful and productive 2013.

Sincerely,

Eric W. Kaler
 President

TCF Stadium Award

(cont. from page 1)

Gardens must be clearly visible to the public, have curb appeal and be well maintained. Here is Metro Blooms' summary of why TCF Bank Stadium's raingarden was selected as the best:

"A whole city block of plantings surround the University of Minnesota's TCF Bank Stadium. Known as bio-swales (raingardens), this dramatic face lift was started in 2006 and completed in 2009. Populous, the lead consulting firm on the project, as well as Mike Jischke with SRF Consulting Group, incorporated environmental principles and plant designs for the project. It was considered to be a big project even by University standards and an unusual opportunity to develop areas around the stadium for a large-scale district storm water system as well as a desire to beautify the campus."

"Every unfinished parking lot is a potential site for development," says Cathy Abene of the University's Energy Management Department.

The general plan is to minimize the use of water and to introduce plants that don't need a lot of water. The trees canopy consists of Elm, Hackberry and Maple. The linear shapes of the sedges, large groups of grasses and varied wildflowers make for a pleasing landscape. As Tom Ritzer, Landscape Architect with the University, shares, "We don't plant annuals, with the exception of gateway areas, to minimize plant material costs." Still there is a lot of color. Mike explains that they use plants that have "seasonal colors and textures." Before the homecoming game, the Minnesota Gopher maroon and gold colors are in evidence. Large native stones like limestone are interspersed around the garden. Groups of stones (check dams) are lined up to slow the flow of water during a rain event.

The gardens have a fascinating underground system to make use of the water. Rainwater collected in the gardens and paved surfaces is piped to a dry holding pond where it is stored temporarily, treated and released at a controlled rate to the city's storm sewer system. A proprietary system called the Epic System takes water captured from the roof and collected in pipes and uses it for watering the grass. In some areas curb cuts and porous pavements were used to additionally direct and capture water. Even the stadium field is used for treating rainwater. LEED awarded a silver certification to the University for its water efficiency, quality and material sourcing.

Challenges abound: soil needs amending and must be discarded at times due to an old creosote plant contamination, roadways treated with salt wreck havoc on the plants, and human interference from garbage waste to bikes being chained to trees is also on the rise. But the University landscaping staff is comprised of 22 full time gardeners and 100 paid employees to keep on top of it all. Frequently they will transplant and replant the abundance of plants or compost them to keep the gardens working and as beautiful as they are today. We are so proud of you: Rah Rah Rah for Ski-U-Mah, Rah for the U of M!"

Mike's Memos

(cont. from page 3)

December 13 and 16 are formally designated study days for students and final exams will be given December 14 through December 20. That means we need to limit disruptions (noise, strong odors, HVAC outages, construction etc.) in and around classrooms and classroom buildings. During the 16th we'll be opening our regularly scheduled weekend buildings and for the 13th and rest of finals opening the full suite. Please make sure that buildings are unlocked by 7:00 a.m., with classrooms prepared by 8:00 a.m. and then remain open until 10:00 p.m.

Great Performance – Landcare

Well we've survived our first arctic blast this week. After last year's mild winter, one could have expected that we show a little rust in dealing with the white stuff. Not so - sidewalks, buildings and parking lots were open for the first bell on Monday morning. A number of folks commented but I wanted to share Vice President Wheelock's e-mail to Landcare Director Les Potts with you:

"I, along with most everyone else, kept waiting for the snow to stop yesterday and watched with a bit of anxiety the ever increasing amounts of snowfall. I want you to know how incredibly impressed I am with the job you and your team of folks did on tackling the snow removal. I know how much work there was to get ready for folks streaming into campus this morning, and I know the clean-up and hauling of the snow will keep you busy yet for several days.

It was really something to see how well prepared we were this morning - I'm appreciative and impressed. My thanks to all your team that did such great work."

Thanks to our Landcare department and their partners on the District staff that kept our buildings open, our professors teaching and our researchers conducting their vital research. Keep up the good work.



Employee Focus

Technology changes so rapidly these days, there's an entire industry devoted to helping people keep up with it. FM's St. Paul-West District is reaping the benefits of IT education by employing student worker Nick Robison.

An army veteran who bounced around after his service, Robison moved to Minnesota from Pennsylvania to be with his long-distance girlfriend Lindsey in 2011. He chose to attend the University of Minnesota because of its Information Technology Infrastructure program. To help pay for school he took a job as a student administrative assistant in FM's West Bank office.

"Nick has been invaluable to the West Bank FM staff," said Robison's supervisor Sara Schoen. "He willingly assists with all technology issues, is familiar with a variety of different software packages and creates documents for our staff. I really enjoy having Nick on our team and am glad we can introduce him to real-world examples of IT-related issues that he may face once he graduates."

"I enjoy helping people and I'd like to merge that with IT," said Robison. "If it's not your main focus, keeping up with technology can be a struggle because there's something new every week."

And if you have trouble with operating your tank, Robison can help you troubleshoot that, too. He reached the rank of armor crewman during his service, which took him to Korea and Kuwait. Robison believes that his time in the military instilled values that are useful in any job, like a strong work ethic and commitment. His inclination towards technology seems to have come from sources closer to home.

"I've loved computers since I was a little kid," remembered Robison. "That's what I do, I like taking them apart, putting them back together, doing different things with them. I built my own computer from scratch. A lot of my family -- aunts, uncles, cousins -- work in IT, so I guess seeing what they do influenced me."

Born and raised in Butler, Pennsylvania, Robison is a big fan of Pittsburg sports teams. He played baseball in high school and says that if he has free time he's at a sporting event. He's even starting to like Minnesota teams, as long as they aren't playing Pittsburgh.

Good thing his girlfriend is a big sports fan, as they got engaged over the Thanksgiving holiday in her hometown of Hudson, Wisconsin. They plan to get married in the summer of 2013 or 2014. In addition to sports, the couple enjoys trying different restaurants. His favorite is Chino Latino in Uptown because of their Korean fare.

Robison, who lives in Woodbury, will be extremely busy leading up to the wedding. In addition to carrying a full credit load for school, he works 25 hours a week. In total, he spends close to 60 hours a week on campus.

Once Robison graduates (expected in Spring 2014) he'd like to get a job as an IT support person for a bigger company like 3M or General Mills. Not sure if either of them need tank support, but he'll definitely get a recommendation for his IT skills at the U.



Nick Robison, *Student Worker*

Hometown: Butler, Pennsylvania

Hobbies: Sports, Restaurants, Fishing

FM Anniversaries

The dedication of FM's long-standing employees is clear when you look at the many years of service that they have provided the University of Minnesota. It is with great appreciation that we recognize the following employees for reaching their respective milestones of service.

Thank you all and keep up the good work!

December

35 Years

Douglas Caswell

25 Years

Deborah Johnson

20 Years

John Allen

15 Years

Mike Brumbaugh

10 Years

Awo Mohamed Ali
Samuel Gonzalez
Sandra Johnson
John Smith

5 Years

Brian Heller
Shannon Mitchell

January

30 Years

Douglas McKay

15 Years

Kenneth Fischer
Paul Goclon
Daniel Hansmann

10 Years

Molita Abutair
Abdi Dakbo
Beverly Johnson
Sammi Mebrahtu
Tsehay Mersha
Joshua Murray
Thomas Nebi

5 Years

Cathy Abene
Dan Anderson
Phil Archer
Almaz Gessesew
Makda Haileab
Ngoc Kimmel
Paul Krueger
Lee Loudermill
Teresa Macneil
Tom McArdle
Samuel Mengistu
Gary Mosiman
Tammy Nelson
Tirunesh Nuru
Derek Reiling
Emily Robin-Abbott
Abdiasis Shube



Employee Focus

One of FM's Three C's is to be customer focused. This means building strong relationships with students, faculty and staff so that we can anticipate their needs and meet them. East Bank Senior B&G Georgia McClanahan has made customers' needs her focus for more than a decade at the U. She aims to instill confidence that when they see her, they know their requests will be investigated and handled in a timely manner.



Georgia McClanahan, Senior B&G Worker

Hometown: Burnsville, Minnesota

Hobbies: Snowmobiling, Reading, Yoga

"When you're in buildings often, you get to know the people that work there and I find that most people here are friendly," said McClanahan. "Even if they aren't at first, they become that way as a result of building bridges and focusing on helping solve their problems."

McClanahan arrived at the U in 2000 after being laid off from Sun Country Airlines where she was supervisor on the night shift. When she began her job search, her sister-in-law, who works in payroll, recommended she apply for a B&G position. She spent her first six years in the Carlson School of Management, before working as a floater and eventually becoming an East Bank Senior B&G last year.

McClanahan hasn't always been a custodian. After high school she was trained in horse care and stable management, which she pursued for about seven years. She returned home to Burnsville after that and worked several jobs, including as a teacher's aid in Minneapolis public schools.

During this time she met her husband Lee, whom she married in 1986. Since he was a truck driver and she had flexibility with her schedule, she was able to go out on the road with him and has traveled through all of the lower 48 states. Lee runs his own trucking company near Hastings. They even took their oldest daughter on a few road trips.

The couple has three daughters – Kali (26), Tira (19) and Tesa (15). Kali is married with two children and lives in Apple Valley, Tira is in college at Inver Grove Community College and Tesa is in Junior High School. The family enjoys snowmobiling, riding four-wheelers and swimming in their free time.

One of McClanahan's personal pursuits is the study of spirituality. She practices yoga regularly and has studied American Indian, Irish, Islamic, Shaman, Buddhist and Hindu spirituality. She is fascinated by the many similarities that exist between the different teachings.

"I wanted to know how we are alike," said McClanahan. "We already know the differences, they're everywhere. One of the main things I've learned is to accept people for who they are and not try to change them. I hope to allow a growing process so that the best of us both can come forward and any conflict can fall away."

If you applied this to customer service, you might say that one should strive to relate to customers and seek to solve their problems. Sounds like McClanahan's spiritual studies may have had a positive impact on her approach to customer service.