

DUKE  
AUXILIARY  
SERVICES  
UNIVERSITY

AZZ

SPECIAL BANQUET ISSUE • 2004

**Henry Green:**

*Distinguished Service Award*

*Joseph G. Pietrantonio  
Outstanding Employee Award  
2002-2003 Winners*

**Matthew Drummond:**

*Harry G. Rainey  
Outstanding Manager of the Year*

**Barbara Stokes:**

*Operational Manager of the Year*

**Terry Hawkins:**

*Professional Expertise  
Manager of the Year*

**AFO Revenue Department:**

*Auxiliary Services  
Teamwork Award*

Matthew Drummond, ▶  
Barbara Stokes and  
Terry Hawkins



◀ Henry Green  
and Jim Wulforst



Auxiliary Services

# Sixteenth Annual Employee Recognition Banquet

When you think about Las Vegas, most people automatically think bright lights, slot machines, gambling tables, high rollers, and so forth. In Auxiliary Services, however, when we think about Las Vegas and how it relates to our workforce, we automatically think the prize, the big win, the high rollers in our organization. Why... because the employees in Auxiliary Services are not your average employees. These individuals do not come to work to provide our customers with mediocre service. In fact, they can be described as quality-minded individuals whose primary goal is to provide the Duke community with quality products, quality service, at competitive prices. They go above and beyond what is expected of them on a daily basis. Many of them work behind the scenes making sure that customers receive the best possible service while those who are on the front lines make sure that they too are doing their part so that the goal, which is to provide superior service, is met from their end as well.

For these reasons and more, it seemed only sensible to have a Vegas theme for this year's award winners. As such, on September 29, 2004, twenty-one individuals from across the division were honored for their extraordinary achievements (twelve Joseph G. Pietrantonio Outstanding Employee Award winners, three Manager of the Year Award winners — Harry G. Rainey Award, Professional Expertise Award, and Operational Award — and one Team Award). It was a phenomenal event in every sense of the word. The tables were draped with green and black linen and included margarita glasses as well as other Vegas type decorations to bring out the theme. The stage was beautifully decorated with shimmering gold curtains in the back ground with life-size dice on each side of the stage, along with a large casino sign with blinking lights. Additionally, posters of the twelve Joseph G. Pietrantonio Outstanding Employee winners with a brief article on each individual were featured all across the room as part of the décor.

After everyone finished making their way around the room, it was now time to get things started. Reverend Rachel Green, wife of JGP Award winner Henry Green, provided the invocation. Table by table everyone went up to select



◀ Kemel Dawkins



▲ L to R: David Williams, Sonya Williams and Ashley Williams



L to R: David Berberian, Heather Jernigan, Chuck Catotti and Richard Kless

their favorite items from the buffet. The buffet featured citrus marinated grilled salmon filets, pecan-crusted boneless chicken breast, roasted tenderloin of beef and a variety of delicious vegetables. That was not the best part, however. The best part of the entire meal was the dessert, which featured molten chocolate timbale and old-fashioned strawberry shortcake. It was indeed a mouth-watering experience.

It was now time to get the show on the road. Master of Ceremonies, Allison Samuelson, introduced Kemel Dawkins, Vice President for Campus Services, to provide the welcome. Mr. Dawkins acknowledged the variety of services that are provided each day by the people being honored at this year's event. He commended them on their efforts and thanked each of them for a job well done. After the welcome, the awards presentation began, which featured each honoree in a videotape presentation entitled "Viva Las Vegas". As usual, the videotape was the highlight of the entire event. The smiles and laughter of attendees could be seen and heard throughout the room.

It was a memorable occasion for all who attended.

This great event would not have been possible without the support of Event Management's Recording Studio, and Technical and Theater Operations staff, Savory Fare, Duke Stores, Azalea Graphics, and last, but not least, co-coordinators Tracey Perry, Auxiliary Services Administration, and Yoalder Meyer.



# A2Z

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with questions, comments  
or suggestions.

# Highlights of the Banquet

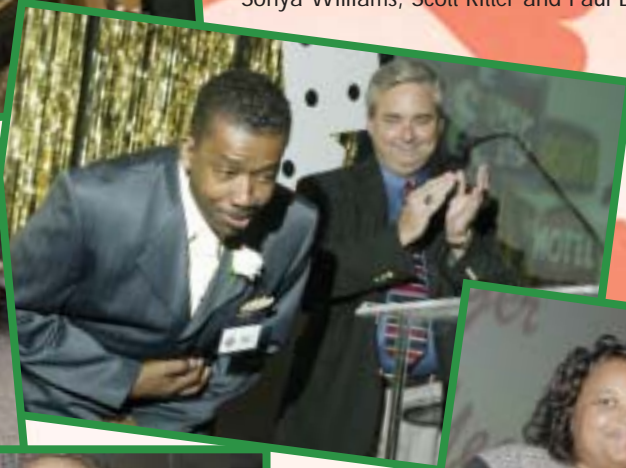


◀ L to R: Martha Davidson, Johnny Emperador, Sonya Williams, Scott Ritter and Paul Davies.



▲ Let's eat!

Julia Hawkins and Terry Hawkins ▶



◀ L to R: Henry Green and Jim Wulforst



◀ L to R: Kenneth Gregory and Barbara Gregory



▲ Barbara Stokes and Jim Wulforst



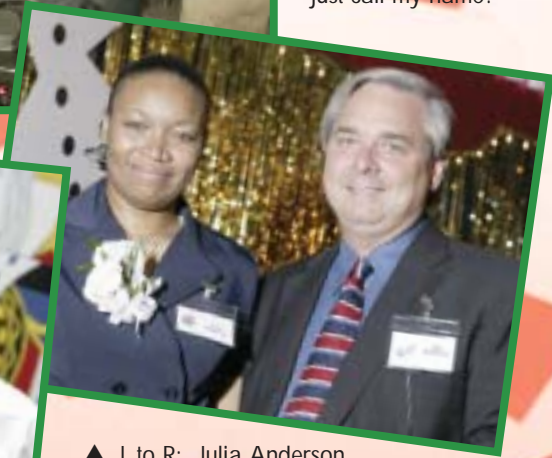
◀ Wow ... did they just call my name?



▲ L to R: Cathy Reeve and Darryl Holleman



▲ L to R: Denise Ritter and Scott Ritter



▲ L to R: Julia Anderson and Jim Wulforst

# Distinguished Service Award



*At the end of each year, the Auxiliary Services' Board of Directors selects one of the twelve Joseph G. Pietrantonio Outstanding Employee Award winners for the Distinguished Service Award. This award represents the highest honor that the division can bestow on a biweekly employee, and is based on sustained, superior performance.*

Henry Green, head cook, Dining Services, is the recipient of this year's Distinguished Service Award.

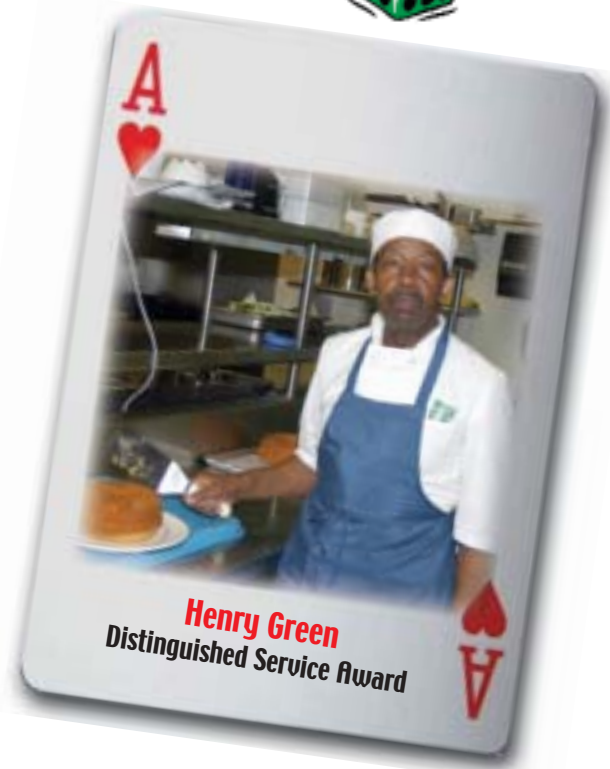
Yes, Henry Green has done it again! His hard work and dedication throughout the years has finally paid off as an announcement was made at the Auxiliary Services' Annual Employee Recognition Banquet that he had won this year's Distinguished Service Award, also known as the Employee of the Year Award. Henry remained seated for the first few minutes of the announcement in shock. He just could not bring himself to believe that he actually heard his name being called. With a thunderous applause coupled with a standing ovation, Henry quickly pulled himself together and proceeded to the stage to accept his award. It was indeed a very proud moment for Henry and his lovely wife, Reverend Rachel Green. Winning this award meant more to Henry than words could express.

"It was absolutely out-of-sight," says Henry. "My first thought was they did not just call my name ... I must be hearing things ... but when people started looking back at our table I started thinking maybe it is me. I am very appreciative to have received this award. I really cannot put how I feel into words."

His supervisor, Faye McIntosh, food service manager, Dining Services, was thrilled as well when she learned that Henry had won. "I thought it was great that Henry won the Distinguished Service Award and I could tell that he was very pleased as well. Several of his co-workers were very happy for him and expressed their feelings to him."

Henry has worked at Duke for over four decades, and has had the pleasure of seeing Duke University's Dining Services transition into the twenty-first century. During his career he has held numerous positions — from dishwasher to cook to lead production worker to head cook. Henry has done it all! He has also worked in most of the dining units throughout campus. He currently works at the Devil's Den located on Oregon Street with the Athletic Training Table. He is responsible for preparing good, nutritious meals for some of the athletic groups here at Duke such as the men's and women's lacrosse teams and the football team.

Over the years, Henry has learned a lot about his profession just by watching, learning new recipes, and by being open-minded to new ideas. One such experience came about while Henry was working at the Center for Jewish



Life. Henry learned how to prepare "kosher" meals. Preparing kosher meals can be somewhat complicated if you are not familiar with the Jewish culture and are used to using the many ingredients that enhance food such as milk, butter, etc. because meat and dairy products can not be combined when preparing kosher meals. There are very strict rules for preparing kosher meals that must be followed. Nevertheless, Henry was more than willing to take on this challenge as well. Henry said he really enjoyed working at the Center for Jewish Life and learning how to prepare kosher meals. He noted that the people he prepared the meals for actually helped him to have a great experience because everyone there was so wonderful to him."

When Henry is not working, he enjoys spending his time gardening and planting flowers. Henry says he has over a hundred different plants in his basement alone and can spend all day just gardening and planting flowers. He also maintains his daughter's flower garden in Carrboro. Additionally, Henry enjoys church and catering some of the events that take place there. His wife of thirty-six years, Reverend Rachel H. Green, is the pastor of their church, Sanctuary of Christ located on Chapel Hill Street. They have four children: Clarissa, Ollie, Clarence and Torian, five grandchildren, and one great grandson.

Congratulations, Henry! Your steadfast dedication and commitment to excellence have finally paid off. We appreciate all that you do and wish you continued success in the future.

Joseph G. Pietrantonio

# Outstanding Employee Award

*2003-2004 Winners*



**JULIA ANDERSON**  
Food Service Worker II

*Dining Services*  
20 Yrs. of Service



**DAVID BERBERIAN**  
Scene Shop Coordinator

*Event Management*  
2 1/2 Yrs. of Service



**DARRYL HOLLEMAN**  
Supervisor, Transit Services  
*Parking & Transportation Services*  
22 Yrs. of Service



**ANDROMEDA CONNOR**  
Staff Specialist

*Dining Services*  
12 Yrs. of Service

**HENRY GREEN**  
Head Cook.

*Dining Services*  
44 Yrs. of Service



**KENNETH GREGORY**  
Courier

*Duke Stores*  
2 1/2 Yrs. of Service



# ward



**HEATHER JERNIGAN**

Special Events Tech., Sr.

*Event Management*

*3 Yrs. of Service*



**DONNA NEAL**

Accounting Clerk, Sr.

*DukeCard Office*

*3 1/2 Yrs. of Service*



**RICHARD KLESS**

Special Events Tech., Sr.

*Event Management*

*2 Yrs. of Service*



**SYLVESTER MURRAY**

Head Cook,

*Event Management*

*28 Yrs. of Service*



**PEARL MASON**

Housekeeper

*University Housekeeping*

*19 Yrs. of Service*



**TRACEY PERRY**

Acting Communications Specialist

*Auxiliary Services Administration*

*15 Yrs. of Service*



# Outstanding Manager of the Year



*The Harry G. Rainey Outstanding Manager Award is given annually to a manager who has consistently displayed overall excellence in management. This manager has shown exceptional skill in operations management and/or finance and through innovative strategic thinking, has adapted their product or service to keep pace in today's changing market and work environment. Through anticipation and careful planning, this manager has shown vision, innovation and creativity while achieving departmental and university goals.*

Matthew "Matt" Drummond, project manager, director, DukeCard Office, is this year's recipient of the Harry G. Rainey Outstanding Manager Award.

Matt has been a member of the Duke community for two and a half years. He began his career at Duke as project manager for the DukeCard Office. As project manager, Matt works on major projects for the DukeCard Office and other entities at Duke that involves using the DukeCard. Additionally, for a brief period of time, Matt also served as the acting director of the DukeCard Office after the former director resigned. Due to his steadfast dedication, hard work, and knowledge of card technology, Matt was recently promoted to director. He currently serves as project manager and director of the DukeCard

Office and is responsible for the day-to-day functions of his department, as well as oversees the implementation of major projects involving the DukeCard.

Although he has only been with us for a short period of time, Matt's contributions to Auxiliary Services, as well as the Duke community, speak volumes in it self. To name a few, they are: ePrint, Wireless Campus Card Terminals, and Self-Service Stations. EPrint allows OIT (Office of Information Technology) enterprise-wide printing control. The benefits of this technology include a massive reduction in waste (i.e. paper, printer cartridges, etc). It also provides usage data, which has proven to save lots of money. Wireless Campus Card Terminals (WCCT) replaces a crude and insecure mechanism for student fundraisers such as can food drives, t-shirt sales, and any other fundraisers using food/Flex points. WCCT is a fast, secure on-line system. Self-Service Stations allows cardholders to check balances for all DukeCard accounts, and to charge food points to their Bursar bill, which used to be a manual process. These are all great advances in technology that Matt has helped implement at Duke.

Matt continues to seek out new technology that will benefit the Duke community. He takes great pleasure in knowing that he has helped someone. "I enjoy being able to help others solve their problems," says Matt. "I get satisfaction from my job when I see someone from another department express gratitude for a job in which we were able to assist them with their needs."

Matt's contributions have spread beyond Duke. He, and others before him, helped Duke become nationally known as a leader in card technology. "About a year and a half ago, we were making a presentation at a national conference in Baltimore on the concept of using wireless handheld devices," recalls Matt. "There had been talk about the technology, but none had been able to develop the application. During the presentation we were able to process a real-time, on-line transaction and process it against our server in Durham. We received a standing ovation and were asked to make an encore presentation the next day." To say the least, this is another area in which Matt is very proud of.

When he is away from work, Matt enjoys spending time with his lovely wife, Terri Drummond. Matt and Terri enjoy attending sporting events, traveling, and visiting their families. Matt also enjoys playing golf, and hanging out with his two dogs, Samantha and Schaeffer.

Congratulations, Matt, on your recent accomplishment! Keep up the good work!

# Operational Manager of the Year



*The Operational Manager of the Year Award is given annually to a manager who has displayed exceptional ability managing an operational area that provides goods and/or services to the Duke community. Through resourceful, innovative methods, this manager has achieved high productivity levels and fulfilled all budgetary obligations. This manager exhibits excellent communication skills with customers and employees fostering tremendous customer service sensitivity throughout the unit. This manager has encouraged individual employee development and is an inspirational and positive example to employees.*

Barbara Stokes, purchasing, systems, and operations manager, Dining Services, is the recipient of this year's Operational Manager of the Year Award.

Barbara has been a full-time Duke employee for twenty-one years. She began her first Dining Services job cooking eggs twice a week at the GA Down Under while completing her Duke undergraduate degree. Soon after, Barbara began to take on more responsibility and work her way up the ladder: first, in University Catering; then in the Blue & White Room; and then as a manager at the East Marketplace. In 1999, she earned a promotion to her current position based on her impressive track record.

As purchasing, systems, and operations manager, Barbara: purchases equipment for all Dining Services units; programs all cash registers/POS machines; manages the gift card program; maintains the Dining website and coordinates the PACE (Performance Assessment and Culinary Evaluation) evaluation program, along with Barry Locker, business manager for Dining Services. Barbara also handles special events, including Student Appreciation Week, School Days, and the Auxiliaries' Employee Holiday Event.

Jim Wulforst, director, Dining Services, and Barbara's supervisor, holds her in very high esteem. "Barbara's role in Dining Services is like chief of staff. She knows the front and back ends of the house and what it takes to be successful. No matter the task or challenge, Barbara knows how to execute and get it done."

Barbara enjoys her job very much and relishes the challenges it brings. "No two days are alike, nor is there ever a dull moment. I really like that about my job ... it keeps it interesting and challenging." While Dining Services has experienced a significant transformation over the last decade, Barbara excels because she positively

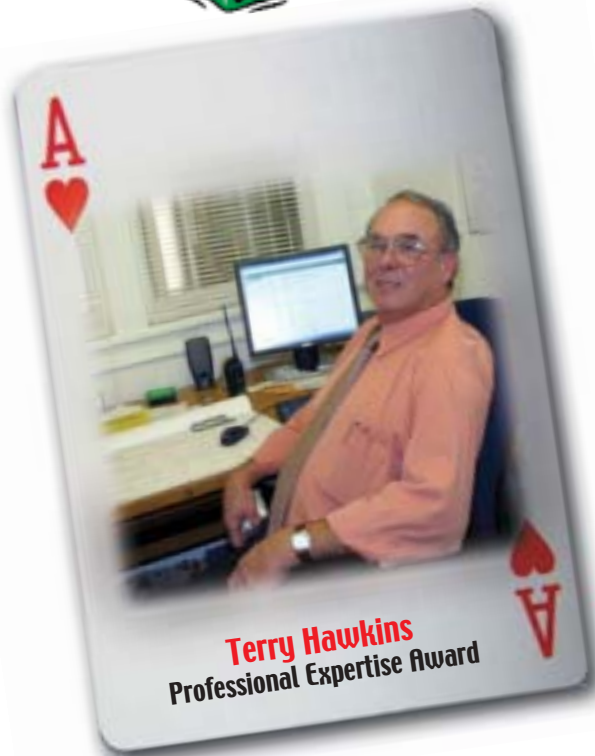


engages each change. This progressive approach enables her to shape change, rather than be shaped by it. Barbara has successfully navigated change through out-of-the-box thinking and creative solutions, which has ultimately led to both personal and professional growth.

When she is not working, Barbara enjoys spending quality time with her son, Aaron. They like to go bowling, play basketball and go bike riding. Barbara also takes an active role in her church, serving as an usher and helping the Children's Ministry secure supplies for the kids. When time permits, Barbara enjoys curling up on the sofa to read a good book.

Congratulations, Barbara, on receiving this prestigious honor! Your commitment to superior customer service has contributed to Auxiliary Services' success, and for that we thank you. Keep up the good work!

# Professional Expertise Manager of the Year



*The Professional Expertise Award is given annually to a manager who has displayed exceptional command or achievement in mastering a specialized field in his or her respected profession or skill (i.e. finance, computers, advertising, marketing, technical or administrative responsibilities). The recipient of this award has shown consistently good management concerning departmental and university goals or outstanding completion of a particular project or assignment.*

Terry Hawkins, manager of Ancillary Services, Dining Services, is the recipient of this year's Professional Expertise Award.

Terry has been a member of the Duke community for more than three decades. His career at Duke began in Physical Plant, now known as Facilities Management, where he worked for sixteen years. Terry provided maintenance services for the air conditioning units throughout campus. He later transferred to Dining Services' Ancillary Services unit where he has remained ever since. His responsibilities include: overseeing all aspects of Dining Services' renovation projects — from scheduling to contract negotiations; he serves as liaison between Dining Services and Facilities Management for maintenance

issues; he is also responsible for all of the keys and locks for his department, which includes twenty-three different operations. Terry performs many other tasks for his department that are mostly done behind the scenes. He can be referred to as the “go to person” for Dining Services. Nevertheless, Terry enjoys his job and would not have it any other way.

“I enjoy my job for many reasons,” says Terry. “My responsibilities vary, which helps keep my job interesting. There is always something new and challenging to do. I like to be challenged. My job also allows me to work with a lot of different people, which is something I look forward to as well.”

Some of Terry's fondest memories while working in Dining Services include, believe it or not, Hurricane Floyd and when a transformer blew out causing Dining to be without power. “During the hurricane we all pitched in to make sure everyone got feed. I helped wash the dishes in the Great Hall. Also, when the transformer blew out it provided a whole new challenge for us. Nevertheless, once again we all pitched in the make sure everyone got feed. We had to put candles on the stairwell so staff could see how to get around, but we got through this terrible time as well,” replies Terry.

Terry takes great pride in his job and is highly regarded by his supervisor, Jim Wulforst, director, Dining Services. “Terry is an extraordinary guy. He is very committed to Duke and often goes beyond what is expected of him. If he retired today, I would be hard pressed to replace him,” continues Jim. “He is one of the key members of the team in Dining. If he does not maintain our equipment, the managers cannot open that day. His job affects the ability of our operations to function.”

For Terry, winning this award has meant a lot. “This is my very first award ever. I was so excited when I found out that I had won. I feel appreciated and it makes me want to work even harder than before.”

When he is away from work, Terry enjoys helping out his community and even attends the church there, Berry's Grove Baptist Church. He also enjoys riding his motorcycle. Terry is a family man as well. He has been married to his lovely wife, Julia, for thirty-five years. They have two children: April, who also works here at Duke in the Cancer Research Center; and Joshua, who now lives in Charlotte, North Carolina and is planning to get married soon.

Congratulations, Terry! We appreciate your dedication and all of your hard work throughout the years.

# Auxiliaries Finance Office (AFO) Revenue Department

## Teamwork Award



*This award is given to a department, unit or cross-unit project team within the Auxiliary Services division (generally a work group of 3-12 people) that has exhibited significant effort and shown an ability to collaborate and work together on a specific project that advances strategic departmental and university goals. By applying an efficient, cooperative work ethic, the team is more productive, adaptive and stronger collectively than as individuals. They have shown a genuine concern for their customers as well as accountability in troubleshooting problems as they arise in a creative, flexible manner. Positive, respectful relationships among team members have created a cohesive working unit, which produces a quality product or service on a consistent basis.*

Auxiliaries Finance Office (AFO) Revenue Department is the winner of this year's Teamwork Award. This awesome group of individuals has successfully achieved a goal that is not always easy. In fact, many have tried to accomplish this tough task, but in their best efforts they have failed. Not this group, however, they have learned how to work together effectively and efficiently to get the job done and done right. They have discovered the secret to real success – **T E A M W O R K!**

Dedicated, dependable, honest, and fun is how Martha Davidson, acting director, Auxiliaries Finance Office, describes the AFO Revenue Department. "Regardless of whether classes are in session, if students are on campus they still need to eat, park, shop in the Stores, mail letters, and so forth," continues Martha. "To support the various businesses in Auxiliary Services, this group finds themselves working on holidays, weekends, and some evenings. They bring their dedicated attitude to work each day without complaint, but with the intent on getting their job done."

This extraordinary group consists of six individuals: Johnny Emperador, operations manager; Virginia Harris, accounting clerk senior; Paula Martin, accounting clerk senior; Scott Ritter, staff specialist; Raymond Terry, accounting clerk senior; and Sonya Williams, accounting clerk senior. Although they are small in size, each member of this team plays a huge role in the day-to-day operations throughout Auxiliary



Services. In fact, they have one of the most important roles in the entire division. They are responsible for the daily reconciliation of the registers for Auxiliary Services' operations, recording sales data in various databases, coordinating change funds, and providing daily and weekly reports to managers.

The services that this group provides are critical to the organization for many reasons. To run any of the Auxiliary businesses, it is imperative to know sales activity on a daily basis. Sales data must be accurate to make the best decisions, both short-term and long term, for the businesses. Sales data is used by managers to determine sales trends, to determine products to order for sale and quantity to order, assess the success of newly implemented business plans, and for personnel evaluations in the various operations; thus, the timeliness and reliability of this data is critical to the mission of the operations.

Congratulations, AFO Revenue Department! We appreciate all that you do to help ensure that Auxiliary Services remains a valued commodity by the Duke community. Keep up the good work!



Duke University  
 Auxiliary Services  
 028 West Union • Box 90887  
 Durham, NC 27708-0887

## Employee Recognition Program NOMINATION FORM

Employee's Name: \_\_\_\_\_

His/Her Department:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Auxiliary Administration   | <input type="checkbox"/> DukeCard Office        | <input type="checkbox"/> Event Management        |
| <input type="checkbox"/> Auxiliaries Finance Office | <input type="checkbox"/> Duke Postal Operations | <input type="checkbox"/> Transportation Services |
| <input type="checkbox"/> Dining Services            | <input type="checkbox"/> Duke Stores            | <input type="checkbox"/> University Housekeeping |
|   |   | <input type="checkbox"/> Marine Lab Auxiliaries  |

Supervisor: \_\_\_\_\_

Your Name (optional): \_\_\_\_\_

**Joseph G. Pietrantonio Outstanding Employee Award**

Listed below are some items by which the nominee will be rated:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Consistently completes duties in a highly competent manner</li> <li>• Shows the ability to deal with problems beyond normal duties</li> <li>• Is a well-known, friendly face to customers and co-workers</li> </ul> | <ul style="list-style-type: none"> <li>• Earns the respect of co-workers/supervisors</li> <li>• Provides prompt, enthusiastic service</li> <li>• Consistently present and on time</li> </ul> |
|--|--|

Describe why you feel this person should be selected for the Outstanding Employee Award:

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**Quality Service Award**

Describe a specific example of quality service provided by this person to the Duke community:

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Return by Campus Mail to: Auxiliary Services Administration, 028 West Union, Box 90887  
 Nominations for the Outstanding Employee Award will carry over for several months.