

Top Ten Ways You Can Help Us Help You



TIPS FROM THE MAINTENANCE SERVICE CENTER

KRIS KENZ

FEBRUARY 12, 2009

10 Submit Requests Timely



- Don't wait to submit a maintenance issue.
- No request is too small.



10 Submit Requests Timely



BRONCO FIX-IT

• Select your Facility • Select your Building • Submit your Request

STOP Is your Service Request an EMERGENCY??

If it is, do not continue with this request. If it is between the hours of 7 am and 5 pm Monday through Friday please contact the Maintenance Service Center at 387-8514. If it is between the hours of 5 pm and 7 am Monday through Thursday or between 5 pm Friday and 7 am Monday, please contact Public Safety at 387-5555.

Welcome to Bronco Fix-It. Please enter your building in the space provided below and click the Next Step button. The next screen will give you the opportunity to enter the room number, department, and nature of the request. The third screen will confirm your request and will give you a request number. Please note and retain this number.

If this is a Remodeling Service Request, click [here](#).

Select General Fund Building

Please select your Building: ...and click Next Step to continue.

Activity Therapy Building

Select Apartment

Please select your Apartment: ...and click Next Step to continue.

Elmwood Apartments, A

Select Food Service Unit

Please select your Unit: ...and click Next Step to continue.

Bernhard Center Dining Service

Select Residence Hall

Please select your Hall: ...and click Next Step to continue.

Bigelow Hall

Remodeling Service Request

Complete the [Project Request Form](#) and fax it to 387-8538.

If this is a life safety emergency, please contact the Maintenance Services Office at (269)387-8514.

9 Emergencies are treated differently than non-emergencies



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Remodeling Service Request

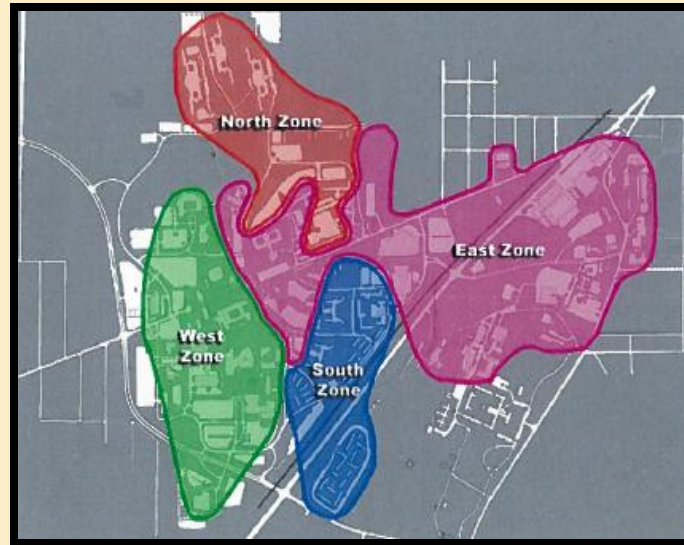
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8 How do I follow up on my request?



Zone Shop Maintenance



Multicraft Zone Shop	Supervisor	Manager	Phone
(1) North Zone, AE	Tom Sopjes	Wayne Pushie	387-2522
(4) East Zone, GF	Jim Burns	John Satterfield	387-8525
(5) South Zone, AE	Norm Risk	Wayne Pushie	387-2523
(6) West Zone, GF	Bob Monck	John Satterfield	387-2287

Know the different Physical Plant departments.



Departments



Directors Office:

(269) 387-8580 | [Mr. John Goes](#), Director
(269) 387-8556 | [Ms. Cathi Walter](#), Assistant



Maintenance Services:

- [Building Automation System](#)
 - [Building Commissioning](#)
 - [Facility Document Room](#)
 - [Campus Utilities](#)
 - [Preventative Maintenance](#)
 - [Fire Prevention Systems](#)
 - [Energy Conservation](#)
 - [Lighting Catalog](#)
 - [Bronco Sign Shop](#)
 - [Maintenance Services Newsletter](#)
- (269) 387-8584 | [Mr. Peter Strazdas](#), Director



Landscape Services:

(269) 387-8557 | [Mr. Tim Holysz](#), Director



Building Custodial and Support Services:

- [Custodial Services Newsletter](#)
- (269) 387-8085 | [Ms. Shelley Grant](#), Director



Financial and Operational Services:

(269) 387-8593 | [Mr. Jeffrey Long](#), Manager



Remodeling Services:

(269) 387-8671 | [Mr. Conn Macomber](#), Asst. Director



Recycling Services:

(269) 387-8165 | [Ms. Carolyn Noack](#), Manager



Transportation Services:

(269) 387-8510 | [Mr. Larry Scott](#), Manager



Power Plant and Utilities Administration:

(269) 387-8548 | [Mr. George Jarvis](#), Director



Information Technology:

(269) 387-8470 | [Mr. Erik Dantes](#), IT Manager

6 What phone number do I call for an urgent facility need?




Western Michigan University
Physical Plant

Home Physical Plant

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Select General Fund Building

Please select your Building: ...and click Next Step to continue.

Select Apartment

Please select your Apartment: ...and click Next Step to continue.

Select Food Service Unit

Please select your Unit: ...and click Next Step to continue.

5 Don't exaggerate. Please provide the facts.



Request Form for Physical Plant

*Name: Kris Kenz

*Phone Number: 387-8536

*E-mail Address: kris.kenz@wmich.edu

All Campus Users and Students
must use their first.last@wmich.edu email address
Do not use your user@groupwise.wmich.edu address.

*Space:

*Department: Maint
Apartment residents enter APT
Res. Life residents enter RESLIFE

*Describe the problem:

* Required field

*Optional: Apartment and Res. Life DO NOT USE this section

* F/CC Number:

* Tag Type: Space

* Tag #:

4 Understand some services are provided by outside vendors.



- Elevators and Fire suppression systems maintenance are performed by outside contractors



3

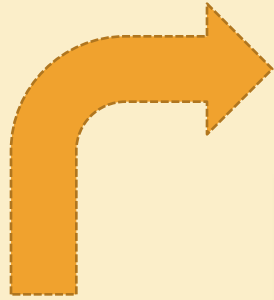
We must have a strong communication bond between our Service Center and Building Coordinators



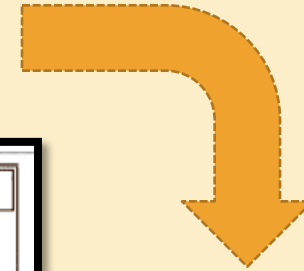
- Get to know us
- Develop a relationship
- Understand our processes



2 Decide how you will have you building occupants request service



Building Coordinator



Request Form for Physical Plant

*Name: Kris Kenz
*Phone Number: 387-8536
*E-mail Address: kris.kenz@wmich.edu

All Campus Users and Students
must use their first.last@wmich.edu email address
Do not use your user@groupwise.wmich.edu address.

Space:
Department: Maint
Apartment residents enter APT
Res. Life residents enter RESLIFE

Description of problem: [Redacted]

Required field

Optional: Apartment and Res. Life DO NOT USE this s

* F/CC Number:
* Tag Type: Space
* Tag #:



1 DETAILS! We must have details to provide successful service.



- Details, details, details!!!



Thank You!

