Jan Brown, Brenda Conklin, Anna DeLong, Jason Fisher, Linda Howe, Diane Miller, Chris Mott, Dave Trout, Nancy Trout Deb White, Ginny Wright, and Rick Jordan (absent from photo) And the management team of Steve Keating, Steve Devlen, Julie Parson, Kelly Davis, Steve Haner, and Robin Keith

This team covers a geographic area of 10.5M sq feet of academic building space, and over the past 30 months they have had to accomplish this feat with 14% less staff while still maintaining the level of service to the thousands of employees, academic customers and Cornell Students whom they serve. This was no small feat on the part of our custodial managers and their support staff.

This was no small feat on the part of our custodial managers. It required extraordinary leadership talent crossing a full spectrum of skills including superior analytical skills, communication skills, public relations skills, conflict resolution skills, and most importantly, extraordinary people skills. It required the ability to work sensitively, patiently and compassionately, demonstrating their seasoned people skills in working with this range of backgrounds, personalities, and human psyches of our wonderful Building Care employees.

This process required in-depth analysis of all academic space serviced. It required an acute evaluation of custodial service priorities. In the process our custodial managers communicated with our facilities customers across campus in projecting how the reductions would affect the level of service in their respective buildings.

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Our custodial staff accepted the adjustments to their workloads and their excellent morals were maintained across the entire Building Care organization. Maintaining the morale of our employees was nothing short of a tribute to the exceptional leadership skills that our custodial managers possess.