

Honesty, Thoughtfulness and Professionalism



*Last year, **Kyle MacKenzie** joined the Facilities Management team as Utilities Manager, a new position created to manage the maintenance and operation of campus-wide utility systems and make recommendations for upgrades where needed. When a frustrated message arrived this Fall about a recurring heating issue, Kyle provided a very quick and empathetic response providing full transparency regarding the cause of the problem (outdated equipment in a confined space) and the steps already being taken to upgrade the system in the safest way possible for both occupants of the department and our FM maintenance team members.*

“I am very impressed with this sensitivity shown by Kyle. I don’t think I have ever seen such a message. He deserves huge kudos for his honesty, thoughtfulness and professionalism.”

Chris Moore, Dean
Faculty of Science
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