

April 17, 1996

**To : Rich Parrish - Area Supervisor  
Mech Div.**

**From : J.J. Thompson - Facility Manager  
Bldg. Opms. - S.E. Fla. Branch**

**Subject : Appreciation of Efforts**

Rich,

Just would like to send a word of thanks for the fast response and efforts of you and your team on the cooling tower problem at the Kingspoint location on Tuesday April 16, 1996.

I realize that in todays environment with all of our down sizing we are all running at about 100 miles an hour and it may seem that we do not notice what is being done out there and by whom. I would like to say that I do see what is being done out there and I may not say it often enough but, I do appreciate the hard work of you and your team and keep up the goodwork.

Thanks,

J.J. Thompson

L680001A L180027A 0007 MIA 0038 92/09/28 0852  
ATTENTION: PROFS PRINTER. (MIA TPXMIAMI TSMIA  
MSG:FROM: LAKAC --PCDVM 09/28/92 07:45:44  
To: PCDEDI --PCDVM @WTSMIA MIA

From: Dan Dunn  
Subject: PEMBROOKE LAKES ELEMENTARY // WATER CARRYOVER ??

ATTN: MIKE LAVENE

Mike, I had the good fortune of working on a problem at the above job with one of your Service Engineer Richard Harrish. Because of his efforts we were able to determine the cause of a very serious problem which initially appeared to be a factory defect.

Richard called explaining that 2 Modular Climate Changers were built incorrectly. The coils were installed backwards. The drain holes were on the air entering side.

I had a copy of the order. Richard inspected the unit and we found that it did not match the shop as built. We also found that the name plate on the coil sections were on the opposite side of the units from all other tagging. This indicated to me that the coils had been changed. All tagging is done on the drive side of the unit to reduce confusion when looking for the S/N and Service Model Number.

I asked Richard to take some specific photos of the air handler so that I would be able to confirm that the unit had been changed in the field. He agreed to send them as soon as possible in order to determine the corrective action required.

Richard called me about an 1/2 hour later. He had looked a little closer at the unit and found that it had in fact been changed in the field. The air flow label was pointing the wrong direction. Also the unit was factory assembled with single sided foam tape between each module. These units had no foam tape between the fan and the downstream module and 2 pieces between the upstream modules. This confirmed that the unit had been changed in the field.

I cannot emphasize how much I appreciated the help Richard provided. I understand that this is a new product for the Service Engineers. Richards thorough work and attention to detail made finding the root cause of this situation possible. I just thought you should know how much his effort is appreciated.

cc: PCDEDI --PCDVM @WTS14B LEXINGTD

Regards  
Dan Dunn  
Lexington Technical Service  
(606)288-2636

\*\*\* END OF PROFS NOTE \*\*\*

**TRANE**

To



**La Crosse**

cc: DBH

From

RB

Date

April 13, 1989

Subject

Galleria Mall Overhauls

Please be advised that upon consultation with Chuck Greene at the Galleria Mall he advised me that the overhauls on the two CVHB chillers went extremely well and is very satisfied with the work that was performed. I would like to commend Richie Parrish on a job well done. Realizing the sensitive manner in which Chuck Greene operates, I think Richie's performance was outstanding. I would also like to commend Colin on a job well done. His coordination and scheduling of this work was performed in an excellent manner.

Thank you,

RB

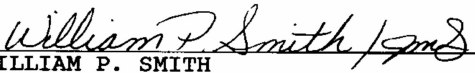
**MELVIN SIMON & ASSOCIATES, INC.**  
ENERGY ENGINEERING DEPARTMENT  
INTRA DEPARTMENTAL CORRESPONDENCE

<b>TO:</b>	Cliff Warrick /	<b>DATE:</b>	Oct. 23, 1989	<b>File:</b>
<b>RE:</b>	Motor Failures and Response			<b>CC:</b>
<b>FROM:</b>	William P. Smith			J. Wolfert
<b>PROJECT:</b>	Fashion Mall, Plantation, FL			J. Fischer
				J. Ratliff
				J. Wilson
				M. Shreffler

---

I would like to thank you and your service staff on there excellent work and response to a very serious encountered situation.

Especially, I would like to thank Richard Parrish for his leadership and personal interest getting this central plants chillers back in service.

  
WILLIAM P. SMITH  
Supervisor, Mechanical Installation  
Energy Engineering

WS:jms  
bs3.j23

DEPARTMENT OF  
GENERAL  
SERVICES



MAINTENANCE

August 14, 1989

Richard Becraft  
South Florida Trane Service  
Airport Corporate Center  
7415 NW 19 Street, Suite C  
Miami, FL 33126

Dear Mr. Becraft:

I don't want to surprise you about one of Trane's employees,  
but this is not a complaint.

You have an employee named Richard Parrish, who is a serviceman.  
When Richard Parrish works at this building, he does a very  
good job. He is very helpful in every way and has an excellent  
attitude towards his work and people. You are very lucky to  
have him in your company.

Sincerely,

  
Bob Romano  
Building Manager

BR:dj

**TRANE**

*Richie,  
Thank you for  
the special effort  
and outstanding  
job you did. It  
is appreciated!  
John*

DAVE HARRIS - MIAMI      JIM STRICHARD - MIAMI      *La Crosse*  
MIKE LEVINE - MIAMI      CLIFF WARNACK - MIAMI  
LARY NIZINSKI - MIAMI      DAVE WOOD - MIAMI  
COLIN O'CONNELL - MIAMI      cc: John Tighe - Miami  
RICHIE PARRISH - MIAMI      Jim Fischer - Indianapolis  
GARY RHATEGAN - MIAMI

John Suzukida  
October 25, 1989

Subject: FASHION MALL MOTOR FAILURES

On a daily basis, each of us in our jobs responds to what has to be done and we each come to expect that as part of our job description. Every now and then, extenuating circumstances require exceptional efforts in order to respond to the needs of our customers. What each of you did individually, and collectively, to respond to the motor failures at the Fashion Mall made the difference in minimizing the impact of a less than desirable situation to a customer. The extent to which we as an organization responded in the face of such a crisis was an outstanding indicator to Melvin Simon & Associates that we as a company offer more than just product. Thank you for an outstanding effort and congratulations on a great job!

*John Suzukida*  
John Suzukida, Marketing Manager  
Centrifugal/Absorption Systems  
Business Unit

JHS:mjp

**RECEIVED**  
OCT 30 1989  
TRANE - MIAMI

**TRANE**

RICHIE

To



La Crosse

cc: DBH

From

RB

Date

April 13, 1989

Subject

Galleria Mall Overhauls



Please be advised that upon consultation with Chuck Greene at the Galleria Mall he advised me that the overhauls on the two CVHB chillers went extremely well and is very satisfied with the work that was performed. I would like to commend Richie Parrish on a job well done. Realizing the sensitive manner in which Chuck Greene operates, I think Richie's performance was outstanding. I would also like to commend Colin on a job well done. His coordination and scheduling of this work was performed in an excellent manner.

Thank you,

RB

*Richard Parrish*  
*Richard,*  
*It is great to get*  
*a letter like this. Thanks again*  
*for your outstanding efforts as part*  
*of a phenomenal effort.*

**SIMON**  
SIMON MANAGEMENT COMPANY

John P. Tighe  
District Manager  
7415 N.W. 19 Street,  
Suite C,  
Miami, Florida 33126

J.P.  
December 26, 1989

Dear Mr. Tighe:

As you are aware, the Fashion Mall at Plantation had both motors burn out in our two CVHE's.

I have always thought of Trane as tops when it comes to air conditioning equipment, and still do, but we all know, the only way a company stays on top, is if it has an excellent service department. In South Florida, I feel Trane has the best. The team spirit was definitely excelling during the motor burn outs at the Fashion Mall, from the outstanding leadership of Cliff Warnack, both at Trane Service Center and here at the Mall. I would like to extend my thanks and recognition to Rick Becraft, our sales representative, and the service technicians Richard Parrish, Mike Levine, Gary Rhategan, Jim Strichard and David Wood. To Rose and Colin who probably know our machine serial numbers by heart.

I don't know the names of the service technicians from New York who did a superb job of removing the motor from A & S Plaza and transporting it to South Florida. All the people, from Trane, worked together as a team and did the impossible. Many thanks for a job well done and we did... (Beat The Heat).

I would like to give special recognition to Richard Parrish who has been an outstanding service representative from day one, through his conscientious, meticulous work, from start up, through various warranty problems, right down to his great leadership during our air conditioning crisis. With service technicians like Richard Parrish, you know what makes Trane a top notch company.

Very truly yours,

*Jim Wilson*

Jim Wilson  
Central Plant Supervisor





Cushman & Wakefield of Florida, Inc.  
800 Corporate Drive, Suite 110  
Fort Lauderdale, Florida 33334  
(305) 938-9500



September 19, 1988

Mr. John P. Tighe, District Manager  
South Florida Trane Service, Inc.  
Airport Corporate Center  
7415 N.W. 19 Street, Suite C  
Miami, FL 33126

Re: Richard Parrish, Service Engineer

Dear Mr. Tighe:

The purpose of this letter is to put in a word of praise for someone who deserves it.

When the air conditioning goes down at 800 Corporate Drive, the phone doesn't stop; twenty seven hot offices is nothing to joke about. Richard Parrish knows this, and he gives more than 120% to correct the problems. He should be an example to every service engineer in the field. Richy not only knows his work, he takes pride in doing it right. He looks for answers instead of making up excuses. He is always courteous and willing to work.

Keep up the good work and please let Richard know his hard work is appreciated.

Very truly yours,

CUSHMAN & WAKEFIELD OF FLORIDA, INC.

A handwritten signature in cursive script that reads "Robert N. Curran".

Robert N. Curran  
Building Manager

RNC/rf

cc: Dave Harris, General Manager

# **TRANE**

CC

To Richie Parrish

Miami

From John P. Tighe

Date August 27, 1986

Subject Bahamas

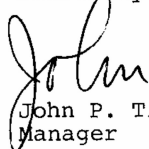
Richie, I want you to know how much I appreciate your cooperation and willingness to help the company meet it's needs in the Bahamas for the last couple of months. As you know, we originally thought we were going to have two permits issued at the same time but that has been delayed putting us in the position where you need to handle all of the work in the Bahamas right now.

As you and I discussed on the phone the other day, we are at a point where we can now see a light at the end of the tunnel. It is my understanding that by the end of this week we should be caught up on the backlog of work which will enable us to go to a more reasonable schedule for you in the Bahamas.

Your effort has been a big help in enabling the company to maintain our customer relations in Nassau. I have enclosed a small bonus check as a token of appreciation for your efforts.

I hope you have a good Labor Day weekend. I look forward to seeing you at our next service meeting.

Sincerely,



John P. Tighe  
Manager

JPT:sg



June 2, 1986

South Florida Trane Service, Inc  
Airport Corporate Center  
7415 NW 19 Street, Suite C  
Miami, FL 33126

Attention: Norman Harley

Dear Mr. Hartley:

As you know we recently moved into our new Central Broward facility located at 7201 Cypress Rd in Plantation. This move was not without the usual problems, as well as some unusual problems the least of which was not the lack of air conditioning on the second floor. We have just completed our first month of operation in a rather uncomfortable state.

The purpose of this letter however is not to dwell on the lack of air conditioning but to compliment one of your employees. As I write this letter I am finally working in air conditioned comfort, thanks to Mr. Richard Parrish.

Mr. Parrish is not only an obviously competent Service Engineer but is a credit to your company as a Customer Service Representative. Richard performed as a professional and kept us informed throughout the project. At no time did he lose sight of who the customer was and that his job was to satisfy the customer while maintaining Trane's reputation and integrity.

Thank you for having Mr. Parrish available to correct our air conditioning problem.

Sincerely,

  
A.E. Montgomery  
District General Manager

AEM:dp

cc: Richard Parrish

RECEIVED

JUN 4 1986

TRANE-MIAMI

*Richard,*  
*I want you to know*  
*that your efforts are appreciated by everyone. I'm*  
*happy you are on our team.*


PEOPLE SERVING PEOPLE 7-15-86

**AIR CONDITIONING, REFRIGERATION AND PIPEFITTING  
EDUCATION COMMITTEE**

13201 N.W. 45th Avenue • Miami, Florida 33054

*Representing*  
UNITED ASSOCIATION PIPEFITTERS LOCAL # 725  
and  
MECHANICAL CONTRACTORS ASSOCIATION OF SOUTH FLORIDA



  
March 19, 1985

Mr. Richard R. Parrish  
10341 Jasmine Court  
Pembroke Pines, Florida 33026

Dear Richard:

Congratulations on your 1st place finish in the 1985 Sam L. Hamilton Apprentice Contest. Pipefitters Local Union 725 and the Mechanical Contractors Association of South Florida, as co-sponsors of this apprenticeship program, are proud of the individual efforts you have put forth.

You are invited to receive your award at the annual graduation banquet, which will be held June 22, 1985 at the Biscayne Bay Marriott Hotel.

Congratulations once again on being a superior craftsman.

Sincerely,

A handwritten signature in cursive script that reads 'J. Barrie McHugh'.

J. Barrie McHugh,  
Director of Training

JBM/pt

cc: Calder Race Track

PHONE 667-5661

# HAZEN-~~TRANE~~ SERVICE AGENCY

4665 PONCE DE LEON BOULEVARD  
CORAL GABLES, FLORIDA 33146

April 7, 1981

Air Conditioning, Refrigeration & Pipefitting  
Education Committee  
13201 Northwest 45 Avenue  
Opa Locka, Florida 33054

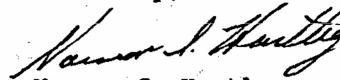
Mr. James Hightower:

The purpose of this letter is to bring to your attention the exceptional performance of Richard Parrish. He is presently working as a Pre-trainee for Hazen Trane Service Agency. He is a conscientious, hard working employee. There has not been a task this young man could not do and do exceptionally well. His qualities far exceed the normal, everyday qualities we have seen in the Pre-trainees we have previously had employed with us.

There is absolutely no doubt in my mind that the Local would be missing out on a bright and promising prospective Journeyman if Richard was not selected this September for the Apprenticeship Program. It would be our intention that he remain with Hazen Trane for as long as he desires. We feel he will be a considerable asset to our company in the future.

This recommendation is made with the utmost sincerity and hope that you will proceed in accepting Richard into the Apprenticeship Program.

Sincerely,



Norman S. Hartley  
Service Manager

cc: J. Barrie McHugh

**AIR CONDITIONING, REFRIGERATION AND PIPEFITTING  
EDUCATION COMMITTEE**

13201 N.W. 45th Avenue • Miami, Florida 33054

Representing  
UNITED ASSOCIATION PIPEFITTERS LOCAL #725  
and  
MECHANICAL CONTRACTORS ASSOCIATION OF SOUTH FLORIDA



May 20, 1985

Mr. Richard R. Parrish  
10341 Jasmine Court  
Pembroke Pines, Florida 33026

Dear Richard:

Congratulations on being among the winners of the Annual Apprentice Contest. The Joint Apprenticeship Committee will present awards of recognition for your achievement at their annual graduation banquet.

You and a guest are cordially invited to be with us on this happy occasion and join in an evening of dining and dancing on Saturday, June 22, 1985 at the Biscayne Bay Marriott Hotel located at 1633 North Bayshore Drive, Miami. A cash bar will be open at 7:00 P.M. Dinner will be served promptly at 8:00 P.M. After dinner there will be music and dancing until twelve midnight.

RESERVATIONS ARE A MUST! Please call 685-0311 at your earliest convenience if you plan to be with us at this very special event.

Again, congratulations!

Sincerely,

J. Barrie McHugh,  
Director of Training

JBM/pt

# **TRANE**

Richie Parrish

Miami

From John P. Tighe  
Date August 27, 1986  
Subject Bahamas

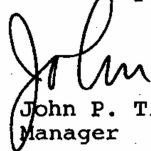
Richie, I want you to know how much I appreciate your cooperation and willingness to help the company meet it's needs in the Bahamas for the last couple of months. As you know, we originally thought we were going to have two permits issued at the same time but that has been delayed putting us in the position where you need to handle all of the work in the Bahamas right now.

As you and I discussed on the phone the other day, we are at a point where we can now see a light at the end of the tunnel. It is my understanding that by the end of this week we should be caught up on the backlog of work which will enable us to go to a more reasonable schedule for you in the Bahamas.

Your effort has been a big help in enabling the company to maintain our customer relations in Nassau. I have enclosed a small bonus check as a token of appreciation for your efforts.

I hope you have a good Labor Day weekend. I look forward to seeing you at our next service meeting.

Sincerely,



John P. Tighe  
Manager

JPT:sg





**AIR CONDITIONING, REFRIGERATION AND PIPEFITTING  
EDUCATION COMMITTEE**

13201 N.W. 45th Avenue • Miami, Florida 33054

Representing  
UNITED ASSOCIATION PIPEFITTERS LOCAL #725  
and  
MECHANICAL CONTRACTORS ASSOCIATION OF SOUTH FLORIDA

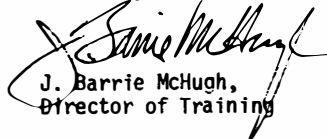


April 3, 1986

To Whom It May Concern:

This will certify that Richard Reid Parrish, Social Security No. , is currently an indentured 4th year apprentice in the Air Conditioning, Refrigeration and Pipefitting Apprenticeship Program. Mr. Parrish is scheduled to graduate from the program May 29, 1986. Both his work record and his scholastic record have been outstanding during his four years of apprenticeship. Mr. Parrish is capable and qualified to do installation, service and maintenance of air conditioning and refrigeration equipment from three to one thousand tons.

Sincerely,

  
J. Barrie McHugh,  
Director of Training

JBM/ptb

*Interoffice Letter*

To: Chris Larocque

Date: August 30th, 1996

From: Gil Ruberte

Subject: RCCL 1080 MSS

Yesterday we signed a Mechanical Services TSP with the Port of Miami for comprehensive coverage on three Trane chillers at the RCCL 1080 building. I wanted to let you know that one of the key factors in obtaining this contract was the trust and confidence Rich Parrish portrayed to the customer in our ability to provide quality service to this equipment. We would not have signed this contract if it were not for Richie's help.

With people on board of Richie's caliber, this branch will go places. I look forward on working with Richie on further projects so we can grow our Core Mechanical customer base.

Sincerely,



cc: Rich Parrish  
Bill DuPriest  
Eric Balaban