



# FINANCE & BUSINESS

QUALITY SERVICE. QUALITY PEOPLE.

SEPTEMBER/OCTOBER 2001

## Auxiliary & Business Services Bakery Takes The Cake

**T**hink you have a tough time in the kitchen?

One visit to Auxiliary and Business Services' full-service bakery will make you think twice about your cooking commitments. On a typical semester day, bakery employees make almost 4,200 loaves of bread, 4,200 rolls, 2,400 muffins, 2,100 donuts, 800 cookies, and either 300 pies, 125 cakes, or 1,500 brownies. And they do it all from scratch!

Executive Pastry Chef Lee Ann Lambert is in charge of this impressive output. Lambert also trains new employees, supervises interns, solves bakery problems, maintains the quality of existing recipes, and develops new ones. And her creations are delicious—she won second place in the national finals of this year's international Coupe de Monde de la Boulangerie contest. It is an impressive accomplishment for anyone, but perhaps more so for this Jersey Shore, PA woman who started her Penn State education in audiology. However, Lambert decided to take a break after her senior year and never looked back. She accepted a job in a local resort bakery, fell in love with the work, and enrolled in culinary school. She has been Penn State's Executive Pastry Chef for almost eleven years.



(L to R) Baker utility employees Michelle Kopp and Mary Ann Shultz talk with Executive Pastry Chef Lee Ann Lambert as they and student employee Alan Funk (right) work on.

Of course, Lambert has some outstanding support when the bakery workday begins at 3 AM. Sixteen full time employees and between four (during summer session) and 30 interns staff the bakery. "They're a great crew," Lambert describes, "dedicated, hard working, and driven to be the best. They're proud of their work and want it to be right. They're the best people on campus." The bakery produces baked goods for the dining halls and student eateries, Café Laura, the Nittany Lion Inn, the Penn Stater, the Bryce Jordan Center, and several branch campus locations.

Bakery items are popular no matter where you eat them. According to Lambert, students favor chocolate chip cookies (the big ones), chocolate cream pie, brownies—anything chocolate. The

bakery also provides vegetarian and low fat items on its menus (the staff recommends the low fat zucchini bread and angel food cake).

When asked about the most unusual bakery request she's ever received, Lambert chuckles. "There was the time someone wanted live doves to fly out of their wedding cake when it was cut," she reminisced, "but I had to tell them no. It was hygienically impossible." Items for Medieval Studies events also

can pose a challenge: "They provide 13<sup>th</sup> century recipes that call for ingredients no longer available and for some odd combinations." But the bakery does its best to create the medieval morsels.

Lambert doesn't have a favorite bakery item, saying she loves to eat "anything that's still warm from the oven." She enjoys creating detailed wedding cakes, but knows the day-to-day bakery operations are equally important. Lambert and the entire bakery staff share an impressive goal: to provide top-of-the-line, restaurant quality baked goods every day, every time.

Visit F&B on the web at  
[psu.edu/dept/fab](http://psu.edu/dept/fab)



## As I See It . . .

Gary C. Schultz  
Senior Vice President for Finance and Business/Treasurer

Sometimes, words fail. This is one of those times. I had planned in this newsletter to recognize and congratulate F&B employees who worked so

hard to start the Fall 2001 semester successfully—Physical Plant, for its ongoing management of an amazing array of construction projects that continue to change the face of our campus; Police Services, as it ensured the safety of new and returning students and visitors to Penn State; Auxiliary and Business Services, which provided accommodations for one of the largest Freshman classes admitted to our university . . . I could continue. Indeed, all in F&B who helped to move us from a busy summer to a still busier fall have my appreciation and thanks.

However, words of these accomplishments are overshadowed by the terrorist attacks that occurred on September 11. The attacks brought shock, horror, grief, and determination to the F&B family, Penn State, our country, and the world. Many of us have family, friends, and loved ones in New York and Washington, and many of us have

traveled near the Somerset site at which one of the hijacked planes crashed. I offer condolences to all who lost loved ones. However, our shared humanity ties each of us to all who were injured or died, and we grieve with their families.

I thank all of you who came to the steps of Old Main on Friday, September 14 to remember victims of the attacks, and also to show pride in our country. Looking out on the thousands who gathered at noon as the Old Main bells tolled, and given the countless candles held high later that night, I was encouraged by this show of unity. The coming days and weeks are filled with uncertainty as our leaders plan a response to the cowardly acts of terrorism. Some F&B colleagues may be asked to serve if and when the President of the United States calls up the Reserves, National Guard, and others for military duty. As always, I know that members of F&B will stand resolute to support them, our university, and our country.



Old Main displays its national pride during a September 14 ceremony to honor victims of the terrorist attack earlier in the week.

## Construction Continues On Campus

The calm of campus has been replaced with sounds of construction equipment as projects continue on campus. Physical Plant continues to manage an impressive number of construction projects, some of which are just getting underway.

Anyone attending the first football game of the season saw that the addition and renovations to the stadium are completed. Another high-profile project, the Information Sciences and Technology (IST) Building that will span North Atherton Street, is seeing initial work as utility lines are moved and parking lots are closed or altered. In addition, work is moving along on the Curtin Road extension between Rec Hall and the Nittany Lion Inn. That road will link to North Atherton Street and provide a new main entrance to campus. In addition, West Campus Housing projects are going up on schedule.

Work is also beginning on the new MBNA Career Services Center located on Bigler Avenue, Eisenhower Chapel, (pictured above) and the Chemistry and Life Sciences Buildings on Shortlidge Road. The Chemistry and Life Sciences Buildings will connect over Shortlidge Road north of Thomas Building and south of Eisenhower Auditorium. Upon completion, Shortlidge Road will be a pedestrian friendly area between Pollock and Curtin Roads.

The eagerly anticipated School of Architecture and Landscape Architecture (SALA) Building is in the design phase. That building will be a "green" facility with many environmentally friendly features. (Look for more information about it in future issues of this newsletter.)



## Penn State Recognized By EPA

Penn State's energy conservation efforts got some well earned accolades from the Environmental Protection Agency. In September, that agency recognized Penn State for its participation in the Energy Star program. Participants in the program measure, track, and benchmark energy performance in buildings. President Spanier, officials from the Office of Physical Plant, and representatives from the U.S. Environmental Protection Agency and the Department of Environmental Protection were on campus to recognize Penn States efforts and as part of a statewide pollution prevention conference.

F&B is a strong supporter of formal programs and individual efforts to conserve energy and resources. Our Environmental Stewardship team, led



President Spanier accepts a plaque from EPA Region III Administrator Don Welsh in recognition of Penn State's participation in the Energy Star program.

by Office of Physical Plant Deputy Assistant Vice President Ford Stryker, is charged with exploring ways to encourage responsible use and conservation of environmental resources.

## Online Accommodations

Reserving space at the Penn Stater and the Nittany Lion Inn got a lot more convenient thanks to a new on-line reservation system. Go to [www.pshs.psu.edu](http://www.pshs.psu.edu) to check room availability and rates. The site also features virtual tours, maps, directions, job opportunities, and local information.

# Colleagues Who Make A Difference

## Outstanding F&B Employees Can Win Cash Awards

The “Quality Service, Quality People Award” is a new award to recognize exemplary work performance and employee achievement in F&B. Individuals as well as work teams in any F&B unit are eligible for the award, which is funded by employee donations. The award consists of a cash award, recognition event for recipients, and plaque.

Nominations may come from University or F&B employees, coworkers, and managers. All regular and wage F&B employees, teams, and work groups are eligible. Award criteria include exemplary job performance, exhibiting integrity and ethics in the work environment, leadership on the job, provid-

ing a high level of customer service, and contributing to, or developing, a process improvement that results in savings or cost avoidance. (Selection of award recipients will not be based on the number of criteria achieved, but on the quality of the performance and achievement.)

Nomination forms will be available in Spring 2002. During the coming months begin considering employees and work teams to nominate for the award. Screening and selection committees will be appointed and award recipients will be announced in September 2002.

Check future issues of this newsletter for more information on the nomination process and award.



### Finance and Business

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U.Ed.BSO 02-1001 DS52260ch

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