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Renowned Economist to Speak April 26, 2001

Please join us for the annual joint membership luncheon with the Institute of Real Estate Management (IREM) on April 26, 2001 at Oak Hills Country Club. Economist Don Reynolds, will present a program focusing on the real estate industry on a regional, national and global scale. He will cover all property types represented in BOMA and IREM: office, retail, industrial, and multi-family residential.

A hands-on economist, Don Reynolds was appointed by George W. Bush to serve as Chairman of the Board on pension and investment committees responsible for over 120 billion dollars in investments. Don and his research company, 21st Century Forecasting, focuses on global economic, demographic and technology trends. Don has also taught at the university level for over ten years and developed the nation's first graduate business course on the 21st Century.

A graduate of the Securities Industry Institute of the Wharton School, he has a master's degree in planning and public administration and a doctoral background in economics. He also has an honorary degree from the University of Moscow and was the first American member of the Moscow Center for Consulting Scientists.

Because this is a special luncheon, the format will be slightly different. Since we are featuring an expanded program, the check-in for this luncheon will be at 10:30 a.m. Lunch will be served from 11:00 a.m. - 12:00 p.m. and the program will run from 11:30 a.m. - 1:30 p.m. The cost is \$45.00 for BOMA members and \$55.00 for non-members and guests. For members who pre-paid with their dues payment, please note that this special event is not included and must be paid for separately. Checks are to be made payable to the Institute of Real Estate Management (IREM).



Don Reynolds

President's Letter —

Simple Words, Big Effect

"Dad, what's your job?" That's the question recently asked by my 10-year-old daughter, Heidi. She then continued, "What do you do at work?" Having a doctor for a mom, that half of the puzzle was easy to figure out. Mom helps people "get better". Dad's job on the other hand, was a little more confusing. After a few seconds of thought, I told her I was in the business of dealing with people. I made my living by effectively communicating. I am continually attempting to convince people to do what I want or need them to do. Every day. Day in. Day out. "Are you good at it?" she asked with a big smile. I said sometimes yes. Other times, well, no, I make mistakes. I then tried to explain my success at work (and at home) was directly tied to my ability to work effectively with people. Sensing she was clinging to my every word, I pressed on, offering a few simple words that, when used correctly (and sincerely) could benefit her as they have me in everyday living

#1 "I'm Sorry". These powerful words can be a little difficult to say at times, but have proven time and time again to be highly effective at disarming someone who's in an aggressive posture. It's amazing how quickly one's attitude or disposition can be changed simply by muttering those words. Let's face it, misunderstandings occur to



varying degrees all the time. I don't hesitate to tell someone I'm sorry. The benefits at times can be seen immediately. Remember too, saying "I'm sorry" doesn't necessarily mean you're admitting any guilt!

#2 "Thank you!" Hearing these words appeals to our basic human need of wanting to be appreciated. A sincere and timely "thanks" can go a long way with employees, clients and friends. All of us can remember not being thanked for a job well done just as we can remember when we did receive a hearty thank you from someone. Get in the habit of coughing up those words and watch the response.

#3 "I need your help." This is without a doubt one of my favorite lines. Simply stated, people like to be told that you need their help. It creates a feeling of empowerment. Asking for help is much more effective than telling someone to do something. If it's going to get done one way or another, why not solicit rather than mandate?

No matter what business you are in, your ability and willingness to incorporate these simple words into your daily dialog can enhance your success and enjoyment at the office. As well as for those around you.

Third Party Liability Got You Down?

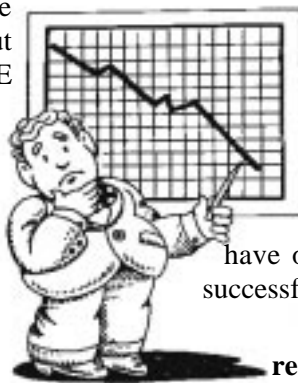
by Billy Pitts, Education Committee Chair

Commercial Real Estate Professionals face these legal issues every day. Learn more about this vital topic at the upcoming SABOMA/SAABE Trade Show. Back by popular demand, this seminar will be presented by the law firm of Richie & Gueringer. Please set aside time on your calendar for the afternoon of May 10th to attend this seminar. TREC/MCE credit will be available for participation in this course. A separate registration flyer will be sent.

Have you been wondering...

Q: How long does it usually take to complete BOMI's designation programs?

A: Each program is made up of a set of courses that can be taken in any order. How fast you progress through the program depends on the study method you choose, the amount of time you have to devote to your studies, and your own learning pace. On average, it takes 2- to 3-years to complete a designation program.



BOMI Institute courses are available through 10-12 week classes, four-day Accelerated Review classes (which require advance self-study), and Self-Study programs.

With Self-Study, you determine how long it takes to complete a course. One deadline does apply: if you choose the Self-Study method, you have one year from the first exam date you select to successfully complete the exam.

Q: How long does it take before I will get the results of my exam?

A: You will receive your grade in 4- to 6-weeks.

Q: I just completed my last course. How long before I receive my designation and certificate?

A: Upon receiving your graduate packet, you can begin using the designation after your name. You will receive your certificate approximately 6 weeks after receiving the grade for your last course.

What the Heck is Voice Over IP?

by Martin Caldwell, *Dotcom Computers, Networking, and Telephony*

Haven't you heard of it yet? Well if not, you soon will. For all you non-technical people out there, and I believe there are a lot of you – VOIP simply means Voice over Internet Protocol. Still a little confused? Don't be surprised; Voice over IP is still a relatively new technology. And it's just another prime example of how Computer/Internet technology is becoming more and more prominent in the workforce.

Simply put – VOIP is a way for a business with dedicated Internet access to have the ability to utilize that access to have virtually free Long Distance. Think about it, when you are using the Internet and visiting sites "Around the World", you are doing so without incurring any Long Distance charges. In fact, the only fees you pay are the cost of your Dedicated Line (ISDN, DSL, T-1) and your ISP (Internet Service Provider). With that idea in mind, why not use that same free access "Around the World" to transfer a voice sample from your phone system?

So, how does it work? It would be best to start with what Internet Protocol or IP actually is. To keep it simple, think of it as a phone number assigned to a specific piece of equipment (network server, PC, printer, IP phone). Just like a phone number, every IP number or address is different and will receive only the calls or "data packets" sent directly to it. All data sent over the Internet is sent in this "data packet" form and it doesn't matter if it's in video, signal, or audio format. All a network knows is that there are packets with you IP address destination. And that's what the Internet is designed for, sending billions of these data packets "Around the World".

Now comes the tricky part, converting those "data packets" into a high quality voice sample. This is done using

a Digital Signal Processor or DSP. (That's about as technical as I will get!) The DSP's that an average business person will likely run into are found in the newer phone systems provided by industry leaders such as ESI, NEC, and Lucent to name a few. With these phone systems you would still use standard CO lines to process local calls, but you would use the Internet (IP) to transmit your selected long distance calls. Notice, I used the word "selected".

Now comes the clincher! Just like your data transmissions can sometimes be fouled up, the same holds true with VOIP transmissions. The quality of the data/voice transfer is always best when there is direct connection between sites. One of the highest quality transfers occurs utilizing what is called a VPN – Virtual Private Network. Subsequently, the lowest quality transfer occurs utilizing a general Internet connection. In the latter, the quality is generally good for casual conversation; it's just not well suited for day-to-day business.

So is VOIP for everyone? No, not really. Just like other computer-based applications, there are circumstances in which it works best. A good example of this is a company that has satellite offices located in other cities, and day-to-day communication is standard. Another plus not mentioned earlier is that both your computer and telephone network will run off the same data quality cable. This alone can save you thousands of dollars if you ever need to cable a new office. There are definitely some pluses and minuses to this technology, but just like anything else computer-based it's always changing. So, when the time comes to upgrade your existing phone system or you're planning to move, VOIP is definitely worth considering.

People Tracks —

- **Gail McGuire** is now with Koontz McCombs. She may be reached at 735-7373.
- **Linda Heard** is now with Dominion Advisory Group, managing Security Tower.
- **Pat Babka** is now branch manager for Otis Elevator Company.
- **Rod Riggins** is now with Grubb & Ellis.

Whosit?



The first person to call the BOMA office at (830) 981-5223 with the name of this lovely lady will win a free BOMA luncheon!

Congratulations to Brenda Gonzales from Maestro Media! She correctly identified last month's wheresit as One Riverwalk. Good luck to all on this month's contest!

San Antonio BOMA Welcomes Allied Members

Cort Furniture Rental
Robb McDowall
903 Bitters Road, Suite 300
San Antonio, TX 78216
(210) 499-4299

Cort Business Services is the largest renter of high-quality office and residential furniture in San Antonio and the nation. Cort is a Berkshire Hathaway company and has the distinction of being the only coast-to-coast furniture rental company. Robb is the Commercial Sales Manager and is responsible for office furniture rental and client retention(?).

In his spare time, Robb enjoys snow skiing, softball, and taking walks with his wife, Elaine. He is proud to be a member of BOMA and looks forward to building a lasting partnership with its members.

Sponsors: Susan Lillibridge, Theresa Miller, Susan Sweet

Ryan Landscaping, Inc.
Mark Matthes
8274 Culebra
San Antonio, TX 78251
(210) 256-1706

Spotlight Not Available.

Sponsors: Marcy Barber, Valerie Kelley, Tammy James

The Quorum Group, Inc.
Carla Kogel
16350 Blanco Road #117 PMB 151
San Antonio, TX 78232
(210) 218-1851

The Quorum Group is a full-service general contractor with an additional specialty line cabinetry for commercial finish-out. Carla's position as Sales and Marketing Director involves meeting with property managers, building owners and prospective new building owners for the purpose of designing, drawing and bidding new space and remodeling of existing space. Her responsibilities are very diverse and she welcomes the opportunity to meet new people. She finds her business especially interesting because something new and different happens every day.

Carla has two daughters, Kristen, 22, and Georgie, 4. She loves horseback riding, fishing, camping and virtually anything that happens outdoors.

Sponsors: Sandra Harms, Eileen Kondoff, Rebecca Lopez

Committee Thank-You Party Highlights

Everyone had a great time at the Committee Thank-You Party held at Far West Rodeo last month. It was a wonderful way to thank those members who have contributed so much to our organization. However, we were all sorely disappointed that Bill Hudson didn't ride the mechanical bull! Maybe next time...



Mel & Lesta Trachta with Bob & Patty Cherniss



Bart & Ginny Hayward with Susan & Weedie Sweet



Pam Brant, Kim Speer and Marcy Barber

“Beam Me Up, Scottie!”

Set your phasers to fun and mark your calendar for Thursday, May 10, 2001 — the 7th Annual BOMA/SAABE Trade Show will be our best yet! Exhibit spaces are nearly sold out, so please call the BOMA office if you would like to showcase your company at this stellar event.



In addition to out-of-this-world food and camaraderie, there will also be door prizes and give-aways. Prizes will be awarded to best exhibit and best costume, so get those ideas flowing!

A seminar addressing third-party liability issues will be held immediately prior to the trade show. The seminar will be presented by our General Counsel, Gay Gueringer. Registration information will follow by mail.

Management Quiz

The following short quiz consists of four questions and predicts whether you are qualified to be a “professional”.

1. How do you put a giraffe into a refrigerator?

The correct answer is: Open the refrigerator, put in the giraffe and close the door. This question tests whether you tend to do simple things in an overly complicated way.

2. How do you put an elephant into a refrigerator?

Wrong Answer: Open the refrigerator, put in the elephant and close the refrigerator.

Correct Answer: Open the refrigerator, take out the giraffe, put in the elephant and close the door. This tests your ability to think through the repercussions of your actions.

3. The Lion King is hosting an animal conference. All the animals attend except one. Which animal does not attend?

Correct Answer: The Elephant. The Elephant is in the refrigerator. This tests your memory.

OK, even if you did not answer the first three questions correctly, you still have one more chance to show your abilities.

4. There is a river you must cross, but it is inhabited by crocodiles. How do you manage it?

Correct Answer: You swim across. All the Crocodiles are attending the Animal Meeting. This tests whether you learn quickly from your mistakes.

According to Andersen Consulting Worldwide, around 90% of the professionals they tested got all questions wrong. But many preschoolers got several correct answers. Anderson Consulting says this conclusively disproves the theory that most professionals have the brains of a four year old.

BOMA International Launches e-Seminar Program

BOMA International has signed an exclusive three-year deal to produce more educational online seminars with INet e-Seminar Center. BOMA’s Floor Measurement e-Seminar was launched in November 2000 with excellent results. To view a free 5-minute demo, take the online pre-test, or purchase the e-Seminar, go to <http://www.inet-e-seminars.com/boma>.

“We were very impressed with INet e-Seminar Center’s ability to produce and manage the BOMA Floor Measurement e-Seminar,” says Richard D. Baier, Managing Director, CB Richard Ellis, Kansas City, MO and President, BOMA International. “Based on this successful project and INet’s superior technology and training expertise, we believe that they are the ideal partner to help us create outstanding online educational programs for our worldwide membership.”

Dominic Lau of INet added: “Our e-Seminar Management System allows organizations and businesses to train members and employees faster while reducing traditional classroom training costs by as much as 50 percent.” He also noted that each online learning program has a built-in testing process that ensures participants fully comprehend the information that they can apply directly to their job. Under the terms of the multi-year deal, BOMA will provide the course content and marketing expertise and INet e-Seminar Center will produce, host, manage and administer a series of online educational seminars.

Who Ya Gonna Call?

Users of BOMA International’s popular publication *Standard Method for Measuring Floor Area in Office Buildings*, also known as ANSI/BOMA Z65.1 (1996), now have a resource for questions and interpretations. Fraser Rowe and John Keeler of Measure America are members of BOMA International’s Standard Method of Floor Measurement Committee and have entered into an arrangement with BOMA International to assist members and nonmembers alike with questions concerning the Standard Method for Measuring Floor Area in Office Buildings (ANSI/BOMA Z65.1-1996). Most questions are handled over the phone, but in situations where client-supplied documents are reviewed or further investigation is necessary, a small fee may be charged. Measure America can be reached at 1-800-350-3730 or via e-mail at gomeasure@aol.com.

Address Service Requested

2001 Committee Chairpersons:

Ambassador	Dick Zucker & Bob Cherniss
Awards	Susan Sweet
BOMA OPEN	Richey Houdek & Susan Shepard
Community Service	Kelly DeFonte & Rebecca Camacho
Education	Billy Pitts
Finance	Brenda Younts
Government Affairs	Tomi Sue Beecham
Medical Office Building Forum	Cindi Furrow
Membership	Susan Shepard & Sandy Donovan
Newsletter	Greg Lillibrige & Pam Brant
Program	Eileen Kondoff
Public Relations	Robert Steele
Social	Sandra Harms
TOBY	Kim Speer
Trade Show	Marcy Barber
2002 Regional Conference	Mel Trachta & Kim Speer

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email: inkspot@onr.com

Mark Your Calendar —

April

- TBD** Board of Directors Meeting, 12:00 p.m.
18-21 Southwest Regional Conference,
Austin, TX (Lakeway Inn Resort)
26 Joint Luncheon with IREM

May

- TBD** Board of Directors Meeting, 12:00 p.m.
TBD RPA Course “Design, Operation & Maintenance
of Building Systems II”
10 SABOMA/SAABE Trade Show at Airport
Convention Center
17 Membership Luncheon,
Oak Hills Country Club, 11:45am

**In the Spotlight...
Ginny Hayward
Baptist Health System**

If you could invite someone from history, or a famous person to your home for dinner, who would it be? *Mel Gibson — my husband knows that's the truth!*

Where was your most exotic vacation? *My first time was Kahawaii, 7 years ago. I cried it was so gorgeous.*

What was your strangest job? *Medical center building manager. Most fun job — Holiday Inn front desk, bookkeeper, secretary, backwashed swimming pools, made keys, etc. in Minneapolis, MN.*

What was your first car? *1975 Vega.*