



F.Y.I.

Consultants to the Best in Foodservice Planning and Engineering
Spring's End 2011



SPRING RAIN

DEFENSE

Black & Veatch:
Mountain View

EDUCATION

SOM:
NYSCA-PS315Q
and PS62R Net Zero
William Rawn:
Harvard -Tata Hall

HEALTHCARE

HDR:
New Ft. Bliss Hospital,
USAG Humphries

WORKPLACE

Goody Clancy-HDR:
DHS West Campus
HOK-JBG:
NCI
Keiran Timberlake:
New London Embassy
SOM:
King Abdullah
Convention Center
URS:
U.S. Capitol House/
Senate Kitchens Rehab
SOM:
PSAC II
VOA:
Reagan Bldg Rehab
Swanke Hayden:
OBO Paramaribo
Yost Grube Hall:
OBO Cotonou Benin
Project X in MI
Whitman Requardt:
4 USG Projects
ZGF:
DHS West Campus

RECREATION

Freelon/Adjaye/DBBA:
National Museum of
African American
History and Culture
SOM:
National Museum of
US Army

ROOM FOR YOU!

The Know Ledge – Design and Operation

Not having the information you need when you need it leaves you wanting. Not knowing where to look for that information leaves you powerless. In a society where information is king, none of us can afford that. -Lois Horowitz who coined the phrase "information is king" with this remark.

Nowadays the Internet gives us instant access to the king. But the information-king is powerless unless (1) the information is true, and (2) the information is enhanced by experience and skills to form knowledge. Information must yield knowledge to be truly powerful, even if it is king.

The ledge of knowing can be either narrow or broad. Wide ledges are safer and more comfortable.

Clients often call upon their food service operator to review the design work. It is assumed that they know the same things. To expect an operator to review a plan can put that person in a tough spot however. In the course of trying to perform well, he may end up simply protracting the schedule and increasing the cost to the design team. To make matters worse, the redesign is not as precise as the original plan whose designer thought

through a myriad of possibilities in his head and in test-fits on electronic "paper" to solve the design puzzle.

In the past 35 years, we have met operators who possess an exceptional knowledge of equipment and layout. We can work on the puzzle together

and get it done in half the time because we are standing on similarly wide ledges of design knowledge. On these occasions the collaboration is exhilarating and results are superior. 1+1=3. Typically, however, the operator stands on a narrow ledge of design knowledge.

Please turn over ...

Dear Associate,

On my way to getting my BFA, I discovered that the joy of being an artist was to say whatever I wanted because I had sole control of my work. Then I learned the value of critiques. When I listened to the criticism with an open mind, overriding my ego when possible, my own work got better.

Upon graduating and entering the professional world, I learned quickly not to say whatever I wanted no matter how important. "To everything there is a season, a

time for every purpose under heaven: ... A time to keep silence and a time to speak." My FYI gives the artist in me the opportunity to be creative and outspoken. It is meant to inform when I can, to give you an elevating moment with the poetry and artwork, and to show you who we are behind the logo.

The Know Ledge article is written principally to clients who manage the review process, but maybe the client-project manager relationship isn't unique. Remember in My Big Fat Greek Wedding when Maria Portokallas said, "Let me tell you something, Toulia. The man is the head, but the woman is the neck. And she can turn the head any way she wants." After all, whatever each of us, client or architect, does to make our service better and faster has to be considered good for all.

Isn't this spring particularly beautiful?

Thanks for the opportunities you've given us to work with you and to befriend you,

Lynn Hopkins

Living on the Ledge

Earth
Laughs
in
Flowers
e.e.cummings



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