

apollo oracle

July/Aug 2019

IN THIS EDITION

AJIS launches Break Fix

MAG acquires new NY Office

Assembly All-Star Gene Baldwin

plus ...

*Apollo Kudos
& More!*



SAS Techs, Deborah & Larry Baldwin

tips to get more gigs

TIP #1

The squeaky wheel gets the oil

Pick up the phone. Call and send messages. If you're DM isn't answering, then try leaving a message or emailing recruiting@apolloretail.com to see what other opportunities are out there. If you work in Merch maybe you have skillsets that will allow you to work in Service & Assembly.

TIP #2

Be willing to travel

Being willing to travel will increase the chance of you getting more work. So don't be afraid to hit the road!

TIP #3

Learn new skills

Build furniture but not bikes? Talk to your DM about getting more training in your division or other divisions.

TIP #4

Network

When you're on your first gig. Make friends. Exchange email addresses and stay in touch with co-workers. Often they can help give you inside leads to acquire more work.

TIP #5

Be Patient

Sometimes work will come in your area and then go away. If that happens consider taking another flexible part-time gig and be patient. Work is cyclical and will come again! Be patient.



CERTIFICATE OF EXCELLENCE

This certificate is presented to



Gene Baldwin

Service & Assembly

Gene Baldwin is a service and assembly technician in the Chicago area. He always takes great care of our customers. Gene is reliable and efficient. He treats every customer with respect! Gene provides exceptional customer services. Customers are always pleased to have Gene in their homes to assemble their furniture!

Thank you Gene for being the best of Apollo!!! -- Lynn Wade

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland
President



A handwritten signature in black ink that reads "C. Michael Sunderland".

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Felix Mondragon

Thank you for all the hard work and leadership during the process, the set looks amazing! Felix and his crew lived up to the reputation by being efficient, professional, and accommodating to a store that brings many challenges. I'm very excited to start seeing a huge return from the project. -- Apollo Merch Install Client

James Miracle

"My technician was great! My desk looks awesome and I'm surprised at how quickly he assembled it. He was professional and displayed good manners. He was courteous and stayed on the task the entire time!" -- Customer

Customer called and just wanted to let us know how amazing he was and how fast he was able to get it done. She was in such awe of our technician. She just wanted us to know that we have a wonderful tech working for us and is working very hard. She will also be leaving a good review on the website once she gets her computer running. -- CSA Agent

Glenn Yackel

My expectations have been exceeded! We had a party and I was worried about time. He alleviated any stress. Came in and went right to work. He was done in a little over than an hour. I must admit, I was extremely impressed - very personable, friendly, and professional. - e-Comm Assembly Client

Aaron Zito

Aaron was very professional, thorough, cleaned everything...Just a super job. Perfect! This has been a pleasant experience all around- Assembly client

Ron & Team

This team went above and beyond each expectation I had coming into these overnights and I really appreciate all the hard work they put into my store. Not only did they finish all of the tasks that were assigned, they also helped me with a few of my tasks. Ron is a great leader and really led his team in time management, organization, and keeping positive! I also really appreciated the help of Marcasia, Hunter, Justin and Austin on the morning that they had to stay over their allotted time because they were so focused on making sure I was happy with how the resets looked! Those four are some of the hardest working people I've ever met and I'm glad they enjoy what they do enough to make sure it's perfect! I don't think I could've had a better team working at my store! -- Trinity FL Manager

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APPLAUSE, PLEASE!

Dale Wirges & Team

This fantastic crew is very hard working and making good progress. We tried to get them to only do a half day Monday due to the building temperature but they worked into the afternoon anyway. Dale is very organized! -- Merch Install Retail Client

Gene Baldwin

Gene did an excellent job assembling my kitchen island. He was very friendly, did a great job cleaning up, and I definitely could not have done it without him. I'd love to request him again!" -- E-comm Client

Mike D'Angelo & Jessica Shelton

Received a call from Linda D. She wanted to let us know how wonderful our whole company is! She said Jessy was so helpful scheduling her appointment, and could not have been more wonderful. She also raved about the Tech Mike D Angelo, thought he was very professional, courteous and did an amazing job. She cannot wait to rate us on the website also, if she can remember how to do that as she is 80 years old. - Apollo CSA

What the HEIC?

Apple switches default camera file format causing issues for Field Reps.

If you have an Apple device running iOS 11 or later you may experience some issues with reporting in the field.

Apple switched the default camera formats for photos and videos to new "high efficiency" standards. For photos, that meant using HEIC files instead of JPEG, and the default for videos is now HEVC instead of H264.

This change allows for file sizes to be smaller while maintaining the same quality, which means you'll be able to store more pictures and videos on your phone. The downside is HEIC and HEVC files aren't yet universally supported causing issues in the field when trying to upload photos to some Retailers' proprietary reporting sites. Also, you won't be able to share a HEIC file with someone on a PC unless the end-user has a plug-in to view it in Windows.

If you want to change the default settings in your phone back to jpg, do the following:

SAVE IPHONE CAMERA IMAGES AS JPEG INSTEAD OF HEIC

From a compatible iOS Device running iOS 11 or later, launch Settings and select Camera. Select Formats.

Change your iPhone camera format to Most Compatible. This will automatically save pictures as JPEG files and videos in the H264 format.

CONVERTING HEIC TO JPEG ON THE IPHONE

If you already have a photo in HEIC format and you need to convert it to JPEG, the easiest way to do it is to email the pictures. The built-in Apple Mail app in iOS will automatically convert any attached HEIC images to JPEG when sending, even if "Actual Size" quality is selected.



the travel dept

MEET THE TEAM



Ana

Adrian

Marlisa

Penny

Kaitlyn



LEARN MORE!





Know the Team's Hours



Adrian:

m-f
11a-3p & 5p-9p

Adrian likes to sleep in a little and doesn't want any contact on the weekend! Hit her up m-f during lunch or dinner hours!

adrian.judge@apolloretail.com



Kaitlyn:

Sun-Thurs 8:30p-5p

Although she's not M-F, Kaitlyn does like to start her work days on the earlier side. She reserves Friday and Saturday for play time though so don't bother her towards the end of the work week!

kaitlyn.pemberton@apolloretail.com



Penny:

m-f
7a-3:30p

This early bird gets the worm.

She is the first one up and working! Catch her early in the AM and leave her be late afternoon!

penny.hoenes@apolloretail.com



Marlisa:

m-f
12p-4p & 6p-10p

These two are late risers and start their hours in the afternoon!

marlisa.mungo@apolloretail.com



Ana:

(Weekender ONLY)

Sat. 12p-8p
Sun, 2p-10p

ana.garcia@apolloretail.com



Did you know?

Our sister company, MAG Experiential, acquired a new office in NY? It's pretty sweet!



Did you know?

Apollo Couple Gets Married!



Exciting news! Apollo couple weds! Jeramie Puff and Jessica Spence were married on May 11, 2019. Jeramie is a Senior Team Lead for Apollo and Jessica works when needed. We wish them the best with their marriage! Congrats you two!



Did you know?

BDS teams up with AJIS



BDS supported AJIS at the Makers show in Japan. AJIS showcased their new offering - Break Fix Service. Jennifer Fischer Finnegan (JFF) giving a presentation at the booth. The presentations were held three times a day.





apollo

SWAG SHOP

OPEN FOR
BUSINESS

We're All About that Swag!

Don't forget! You can now order your own swag from our swag shop!

In addition, if you have special requests you'd like to see on the shop, just email marketing@apolloretail.com with subject SWAG and let us know your thoughts on what you'd like to see!

<http://apolloretail.go.customprintcenter.com/register>

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www.universityofapollo.com

Helpful Information

IT Support

Phone: (855) 558-8776

Email: helpdesk@apolloretail.com

Payroll Support

Phone: (888) 738-1873

Email: payrollsupport@apolloretail.com

HR Support

Phone: (877) 215-1996

Email: hr@apolloretail.com

Contact Us for Submissions!

Would you like to see your team's last project highlighted in the Newsletter? Have a recipe you'd like to share? Please feel free to email us with photos or submissions related to the below subjects:

- Photo of your team (both in action and as a group)
- Recently Engaged or Married? We'd love to share your announcement! Send in your engagement photo/marriage portrait along with the details!
- Celebrating the life of a new born? We'd love to announce a birth of a child/grandchild - send in a photo along with some details!
- Cherished Family Recipes
- Photos of your favorite pets

If you'd like to submit pictures, article recipes, or anything you'd like to see featured, please reach out to in Human Resources at hr@apolloretail.com or marketing@apolloretail.com