

the INSIDER

April-May 2022

Apollo Awards

*Employee
Recognition*

Apollo Kudos

Mike Torres, EVP & GM



CERTIFICATE OF EXCELLENCE

This certificate is presented to



Bryan Elde
Team Lead

I would like to recognize Bryan Elde and his leadership in the Lafayette, La Advance Auto project. Bryan demonstrates what it takes to get the job done and do it the Apollo way. Bryan is very professional and always leads by example. Thank you for the leadership and quality of work so Apollo can continue doing business with this client for many years to come. Below are a few comments from Advance Auto. - Chris Cottrell

"This team you have here are phenomenal. I have nothing but great things to say and they are doing great. Bryan is a great lead"
Taylor Moncrief
Store Setup Team Supervisor

"I would like to say once again how AWESOME your team is. This is one of the best teams I have worked with in my many years of doing this"
Matthew Ferguson
Store Setup Supervisor

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland
President

2021

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

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

David Hill & Sandra Narducci

My name is Sylvia and I work at CVS 9156 in Goleta California I just wanted to call and say thank you for sending David and Sandra your merchandisers to our store to do the reset for Sally and Essie - they were amazing people, great personality, got right to work, - knew what they were doing, got everything done, and it looks fantastic! I just wanted to call and tell you guys thank you for taking care of this so promptly- these two were amazing and I wish I had them at my store working they were so great so thank you!

Marcasia Abbott

I just wanted to take a min and say what an AWESOME JOB your team leader, Marcasia has done during our resets and reflows!! She is one of the BEST that I have seen!! She is very fast, efficient, professional and clean!! Job well done!!

Marcasia Abbott & David Hill

I would like to praise the team you sent to us today. Team Lead : Marcasia Abbott and David Jackson. They were amazing, efficient and so polite. We really appreciate their hard work and the Revolution section they did looks amazing. We would love to have them back anytime we have a reset.

David Rowe

On Tuesday of this week David came by to tackle my assembly project. He was courteous, efficient, and industrious working on it alone. Should the occasion arise again, I would be happy to have him assigned to me. Please convey my positive experience to his supervisor. I hope at the right time he is recognized by Apollo for his great work.

Bryan Elde & Team

I would like to say once again how AWESOME your team is. This is one of the best teams I have worked with in my many years doing this. Please tell your team, I can't say enough about how hard they are working and how much we appreciate their teamwork and dedication.

William Carter

I was serviced this very day by an excellent technician by the name of Glen. this technician assembled my furniture in less than an hour. he gets all tens. thank you very much. yours truly, a very satisfied client.

CAN I GET A WOOP! WOOP!



Andrew Laird & Daniel Khan & Teams

We had a great time on Monday at 3475 North Brunswick NJ. I've worked with this team in the past and every member pictured does a really good job. Look at the smile on FIMS Lead Magdalena Hughes's face. Special call out to Apollo Lead Daniel Khan who works with Traci Bonanno on Long Island too. I worked with them the Thursday before at 7895 Quogue, NY and have to tell you that he is phenomenal!

(NJ Andrew Laird, Shaniqua Jackson, Natazia Perez Thompson, Cecil Covin, Lead for NY Danial Khan, Dante Cuyler and the Speedway FIM Magdalena)

Robert Sloane

I wanted to thank you for the opportunity to work on the Hunter Douglas project this past week. Although the demolition came as a surprise to us Monday morning I was impressed with how Robert got us all organized and we were able to accomplish it and lost less than a half day. Although the assembly was something I hadn't done before Robert, as our Team Leader, was very good with his directions and hands on instructions. He did an incredible job as team leader and the whole team I believe worked well together with minimal supervision. As a former manager myself, it was a pleasure to work with this team. I would gladly work with any of them again should the opportunity present itself in the future.

Bryan Elde and Team (Advanced Auto Parts)

I would like to say once again how AWESOME your team is. This is one of the best teams I have worked with in my many years doing this. Please tell your team, I can't say enough about how hard they are working and how much we appreciate their teamwork and dedication.

(Bryan Elde (Lead), Jessica Harmon, Sally Macias, ,Bennith Bailey JR, Natasha Sanders, Kimberly Gerard, Shanna Harp, Gage Dillon, Angela Granado, Quan Bailey, Peggy Savoie, Logan Savoie, Allen Berry, Tim Jordan, Christaisha Benoit)



CAN I GET A
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WOOP!

APPLAUSE, PLEASE!

Kay Peper

I just wanted to take a second and let you know what an asset and delight Kay has been to work with on her projects. She always answers her phone or calls me back asap when I have a question. She will stop and talk through a completion plan, take a second to look and see if we have any extra money (if a project has staffing issues) and isn't afraid to talk to her clients on our behalf. She has been extremely understanding with knowing our staffing has been difficult this season. She has been a great person to "have across the aisle" in client services to work with since she came onboard- Robyn Jancha

Billy Grice & Team

I just wanted to send you a little note saying how absolutely pleased I was to work with Billie Grice, Clayton Poteet, Timothy McClanahan, Johnathan Castellano and Bobby Grice. They were completely fabulous young men who worked very hard and very efficiently. They were very polite and customer oriented. I truly hope to have the pleasure of working with again. I love their work ethic and I appreciate you filling the last 3 weeks with such amazing people!!

Aisha Polk & Brandy Warren

Both of these young ladies were extremely helpful in solving ascheduling problem. These two ladies listened carefully to understand the problem and then proceeded to attempt to solve the problem. I had the impression they were going to do whatever was necessary to solve the problem. If I were not retired, I would be looking to hire these two. They are exactly what I looked for in hiring for customer service jobs. This review is from the perspective of a retired CEO and President of a multi-national corporation. During my working days, I looked for people in all positions that used their brains to solve problems for customers. If they had to bend some rules to get the problem solved I thanked them. The management of Apollo should feel grateful that Aleshia and Brandy are your employees.

Bryan Elde & Team

This team you have here are phenomenal. I have nothing but great things to say. They are doing great. Even being the first job, they catch on quickly. There have been a couple of hiccups. We've worked through them. I wish I could have them every store. - Taylor M, Advanced Auto Parts

Lee Ann and Holly thank you for building this team! Holly you are always on top of every situation and making us look real good!- Chris Cotrell

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APPLAUSE, PLEASE!

Nathan Moretter

Your technician came on time as scheduled on Thursday and did a superb job assembling my office furniture. He was very knowledgeable and completed the job within the scheduled period. I commend him for his fine work; would you please pass on my appreciation. Thanks to you and the Service Technician, my "new" office with the two bookcases and desk are perfect for my needs.



Felix Mondragon

Additional Notes (attach additional pages if needed):

Felix & his team did an outstanding job. They were fast & efficient, worked hard & clean and left the store opening ready each morning. Couldn't ask for a better team! Thank you so much!!

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APPLAUSE, PLEASE!

John Brock

Mr. Clancy wanted me to pass the information over to you guys- He said John was efficient, kind, and a hard worker. John ordered a part that was needed and was on top of everything and got the job done well.

Jorge Ramos

My name is Ashley and I work for Speedway. I've worked with a couple different leads their groups they have been alright but this week I've had the pleasure of working with Jorge. I just wanted to let you know that he is AMAZING! He goes above and beyond to ensure that things are done correctly. He has stayed a couple hours each day with me to help fix odds and ends things. Today after we were done while checking planograms we noticed that under the counter candy was incorrect and shelves needed to be moved and he stayed 2 hours and moved the shelves and helped set it to the correct planogram. He truly is fantastic. I just wanted to let you know that he is doing an outstanding job.

Rich Lofton

Not sure who is the current Champion of network Assembly projects but wanted to share that during my visits to the Chicago-Mid Atlantic-PA SC this week the bike assembly process in each ARCC was in good shape. I met "Richard"/Rick from Apollo in Chicago who was assembling mountain bikes. That young man is a beast for production. He can assemble 60-70 bikes in a day. Great station set up, tool kit and belt, bike stand...he was cranking (see what I did there) out the bikes.

Nicole & Russell Pennington

I hope this message finds you well. I wanted to give a compliment to two reps who came into my store (Five Below-Pompano FL.). Nicole and Russell Pennington were both so great. They had such great attitudes and set everything perfectly to plano. I felt like they should be acknowledged because they both went above and beyond to make sure my beauty section is 100% ready for a corporate store walk next week. I see various vendors throughout the day, but Nicole and Russell definitely stand out with their enthusiasm and work ethics. I would love to have them back in the store any day for another reset.

Carol Keosky

"The Apollo team did an outstanding job on the Lake Zurich store; the team worked hard and the store looks great. Carol Keosky did a great job leading the team; her knowledge and ability to think outside the box is an asset." Nate Riley- Ace, "We love Carol she did a great job and came up with solutions to some fixture issues that we plan to pass along to the entire field. Great job Carol and the Apollo team."-Andy Waller- RVP-East

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Allison Hamilton

This is Olivia from the Kennewick Fred Meyers. Thank you so much for sending Allison to help this last week, she was amazing! She was very detailed and helpful, showed up when she was suppose too, communicated very well, knew what she was doing, and thoroughly went through my entire section while showing me what she was changing, ordering, etc.

She was exactly what I needed as I was about to pull my hair out from all the issues that came with my last reset. I don't know who is chosen for what stores on resets, but I would love to have her back if possible for when my new fixtures arrive and future resets!



Photo from the Field

Shout out to the Walgreens Plano, TX team!

Julia Cooper

Polly Martin

Allen Berry

Alison Ayala

Sammi Jo Moreno

EMPLOYEE RECOGNITION



On April 24, 2022, our technician, Harry Parker Jr. celebrated his 31st anniversary as an "in-store assembler".

Despite all of the store closures in his area, he's still making new friends while merchandising and building new products in the remaining few stores.

Parker started with Huffy Service which was acquired by Impact Retail Services, then later Apollo acquired Impact. A big congrats to Harry for his continued hard work over his 31 years!

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