

April-May 2023

# The Insider.

Apollo's Company Newsletter



**It's Go  
Time!**

John Morris,  
President of BTR,  
gives QnA

Kudos, Apollo  
Awards, Wellness  
Tips & more!



# CERTIFICATE OF EXCELLENCE

This certificate is presented to



## **Rob Blankenship**

Account Manager

I'm so proud of the entire BTR management team for diving headfirst into learning new systems, processes, people, all while maintaining the exceptional service quality that we provide our customers. My gratitude goes out to everyone on the team, however I think we would all agree one individual stood out and helped all of us in a big way, and that individual is Rob Blankenship. Even though Rob is already incredibly busy with his own accounts, Rob has been constantly jumping in to help other PMs and managers who are not even in his dept. One specific example I'd like to recognize is when he noticed a common misunderstanding in our systems, so he set up a Teams meeting to go over this issue with all BTR PMs and ensure everyone understood. He is never asked to do this and doesn't expect anything in return, but he absolutely deserves the highest level of recognition, and a big bright light should shine on him as the perfect example of the employee and leader we all strive to be at BTR.- John Morris, President, BT Retail Solutions

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland  
President



A handwritten signature in black ink that reads "C. Michael Sunderland". The signature is written in a cursive, flowing style.

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Erik Scheiber**

Erik has been soooo great with Go Happy. He actually caught an issue and alerted me today and we discovered a major issue with the API feed with new hires.. Thank you, Erik, for being a goGetter! - Heather, Marketing

### **Jennifer Hartman & Team**

I met the team in #3733 today and they are fantastic, I'm very pleased to have them! I was curious if I may request Jennifer Hartman for my Renton Store #4627 next week? She mentioned today the desire to support and I am all for it.- Walgreens

### **Mario Cortinas & Team**

This crew (Mario, Luis, Jose, Rebecca, Maria, Jennifer) is top notch! They're very respectful, they're in great spirits and just great workers. Every morning I came in the dept conditions were excellent. No signs that a large reset was in progress other than the bays being moved at high speed and with great quality. Ive had many 3PL teams doing resets in my stores over my years at Lowes and this was probably the smoothest and best kept and ran team that I have seen so far. Great job Mario and team! - Lowes

### **Ron Thrasher**

Just wanted t to share it has been a pleasure in working with your team. I would say Ron and the team have gone over and above what previous companies have done in the past. -ACE

### **Tim Donovan**

Tim, has been such a great partner today. So glad to have someone on days to assist!- The Home Depot

CAN I GET A  
WOOP!  
WOOP!

# APPLAUSE, PLEASE!

## **Laura Howard**

Laura Howard was working on a Cooler reset with Coke and I received a call from the Coke manager who told me that our employee Laura was a rock star and truly knew her job. Keith the Coke manager said is rep that made this comment was a bear to work for and for him to say this about our employee she must be AWESOME because he normally doesn't have anything positive to say about anyone. - Meagan Blair

## **Emily Reddye & Team**

can I let you know what an incredible team we had here. The reset team rolled with everything thrown at them with ease and confidence. I welcome working with them anytime. Team leader Emily is truly a rock star. Please thank them all for me.- Fred Meyer

## **Robin Runzel**

I would like to request that Robin works at all of our Save Mart Resets. She is the most reliable and talented person we have had the pleasure to work with from apollo. She is very experienced and works very well with our teams.

## **Tom Flynn & Team**

Just thought I would reach out and let you know that the crew that came in was amazing! I would say the best third party crew I have worked with.- Lowes

## **Richard & Claudia Butler**

I wanted to thank you and your team for this round of recent resets.,The crew (R.L. Butler and female associate that joined him) did a fantastic job.I would like them to assist on all future resets , as we have had difficulty in the past.They were fantastic!Thank you again, and please pass on this feedback to them, as they deserve it. - Meijer

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Rebecca Burton & Team**

Thank you for all of the hard work and helping us get this signed off.- Lowes

### **Emily Reddye & Team**

I just want to let you know how much I love and appreciate Emily and her team. They all went above and beyond to get my remodel done. They all made Apollo look great and deserve to be rewarded and appreciated. I hope to always have these awesome people for all my future resets. I finally have someone who has the same pride in their work as I do. Thanks for sending me the best- Fred Meyer

### **Matthew Joy & Braxton Terril**

Work is done on our racking, Mathew Joy and Braxton Terril were very professional, courteous and efficient.- Lowes

### **Narium Williams, Robert Davis, Dontae & LaNya Smith**

I just wanted to let you know how your team performed the Floor Tile reset at our store. The best way I could put it would be, if there is ever another reset that we are using Apollo, I would request this team to return to my store! They were very knowledgeable about the project and had no problem diving right in. My 2 MSA's made sure to perform all necessary prep work as well as joined your team to complete the reset. We all worked well together, and it was a very enjoyable experience. The attached photo is of course of your team as well as MSA Jason and MSA Andy. I am not seen as I took the photo, but credit is due to all of them! I wanted to send this to you as I feel the bad is usually what is communicated. This time, nothing but excellent! If there is any recognition award your company gives, this team is well deserving.- Floor Tile, Lowes

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Man Lok**

I just want to let you know that your assembler was absolutely the greatest. Let me repeat...he was absolutely the greatest. Perfection!!! - Customer

### **Derrick Green**

Derek (I apologize if misspelled) was absolutely fantastic!He completed the job very quickly and was very kind and polite. We highly recommend him for his work ethic, quality of work and courtesy. We will recommend Apollo to others based on our experience.- Customer

### **Matthew Joy & Braxton Terril**

I wanted to take a moment to express my appreciation for the progress we've made together in reducing errors for SRP Phase Plans. It's been wonderful to see how we've worked as a team to achieve our goals and strive for excellence in our work. I'm thrilled to report that we have not only met our initial goal of reducing errors by 50%, but we have almost reached the 90% mark. This is a significant accomplishment, and I want to acknowledge the hard work and dedication that has gone into achieving it. It's clear that your team has put in a tremendous effort and has gone above and beyond to make this happen.

Last week, I was able to review Wave 40 from the SRP 2023 stores, and I must say, I'm impressed with the quality of work that has been delivered. The attention to detail and commitment to excellence is evident in every aspect of the project. This is a testament to our collective commitment to continuous improvement and our shared goal of delivering high-quality work. Thank you for your ongoing partnership and dedication to excellence. Let's continue to work together to build on this success and achieve even greater outcomes in the future.

### **Jakob Markowitz**

So quiet and nice, very hardworking, efficient, and very kind. - Customer



Lisa Beasley from District Coordinator to District Manager.



Did you know Wellness has made baby boxes for expecting Apollo moms? Let us know if you have a bun in the oven and we'll send you some swag!  
[marketing@apolloretail.com](mailto:marketing@apolloretail.com)

Kayla Goddard's, Little One, Peyton.

# PROUD *Mama*

Channel Partners Accounting Manager, Ranette Hoover is one proud mama. Her son, Dominic Gonzalez, was signed to Southern Wesleyan University Mens Track & Field team in Central, South Carolina. He is graduating from Freedom High School in Tampa. Way to go, Dominic !





# Breathwork

**MAY 3  
@ 1P ET**



apollo 

On Wednesday May at 1p ET, Apollo hosted its first Breathwork session through the Wellness department. There are a number of benefits breathwork provides, however, the top 5 are as follows.

- Balanced blood pressure.**
- More time in deep sleep.**
- Reduction of PTSD and feelings of trauma.**
- Stronger respiratory function.**
- Better immune system.**
- Release of stress hormones from your body.**

The breathwork session was provided by Othership (a Toronto-based Social Bathhouse which also has a mindfulness app) You can get the Breathwork for Anxiety FREE on youtube.

**CLICK  
HERE** 



**John Morris, President of BT Retail Solutions**

**Can you walk us through your career journey? How did you get to where you are today?**

I was a numbers junkie in school but I also really liked working with people, so I started my career as an Analyst in the HR department... It was the perfect fit! I took a strong interest in studying the correlations between employment strategies and business outcomes. In other words, I would try and figure out how to make companies perform better by analyzing and deploying HR strategies such as incentive programs, training, performance monitoring, recruiting, etc. After nerding out on this for a while and earning my MBA, as well as a few certifications, I moved through some HR leadership positions. Although I was the "HR Guy", I would always take every opportunity I could find to learn more about business operations and get involved somehow. I earned my way into more and more business meetings until I eventually proved I was ready to transition out of HR and into operational leadership in 2015. In December 2021, I felt like all of the hard work and dedication paid off when I was appointed to be the first non-family member to serve as the president of The Beam Team. We had an amazing first year and then split the company in March 2023, forming the BTR Division.

**What's your leadership style? What do you feel is the most important attribute of being an effective leader?**

I lead with intensity, but I am also calm and stable at the same time. I'm an analyst by nature, so I will often put more thought and energy into making decisions to ensure they are correct, supported, and aligned. Once a decision is made... it's GO TIME! I highly value the contributions made by individuals and the power of working as a team, especially in our line of work. The most important thing I can do as a leader is always make sure we have the right people on the bus, all sitting in the right seats, and we have a clear roadmap of where we're going. Most importantly, we'll be having fun listening to good music and my foot will be slammed down on the gas pedal!

I've always felt that the most important attribute to being an effective leader is listening skills. I'm not just referring to the literal definition of listening and hearing the words people say, I'm referring to "listening" to the data, information, and actions that come from many different places and often hard to find. An ironic example is when someone does not say anything at all. There is literally nothing to listen to, but a good leader will dig deeper to understand why that person chose not to say anything. Maybe this person didn't feel comfortable expressing opposing opinions? Maybe this person doesn't care enough to contribute? A great leader will pick up on that and put in effort to understand the "why", and then work on addressing the root cause.

I spend a lot of time listening to our employees and customers. I may have a lot of information at my fingertips that I can use to analyze what the business is telling me, but I always prefer to be there in person to listen directly. When I'm in the field with employees and customers, I can give them 100% of my attention to listen and build trust so that we can have honest conversations. Connecting with our employees and customers also allows me to give them a powerful voice at the decision-making table with the goal of making our company better. I'm an inclusive decision maker who values diverse opinions and ideas, so it's very important to me that we have employee and customer representation included in our business decisions.

### **What are you most excited about for the future of BT Retail Solutions (BTR)?**

We have incredible momentum coming off the company's most successful year in history, and I think that will only accelerate with our new partnerships and focus. I knew this big change would be challenging, but I truly believe this change is a good thing for our employees, customers, and our business. We now have access to partnerships, resources, and intelligence that accelerates our growth and strengthens our business. So why is this exciting to me? Our employees, customers, and investors trust me to deliver a winning team, and I have the right players, equipment, and game plan to make that happen. Everyone wants to be a part of a winning team from the time they were playing kickball back in elementary school to when they're adults in business. Creating and maintaining a winning team is extremely hard work, but it is so gratifying and it's a heck of a lot more fun than being on the losing team!

I'm excited for the new doors to open for our tenured employees who are looking to grow their careers. Being a part of a larger company offers more opportunities for our employees, and although I would hate to lose anyone from the BTR team, I will be genuinely happy to see our employees grow their careers in other parts of the Apollo business. Beam Team had nearly 0% turnover of field mgmt. and project mgmt. positions over the last few years. This is great,

but not if you're trying to get one of those positions! Growing our business and partnering with others will absolutely open doors for our employees to grow their careers, and this is very exciting to me.

### **What are your interests outside of work? What do you do to fill your cup?**

I have an 11 year-old boy and a girl who just turned 8, and they keep be quite busy outside of work. I've spent most weekends as an assistant coach for my son's travel baseball team. I played a lot of baseball and love the sport, but I never had the desire or the time to consider coaching. A few years ago, I had a friend pressure me into it, and now I absolutely love being a part of this program and being a mentor to these boys. I also love to exercise. This is another thing I didn't think I had time to do for many years, but now I make it a priority almost every day. My job is demanding and I work a lot. In order to prioritize my family and health, I don't ever really watch TV, follow sports, scroll social media, or do much of anything else that takes time away from me being there for my family, health, and work. My one personal hobby is playing music, but I haven't touched an instrument in over two months. I play guitar, drums, bass, piano, and look forward to learning more instruments one day. I heard there's a talent showcase later this year, so I better brush up!



**BT RETAIL SOLUTIONS**

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Payroll Support

Phone: (888) 738-1873

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Need Training? Go to [www.universityofapollo.com](http://www.universityofapollo.com)

## Contact Us for Submissions!

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

[marketing@apolloretail.com](mailto:marketing@apolloretail.com)