

March/April Issue 2018

# apollo oracle

## *IN THIS EDITION*

*Merch Install Advice from the Field*

*A Look into How You're Paid*

*features*

*Awards*

*& Staying Connected*

*plus*

*A Surprise from Amazon  
to Assembly Techs!*



# Advice from a Team Lead

Chris has worked in the field for Apollo's Merch Install team for several years. He's worked about every retailer format from Dollar General to Target to Ace Hardware just to name a few.

Why has he stayed so long? He stays busy.

"My only down time is between Thanksgiving and Christmas. I'm on the road that much," says Chris.

Some field techs struggle with this. So, what is Chris doing differently that others haven't done? Well, he states he's made a name for himself by networking and staying open to all opportunities.

"I tell new hires the one key factor in getting work right away is to travel. If you're not willing to travel, you're not going to work. Just bite the bullet for the first six months and do it. Make a name for yourself. I was really fortunate because when I first started I teamed up with super experienced guys. They taught me so much. It's important to know you have to have a good relationship with your District Manager (DM). DM's don't have to assign you work if they don't want to. If you sit for a while and have connections, call other DMs or Project Managers directly. That's what I do. I also stay well connected with other Team Leads. We call it the Team Lead grapevine. It's good to manage those relationships well so you can stay busy."

How does Chris keep in touch with Team Leads when he is one himself?

"Sometimes I'll meet other team leads at my hotel, or when I randomly walk into a store. We can stay in touch online as well."

Apollo has been trying hard to utilize the talent they have with internal crossover. Someone who's in Merch Install may be able to work other jobs in Service and Assembly. Apollo recognizes that sometimes talent waits for their next gig, so why have them wait? Rob Gilbert is the Manager of Employee Sharing at Apollo in Tampa, so if you're new, you can always call HR or Recruiting directly to see if you can be connected with Rob.

"I think there's a running joke at Apollo that if you speak to anyone at HR, you're gonna get in trouble. So, I think people try to avoid contact."

This made me chuckle. I work with HR every day and I know they have the same goals as I do and that's to make the company successful. We all want that. I believe sometimes people don't give a "softer-start up" when they reach out to corporate for things. Which brings me to another topic Chris and I discussed which was Interpersonal skills in the workplace.

"Some people just don't have those soft skills. There's one team lead I know and he's not allowed to talk to clients, so the manager appoints a person under him to do that. It would really help if people could learn that, but sometimes I think it's just a personality thing," says Chris.

My suggestion is to fake it until you make it. Force a smile when you're dealing with clients and managers. It may seem fake to you, but it won't to them. Nodding, eye contact, good body language, smiling, and saying please and thank you will go a long way. Do you think anyone that first started in the military had good posture? They were forced into it. It became routine. It was learned. It's the same for interpersonal skills. If you don't have them, force it on yourself. Stand at attention. Say, "Yes, sir," and smile! Remember, just like Chris advises, it's all about hard work & managing relationships.

Article by: Heather Petrone



# CERTIFICATE OF EXCELLENCE

This certificate is presented to



**Lynn Wade**

## Customer Service Manager

In August of 2017, Lynn accepted the significant challenge of creating a Tampa based call center designed to replace our original operation in Dallas. Today, through long days, determination and a can do attitude she has independently, hired, trained and coached a very capable and positive team of 13 individuals. It's important to note that in the midst of building this group, we introduced a new, and high maintenance, relationship with Amazon which presented the need to develop unique workflows for the Call Center. Lynn's expertise and positive demeanor are a tremendous asset to the SAS division and the company overall. We feel very fortunate to have her as part of our team. - Shelly Daniels



**Candice Adams**

## Payroll Coordinator

Candice Adams is the ideal candidate for Employee Appreciation!  
She is passionate about payroll, performing the Payroll Coordinator function with enthusiasm, integrity and accuracy. As Payroll Manager, I am confident in her knowledge and willingness to go the extra mile every day. The managers and employees in her designated areas count on her expertise and are not disappointed! Thank you to Candice for her 9 years of service! - Peggy Cuppett

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland  
President



*C. Michael Sunderland*



# PAY DETAIL REPORT

In an effort to make it easier to understand your paycheck and travel pay we have recently activated the MARS Pay Detail Report. To access these reports

Login to the MARS Portal and click on Past Work History



Click on the box to the left of the "Payroll Report Date" button and choose the pay period you want to look at then click the "Payroll Report Date" button

Pay Detail For Check Date: **Payroll Report Date:** 01-19-2018

| Expense Reporting | WO# | Proj#    | Activity            | Payroll Report Date |
|-------------------|-----|----------|---------------------|---------------------|
| 16                | 0   | 986-0068 | ACE_10279_Colbert_C | 04-28-2017          |
| 17                | 0   | 986-0068 | ACE_10279_Colbert_C | 05-12-2017          |
| 18                | 0   | 986-0068 | ACE_10279_Colbert_C | 05-26-2017          |
| 19                | 0   | 986-0068 | ACE_10279_Colbert_C | 06-09-2017          |
| 65                | 0   | 986-0068 | ACE_10279_Colbert_C | 06-23-2017          |
| 66                | 0   | 986-0068 | ACE_10279_Colbert_C | 07-07-2017          |
| 67                | 0   | 986-0068 | ACE_10279_Colbert_C | 07-21-2017          |
| 68                | 0   | 986-0068 | ACE_10279_Colbert_C | 08-04-2017          |
|                   |     |          |                     | 08-18-2017          |
|                   |     |          |                     | 09-01-2017          |
|                   |     |          |                     | 09-15-2017          |
|                   |     |          |                     | 09-29-2017          |
|                   |     |          |                     | 10-13-2017          |
|                   |     |          |                     | 10-27-2017          |
|                   |     |          |                     | 11-09-2017          |
|                   |     |          |                     | 11-24-2017          |
|                   |     |          |                     | 12-08-2017          |
|                   |     |          |                     | 12-22-2017          |
|                   |     |          |                     | 01-05-2018          |
|                   |     |          |                     | 01-19-2018          |



Your Pay Detail report will generate on a new tab in the web browser and includes a DAILY breakdown of the following:

- Hourly Rate
- Daily Hours Worked
- Travel Rate
- Daily Travel Hours
- Per Diem
- Mileage Rate
- Daily Miles Reimbursed
- Weekly Overtime

| Date     | Shift# | Store Name | Store # | Address            | City             | St | Pay Type      | Item # | Description | Units | Qty    | Rate  | Hours | Gross Wages | Non Tax \$ |
|----------|--------|------------|---------|--------------------|------------------|----|---------------|--------|-------------|-------|--------|-------|-------|-------------|------------|
| 02-05-18 | 70251  | Home Depot | 1917    | 295 E ARMYTRAIL RD | GLENDALE HEIGHTS | IL | Hourly Rate   |        |             |       |        | 12.00 | 8.00  | 96.00       |            |
| 02-05-18 | 70251  |            |         |                    |                  |    | Travel Time   |        |             |       |        | 8.25  | 2.25  | 18.56       |            |
| 02-05-18 | 70251  |            |         |                    |                  |    | Per Diem      |        |             |       |        |       |       | 20.00       |            |
| 02-05-18 | 70251  |            |         |                    |                  |    | Mileage Reimb |        |             |       | 220.00 | 0.15  |       |             | 33.00      |
|          |        |            |         |                    |                  |    | Shift Total   |        |             |       |        |       | 10.25 | 134.56      | 33.00      |
|          |        |            |         |                    |                  |    | Daily Total   |        |             |       |        |       | 10.25 | 134.56      | 33.00      |

CAN I GET A  
WOOP!  
WOOP!

## APPLAUSE, PLEASE!

### **Kim Lucasti & Team**

*The Apollo group Lead Kim Lucasti were absolutely great. Kim and the entire Apollo Team here did an awesome job. They communicated extremely well and were really easy to work with. I can not say enough good things about them. - CVS*

### **Wayne Dehaan**

*"Amazing, Outstanding! Pleasure to have in my home," Assembly Customer*

### **Jalen Roberson**

*Today a young man by the name Jalen Roberson came to assemble our furniture and what a pleasant, outgoing, professional young man he was. He worked fastidiously and should be commended on his overall positive demeanor. This young man is an asset to the Apollo Assembly Company. I want to personally thank Jalen for a job well done today! - Assembly Customer*

### **Dominic Vasquez, Debra & Nancy Villanueva, Stella Vassaur, Eric Sivley, & Luis Hernandez**

*They all did an excellent job of completing the THH remodel located at Treasure Island on the Las Vegas strip. They had to deal with some obstacles such as offsite storage and unloading and transporting fixtures from the loading dock through back hallways to the store which is over 1/4 of a mile away. Through all of this they continued to keep the sales floor clean and shoppable and offered great customer service (the MCE scores were around 10% over the stores average for the 3 week reset). Thanks and keep up the great work! - CVS Vegas*





CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

**Andy Heim**

*"Did a great job with my assembly today! Thank you!" Assembly Customer*

**Chris Smith**

*"Excellent job, very professional, very happy! Keep up the great work" Assembly Customer*

**Craig St.Andre**

*"My installer was great. Thumbs up. 5 star review. Would recommend to anyone!" Assembly Customer*

**Darrell Davis**

*"Great job. Very neat. Very organized!" Assembly Customer*

**Dominic Vasquez, Kim Lucasti, & Team**

*"Perfect Score of 100 for CVS. This is a very big feat and worth bragging about!" Jeff Phillips*

**Eric Williams**

*"Very personable. Even texted before coming! 5 stars" Amazon Assembly Customer*

**Foster & Team**

*"Always positive. Always busy. No matter what tasks we give them, they get it done.  
Best team I have seen so far in my combined 18 years!" -- Floor & Decor*

**Shawn Cartensen**

*I just wanted to acknowledge that Shawn is an outstanding worker who gives 100%. He comes in early and jumps right in and completes all his tasks in a timely manner. Our Electrical Department looks great and he's one of the reasons why. Customers always comment on how clean the department looks and I can frankly agree. - Lowes*

**Sherry Gifford & Team**

*if all 3rd party vendors took the initiative that Sherry & team does to help flow projects without drama & hardships, I would sign up with Lowes for a few more years, the extra planning to detail with less distraction to both Apollo & Lowes is much appreciated. - Lowes*

# Amazon Assembly Tech Review Bonus



## When Customers Review You, You'll Get Paid!

Earn a \$50 dollar Amazon gift card when you get three 5-star reviews from customers on Amazon! It's our way of saying thank you for your hard work!

**Furniture**  
ASSEMBLY.com



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# JOKER'S CORNER

Q. What do you call a rabbit with fleas?

A. Bugs Bunny!





# STAY CONNECTED

FOLLOW US ONLINE



## Catch Us Online!

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<https://www.instagram.com/apolloars/?hl=en>

<https://www.linkedin.com/company/apollo-retail>

<http://furnitureassembly.com/>

<https://www.facebook.com/furnitureassemblydotcom/>

## Helpful Information

IT Support

Phone: (855) 558-8776

Email: [helpdesk@apolloretail.com](mailto:helpdesk@apolloretail.com)

Payroll Support

Phone: (888) 738-1873

Email: [payrollsupport@apolloretail.com](mailto:payrollsupport@apolloretail.com)

HR Support

Phone: (877) 215-1996

Email: [hr@apolloretail.com](mailto: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](mailto:hr@apolloretail.com)