

apollo oracle

Nov/Dec 2019

IN THIS EDITION

*Apollo Hero, Andy Caudle
Dog Days Are Not Over
Halloween Contest Winners
Apollo Does it Best at Do it Best
& Petsmart*

plus ...

*Apollo Kudos,
& More!*



Dog Days at Apollo!



**Our Tampa Office loved our
Bring Your Dog to Work event.**

**Check out Ashley Germann's cute
pup on the left and Brenda
McNabb's
little one on the right!**





CERTIFICATE OF EXCELLENCE

This certificate is presented to



Dale Wirges

Senior Team Lead

Dale manages his projects at a high level every time and has the ability to set a great precedence for our company with new customers. He is a valuable partner to our management team. Dale consistently helps to align with our budgets and drives up margin on anything he is involved in. He will continue to be an asset for Apollo for years to come.



Matt Rospenda

IT

Matt is an integral part of, not only the IT department, but the whole of Apollo. Matt always has a smile on his face, and takes the time to check in with everyone after they've had an IT issue. Matt invests the time to make sure each person feels like they are a priority and taken care of. Matt is caring, genuine and kind, and those qualities are displayed in his work. Thank you for your hard work and dedication Matt, keep up the good work!- Clair Erb, Dir. of Analytics and Tech Support

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!

Bill Schweers & Crew

Even though the project started with some technical & staffing issues, you all pulled together to make this conversion come off as a big success! The number of products that were converted at each store was high, and the member is very pleased. I've never worked with a more professional & dedicated conversion team, so all I can say is "thank you".-- DO IT BEST

Andy Caudle (a true hero!)

"I am very grateful that my assembly technician realized I was in medical distress and called 911 as I was in the ICU for three days." -- OD Customer "Andy was in the right place at the right time and acted heroically"
- Erik Scheiber.

Berry Schmidt

"Barry was kind, very professional, and expert builder, neat and tidy, and had excellent customer service skills- Assembly Customer, Delores.

Ty Pomaville

"Ty was very professional and personable. He picked up on my comment that I already have storage for my CDS and changed the shelving around to accommodate my DVDs instead. I wish him well!"

Kevin Walsh & Crew

"Kevin, the after pictures look better than the before. The team did a GREAT job with giving the store a better after project product than they had pre project. Please let the reps know we are loving this work and looking forward to seeing more of it." - Dollar General

Chad Roy-Johnson

Our display looks amazing as usual! Chad ALWAYS does a phenomenal job. Always courteous and professional!- Office Depot

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Tim Bemis

The tech was fabulous and so fast- he knew what he was doing! He was clean about his workspace and even asked me for a vacuum so he could clean up any mess!- Assembly Customer

JD, Sherry, and Kissimee Crew (Masonry Bay)

"Appreciate the great work by your team last night. Just want to let you know that 1652 SM Curtis and I want to recognize them for the great work they did and how much it appreciated by Lowes & ITW.

I was at the store 5:30 to 9:30 to assist Sarah & Josephine get the reset started and secured the beams. I believe I just missed you 2 workers driving down from SC. Please past this on to all 4 of them that, their hard work, is being recognized and applauded! GREAT JOB Apollo!"- ITW Construction

Thank you for all of your help and support with getting this done. The Apollo crew that performed the changes did an amazing job and deserve some recognition. Once again THANK YOU!!!- LOWES

Donald Schaak

"Donald did an awesome job with the assembly this morning. He says he was very pleasant, sociable and a very good worker. He even went as far as wanting to offer tech a tip for his great service. Just wanted to pass the message."- Jose Mercado

Mike Peninger & Crew

This team did an excellent job on this project for me. I really appreciate you sending them in to execute this set. Whenever possible, please staff them for my projects. Mike has cross trained his team so multiple team members can execute built in appliances. Its awesome to see this as it frees up his time to lead the project. The team kept store exceptionally clean and organized throughout the project. They caution taped off the work space and removed all trash each morning to the outside of the building. They demoed so fast, the open tops couldn't keep up. I was able to sign them out this morning.

I rated them in our scorecard tool and couldn't have given them a higher score. I let the team know how much I appreciated their exceptional work, but wanted you to know as their leaders how awesome it was to work with them. Thanks so much!-- LOWES

14 TIPS for Good Email Etiquette



- Include a clear, direct subject line.

Example of a good subject line - "Meeting date changed,"

- Think twice before hitting 'reply all.'

Ask yourself if all the recipients need the information in your message. If they don't, why send it?

- When adding someone new to an email thread.

If you want to add someone to a chain, loop them in and add a note in the email letting everyone else in the conversation know that you've done so.

- Be cautious with humor.

Humor can easily get lost in translation without the right tone or facial expressions.

- Don't "e-mail angry."

A major no-no.

- Know that people from different cultures speak and write differently.

- Reply to your emails--even if the email wasn't intended for you.

- Add the email address last.

"You don't want to send an email accidentally before you have finished writing and proofing the message.

- Keep tabs on your tone.

- Nothing is confidential--so write accordingly.

- Refrain from sending one-liners.

- Your subject line must match the message.

Never open an old e-mail, hit Reply, and send a message that has nothing to do with the previous one.

- Pick up the phone if it's complicated then summarize call in an email.

- Keep it short and get to the point.

The long e-mail is a thing of the past. Write concisely, with lots of white space, so as to not overwhelm the recipient.

Conference Call Etiquette



- Call in to the conference line a couple minutes early.

Try to avoid being late, especially if you know you will have to contribute to the discussion. No one wants to be the reason why the conference call discussion is held up, because they are waiting for you to arrive.

- Mute your phone when you are not speaking.

To help avoid distracting sounds, conversations, or noises that are not applicable to the conference call, the mute button can be your friend. Muting your phone will help you avoid embarrassing sighs, munching noises from eating your lunch, or other background noise.

- State your name before speaking.

Since the conference call attendees are not all in the same room, it is important for others on the line to know who is speaking so that they can better understand the context of your comments. In some cases you may also want to state your role, company, or location after your name; this is most relevant when your conference call includes people from other groups or organizations that have never met you face-to-face.

- Be prepared to discuss the topic at hand.

Like with all meetings, you should do a little prep work or jot down topics or questions that you would like to bring up on the conference call. After all, you want the meeting to be productive and not spawn other meetings because of lack of preparation.

- Keep background noise to a minimum.

When you take your phone off mute to speak or to get ready to chime in, make sure that you are not distracting the other callers. This noise may be generated from standing outside in the wind, typing on your computer, kids running around, pets barking, side conversations with people in the office just to name a few. It is best to find a quiet location for the meeting.

- Pay attention!

When you call in to a conference call there are a million distractions in front of you: emails in your inbox, coworkers asking questions, work piling up on your desk, office chat programs, etc. If someone asks you a question on a call and you don't realize they are talking to you until the end of their question, it will be obvious that you weren't paying attention. Don't be the one who always has to ask the person to repeat their question, because **SOMEBODY** wasn't paying attention.

- Maintain a good cell phone reception.

A bad cell phone connection could cause static or make your voice break up when you speak, making your input to the conference call hard to understand. Sometimes it can even lead to a dropped call, in which you have to call back into the meeting.

- Follow an agenda.

An agenda should be provided before the conference call. Be sure to stay on topic (we will hold the leader of the call responsible for keeping everyone on track). If additional items need to be discussed that are unrelated to the reason of the conference call or items need to be discussed in greater detail than the time allots, take the conversation offline. You can call the individuals in which you need a further discussion with following the conference call.

Pics from our Headquarters



Pics from the Field



Apollo's Petsmart Crew with AJIS!



From Left:
AJIS Interns
with Senior
Team
Lead Eric
Moreno



A Congrats is in Order for these recent promotions:

New Position - Employee Name

- Virginia Carrillo, District Coordinator
- Matthew Luker, District Coordinator
- Kathy Gault, District Manager
- Becky Spencer, District Manager

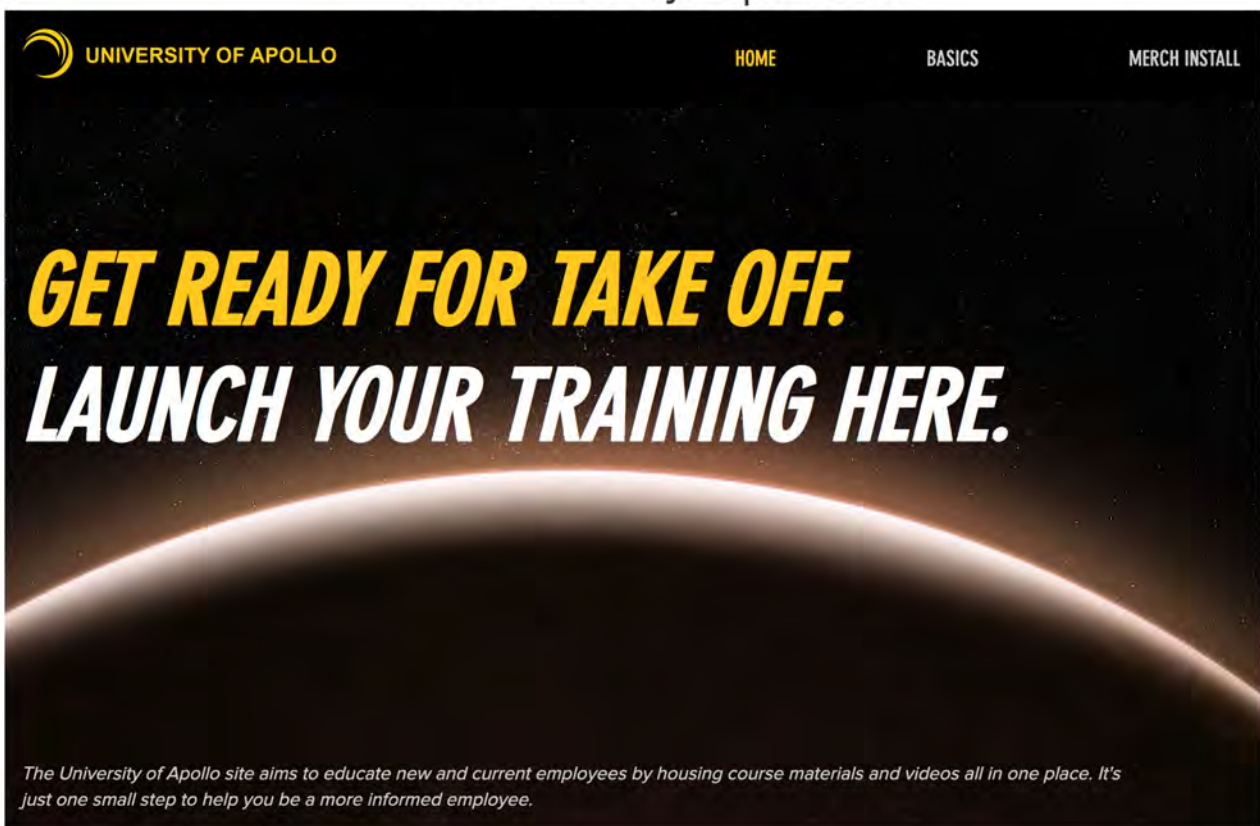
And shout out to our recent hires!

- Ashley Samples, District Coordinator
- Dawn Parris, District Coordinator
- Claudia Campbell, District Coordinator
- Tammara Arredondo, District Manager

Did you know?

Our Employee Training website has a Management portal? If you're a PM, DM, DC, or above, please make sure you get the password from Marketing to access this section. Go to the website, click on MORE, then MANAGEMENT. Enter the password and save in your keychain. Bookmark the page!

www.universityofapollo.com



UNIVERSITY OF APOLLO HOME BASICS MERCH INSTALL

GET READY FOR TAKE OFF. LAUNCH YOUR TRAINING HERE.

The University of Apollo site aims to educate new and current employees by housing course materials and videos all in one place. It's just one small step to help you be a more informed employee.



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New to Apollo? Click here to learn all the basics and watch the welcome video.

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TRAIN NOW

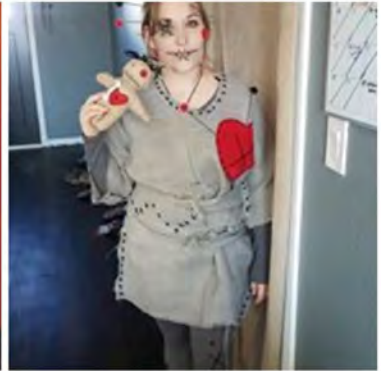
Did you know?

Our Director of Sourcing has twin grandchildren?



Gail Olsen's GrandTwins!

HALLOWEEN PHOTOS



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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