

May/June Issue 2018

# apollo oracle

## *IN THIS EDITION*

*Ryan Nece Foundation Luncheon*

*AJIS Visits from Japan*

*Kudos and more!*



# Did you know?

## YOUR HEALTH IS OUR PRIORITY.

That's why Apollo has developed new committees to benefit your environment.

Our new health committee, WE CARE, will be meeting regularly throughout the year and we want your feedback and participation!

For those of you who filled out our recent survey – THANK YOU!

We are looking forward to having the best work culture in the industry, more health, fitness, and energy is a win/win proposition! Thank you in advance for your participation and achievement! Reasonable accommodations and alternatives available.

If you have any questions, please contact: [wellness@apolloretail.com](mailto:wellness@apolloretail.com)



### WHAT'S IN STORE SO FAR?

1. **We're giving away \$500 in raffle prizes!** Have you visited your primary care doctor or had a women's well visit? Book one before September 30, 2018, and you could win a prize from our October drawing! If you are a CIGNA member, no proof needed. If not, please submit a note from your doctor.
2. **Health Assessment (FOR CIGNA MEMBERS ONLY)** – Go online or right from your phone to [mycigna.com](http://mycigna.com). Register if you have not already and then click the 'health' tab at the top and then take the health assessment to be entered into \$250 in raffle prizes! **Complete June 1 – June 30<sup>th</sup>!!!**
3. **Wellness premium vs Non-Wellness premium in 2019 (FOR CIGNA MEMBERS ONLY)** - you will receive a 10% discount (insurance premium) if you had your well visit between **July 1, 2017, all the way up to September 30, 2018**. More reminders will come out, but remember to have your well visit by **September 30<sup>th</sup>**. It is free to you, make sure your doctor codes it as a preventive so it shows on the report.
4. **App Challenge!** We will introduce an app where you can earn points learning about 15 different health topics. We will raffle prizes for participation and for being in the top 10! More to come!
5. **WALKER-TRAKER** - In September and October we will have a step challenge. Please look out for more details as Fall approaches. We will raffle prizes for those with the most steps!!
6. **Health Tip Thursdays** – starting in June watch for health tips emailed each Thursday.



We want you to know, WE CARE! Be sure to check out our emails and articles in the Oracle!



# CERTIFICATE OF EXCELLENCE

This certificate is presented to



**Dominic Vasquez**  
Merchandiser

Dominic has been an extremely strong and focused CVS Account Senior Crew Coordinator since 2016 and has been setting the highest standards of CVS Project execution and has been highly regarded by CVS Leadership. Dominic has been very successful in Training new Senior Crew Coordinators and his help has been greatly appreciated.



**Kim Lucasti**  
Merchandiser

Kim has risen to the top of CVS SRCC's and has done an outstanding job representing Apollo and CVS. Kim has also played a very key/integral role in training new SRCC's, which has helped make a real difference for Apollo overall. Kim is very passionate about how a CVS Store should run and has worked with her crew to achieve outstanding results, representing Apollo proudly.

--- Jeff Phillips, Sr. Manager Client Services

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland  
President



# Assembly Tech Q & A

by Heather Petrone

Heather -- Tell me about how you started as an assembly tech and why you like the work and what you don't like.

Glenn -- "Well, I've been with the company since 2002. I guess the main reason I do this is I get a lot of freedom. I can take a lunch when I want, I don't have a boss, I'm not stuck behind a desk all day, I meet new people, I'm always at a different place-homes, business, apartments, schools, facilities. One thing that can be a drag is a one-off assembly I'll drive 30-40 miles. I put 20-25,000 miles on my car on average so I do a lot of driving but you do get mileage. Sometimes I work all day close together and other days I drive all over. I've been doing it so long, the works actually pretty easy. The worst for me is the driving when it's a small little job but it all averages out. Sometimes the work is pretty slow like today I have one job but other days I'm like how am I going to finish? As long as you get along with people and you clean up your mess and are polite to people it's fine."

Heather -- What about getting paid by the unit? How long did it take you to make decent money?

Glenn-- "Well, you do build up speed the longer you do it. I started in 1990 assembling with a company and the hardest thing was bikes. For Apollo we mostly do furniture. There's so many different types of furniture but once you do a certain piece two or three times you learn shortcuts and tricks. It will take a few weeks to get used to it and build up speed. I used to go through the directions and separate everything, now I have so much experience I just separate as I pull out and I don't use instructions. People in home like seeing me work because I do go fast. Like I said, I've always been mechanically inclined."

Heather --What are some other things you like about the work?

Glen--"Some of the good stuff is I can make 30-70 bucks an hour at a job depending on what it is. I prefer if I'm in one place working on a lot than driving all around. In those situations, it's when there's a lot of stuff to assemble. Usually a new business that needs to get up and running with multiples chairs, desks, etc. The very first Amazon one I did they had like 5 or 6 pieces of furniture, but a

lot of them are also one-offs. It just depends."

Heather -- Let's talk about Amazon. Is it a lot of extra work you think? I know you have to use an app to complete the job.

Glenn -- Amazon isn't really much extra work but you do have to use your app, you have to take a picture of the furniture if something is damaged or upload a photo of the damaged unit and call to notify the company. There's a little more work there but it's not really that much. You have the customer sign your phone when you're done. It was very simple for me you just start your time in the app and complete it out. The only issue would be If there's no internet service or data is slow you have to finish the job through a manual form.

I heard you just won a \$50 Amazon Gift card too because of your 5-star reviews on the site. That's a nice little perk as well.

Glenn—"Yeah, that was great. I really appreciate that."

Heather- Sweet, keep up the great work!

## AMAZON ASSEMBLY



### Amazon Assembly

Did you know we're still hiring for Amazon techs? If you have a friend who's interested, contact HR and let us know. If they stay after 90 days you'll get a referral fee!



### Bike Assembly

Did you know bike assemblers get paid more? It takes more training. The average hourly rate for a bike tech is 15-25 an hour!

# Did you know?

## We Rock at Assembly for Amazon?



### FurnitureAssembly Reviews

★★★★★ By Tracy Hamm on May 17, 2018

**Table Tennis Table Assembly** [Verified Purchase](#)

Good job

★★★★★ By BKlinger on May 16, 2018

**Table Tennis Table Assembly** [Verified Purchase](#)

great job!

★★★★★ By Christopher Cole on May 16, 2018

**Grill Assembly - 2 or 3 burners** [Verified Purchase](#)

Very prompt and professional. Friendly as well. Would recommend to others.

★★★★★ By Fatih Kaplan on May 15, 2018

**Grill Assembly - 2 or 3 burners** [Verified Purchase](#)

Russel was an excellent professional and a gentleman! He texted me an hour before he arrived, and arrived right on time. He was such a pro; very detail-oriented, clean and a good communicator. Couldn't ask for more. I'd highly recommend.

★★★★★ By Amazon Customer on May 15, 2018

**Dining Set Assembly - 5 pieces** [Verified Purchase](#)

Efficient and thorough. Technician did an excellent job of assembling our game table and chairs. Only negative is that they are not allowed to haul off the boxes and cartons from the product delivery when they are done. We now have a truck load of cardboard and styrofoam to get rid of.

★★★★★ By NJL on May 14, 2018

**Furniture Assembly - 2 hours** [Verified Purchase](#)

Fast and good work

★★★★★ By tiny on May 12, 2018

**Bed Assembly - Platform or Sleigh Bed** [Verified Purchase](#)

I bought this bed for a friend along with the furniture assembly. She was extremely pleased with the bed and the technician's professionalism.

★★★★★ By Whitney Mohrhauser on May 12, 2018

**Desk Assembly - Standard** [Verified Purchase](#)

My desk assembled quicklu

★★★★★ By Mark on May 12, 2018

**Bed Assembly - Platform or Sleigh Bed** [Verified Purchase](#)

This service was performed for my son who told me the technician, India, was very professional, very helpful and very easy to talk to. I thank her for taking such good care of my son.

★★★★★ By Amazon Customer on May 11, 2018

**Elliptical Assembly** [Verified Purchase](#)

He was on time & did a good job!

FurnitureAssembly

[View Profile](#)



4.9 stars over the past 12 months (143 reviews)

95% positive

CAN I GET A  
WOOP!  
WOOP!

## APPLAUSE, PLEASE!

### **Matt Munoz**

*Ace # 14869 - Very good job done, people very professional. Looks very good, thanks. - Gerry - Store manager*  
*Ace # 15285 - Apollo's reset team led by Matthew EXCEEDED our expectations. They "knocked it out of the park" with this plumbing reset. We hope they do all of our resets in the future. BEST STORE EVER!! - Keith - Store manager*

### **Michelle Singleton**

*Ace # 15397 - Great Job! Very knowledgeable and professional team. We would like to request same reset team for all future resets. - Ron - Store manager*  
*Ace # 14078 - Set crew was great! Very knowledgeable and helpful. Love to work with them again in the future. - Susan - Store manager*  
*Ace # 16307 - Please have Michelle and her team return for any future resets. They were AMAZING! - Michelle, Mngr.*  
*Ace # 11455 - MICHELLE, DEXTER AND JOSH ROCK!!! - Morley - Store manager*  
*Ace # 14340 - Worked very well and quickly. Great job cleaning up areas. Dexter did a great job. - Rusty - Store*  
*Ace # 6457 - This crew is on point, know their product and the flow, which is rare. Great communication and attitude. Would have them back for all my resets - Judy - Store manager*

### **Susan Ashley**

*Ace # 16293 - This crew was extremely helpful and accommodating! - Store manager*  
*Ace # 11518 - The team did a great job. Very professional and organized. Also explained everything they did completely. - Glen - Store manager*  
*Ace # 15198 - \*\*Amazing Job!!!\* - Store manager*  
*Ace # 15670 - These guys are awesome! - Anneke - Store manager*

### **Rebecca Spencer & Team**

*They did great work for us over our four week new store setup. They all worked very hard under the typical situation....get it up as fast and clean and accurate as possible so I can start doing business. She was great at follow up and knew when to bring up a situation vs. just figuring it out on her own without my complete direction and execution. Our last two stores builds, I've been fortunate to have worked with and met people/teams I would contract with again when we do a new store again. Becky is on that list.*

### **India Rush**

*I just wanted to express how pleased I was with your service. India arrived a few minutes early and she did a wonderful job with our tv stand. She was not only knowledgeable, but also very personable. -- Customer, Diane.*

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Valerie Holden**

*"I feel compelled to write about Valerie. The stores she is assigned to have never looked better. She gets her assigned tasks completed, helps customers and is always available for anything else that is requested. She comes to work every day with a positive can do approach and maintains that posture for her entire shift. I regularly get unsolicited compliments about the quality of her work. She needs to be commended for her commitment to providing exceptional service always." \_ Store Manager, Reed.*

### **Vergene Small**

*Ace # 15261 - This reset crew did an awesome job! - Henry - Store manager*

### **Michael Kosmider**

*Ace # 10882 - I would recommend this crew to any store. They did an excellent job in our space restructures. - Ron - Store manager*

### **Darron Dandridge**

*The technician was very professional and polite, he was in and out in 30 minutes. - Amazon Customer*

### **Rajendra Gowen**

*Raj contacted me the day before, confirming the time and what needed to be done, arrived right on time and knocked it out of the park! He showed me how to use the grill and was done faster than the estimated 3-hour assembly time. - Amazon Customer*

### **Ricardo Lopez**

*Ricardo was awesome! Timely and thorough. He did a great job! Thank You! Will use the service again! - Amazon Customer*

### **Robert Bradley**

*Very professional, pleasant and courteous! -- Amazon Customer*

### **Scott Sturm**

*Scott was efficient and cordial. very pleased! -- Amazon Customer*



## FRIENDS FROM JAPAN



From Left: Kaz, Barry Wade, Victoria Bell, Christine Davis, Tosh. Bottom Row from Left: Aisha Martinez, Ashley German.

**Our Corporate Office** had the pleasure of hosting two guests from Japan's AJIS, Tosh and Kaz. You may have remembered in one of our previous Oracle's that Apollo had visited AJIS in Japan last year. AJIS is a retail solutions company in the East just like our very own. AJIS execs are very interested in learning how American retail companies work, so they sent Tosh and Kaz to shadow all of our departments at Apollo. The two guys are very hard workers and so very kind. After meeting with their trainers, Tosh and Kaz would follow up with thank you gifts. Gift giving in Japan is deeply rooted in tradition with gifts given not only for social occasions, but also for social obligations - gifts given when indebted to others, both family and business. The emphasis is on the act of giving rather than the gift itself. It's more about the presentation and thoughtfulness in which the gift is presented.

Here are some helpful insights into Japanese Business Gift Giving:

- Gift giving in Japan is a central part of Japanese business etiquette.
- Bring a range of gifts for your trip so if you are presented with a gift you will be able to reciprocate.
- There's an expectation a gift will be offered at the first meeting, and gifts will continue to be part of your business dealings. Come prepared to that first meeting with a beautifully wrapped, quality gift that's not extravagant.
- If you're bringing a gift from your home country, make sure it's not 'made in Japan'.
- Don't select items with your company logo. It may be seen as a promotional item and be viewed as cheap. Local food specialties from your region are appreciated.
- The emphasis in Japanese business culture is on the ritual of gift-giving, rather than the gift itself. For this reason, you may receive a gift that seems too modest, or conversely, extravagant.
- Expensive gifts are common. An expensive gift will not be perceived as a bribe.
- It is customary to comment that the gift you are presenting, even if it is extravagant, is "tsumaranai mon" ["an uninteresting or dull thing"]. This statement is meant to convey, "Our relationship is more important than this trivial item."
- A gift for an individual should be given in private.
- If you are presenting a gift to a group of people, have them all present.
- The correct Japanese etiquette is to present and receive gifts with both hands.
- Before accepting a gift it is polite to refuse at least once or twice before accepting.



# Eating Healthy on the Road

by Heather Petrone

If you've ever done a road trip across the country, I'm sure you've noticed the lack of healthy food items available. Over and over again like a sad broken record you'll find IHop, McDonalds, Burger King, Cracker Barrel, and Waffle House. Although these places may sound tasty, they're doing nothing to sustain your body, and that's especially critical if you work in a labor position. You'll need vitamins and minerals to sustain those physical activities you do on a daily basis. Minerals also satisfy your body, so the more you have the less you'll need to eat. Have you ever had Chinese food, felt stuffed, and ate a gang more just 15 mins later because you were hungry again? Case in point. Rice breaks down to sugar. Chicken with orange sauce (sugar) isn't enough to satisfy you. I literally have eaten a bowl of roasted brussel sprouts and felt fuller for longer because of the vitamins, minerals, and fiber I received from the brussels.

So how do you eat healthy on the road when there are minimal options? My suggestion, head to the grocery! When you hit the grocery store, 1.) you'll save yourself money versus eating out and 2.) you'll find more options for fresh and most importantly organic vegetables. Vegetables are the key word here. We all need to eat more of them!

Remember when you're mom tried to force feed you? She was doing it for a reason. She knew you needed fiber and minerals way back then to help you grow. Just because you're grown now it doesn't excuse you. Eating more vegetables is better for your gut and if you haven't heard it yet, newsflash, poor gut health can lead to numerous autoimmune diseases. Google it. In addition, if you can, and I know it costs more but your health is worth it, buy ORGANIC. There's a reason why 9 year old Daniel Bissnette led and marched against Monsanto – because they genetically modify our foods and use harsh chemical fertilizers and both are linked to cancer. That's exactly why Europe has banned it – they all know how terrible it is and the government pays for their health care. To prevent your health from challenges, you should ban it, too. Look for foods that say "organic" and "non-gmo". Words like "all natural" or packaging that uses healthy looking pictures and green leaves means nothing really. Unless it says certified organic and non-gmo you're safe. Anything else, is just a trick. Look for organic

salad kits in the refrigerated vegetable section of your local grocery store. In the deli or sandwich meat section, look for grass-fed beef brisket or roast beef (Sun Valley is a great one) or organic, humanely raised turkey or chicken (Applegate Farms is a great choice as well). Pick up organic veggies you can easily prepare in your hotel room too. Sweet potatoes are an awesome and filling side dish. Once nuked, you can drizzle olive oil and sea salt and pepper over it. Sweet potatoes are loaded with vitamins (particularly A) and other minerals. Olive oil is full of good fats that are essential for proper brain function. There are also other quick meals where you can load on the veggies such as microwaved nachos. Pick up organic nacho chips and place on a plate. Load with organic diced chicken sausage or diced chicken deli meat, banana peppers or beans, olives, and organic cheese. Get creative. Zap in microwave for a minute and top with shredded lettuce, fresh diced tomatoes, avocado, and eat with salsa. You can also do this without the nachos and throw on lettuce for a low carb version. Need a good healthy breakfast? Did you know you can nuke an egg in the microwave? I like to scramble an egg in a buttered mug so it doesn't stick. 30-40 seconds is all you'll need for a fast meal. You can easily make a breakfast sandwich out of it. Make sure you're buying cage-free, humanely-raised. Happier and healthier chickens lay healthier and tastier eggs! Do a comparison and buy cheap factory eggs and the good stuff. You'll notice the yolk is so much brighter and richer in color than a factory-farmed egg.

Now I know a lot of you will say, "But Heather, organic foods are more expensive." Yes, they are. I'm not religious about buying organic foods but I do try to make that choice when I can. I only buy pasture-raised eggs for instance and I only buy organic salads and potatoes. Veggies with tough outer shells such as avocado, pineapple, grapefruit, and even some veggies with little to know protection are shown to have little pesticide residue like onions. [Click here](#) to read more about foods that don't need to be organic. I like to think of buying organic and humanely raised as an investment – an investment into my body. We only have one. Why not feed it the good stuff?

## QUICK HEALTHIER CHOICES



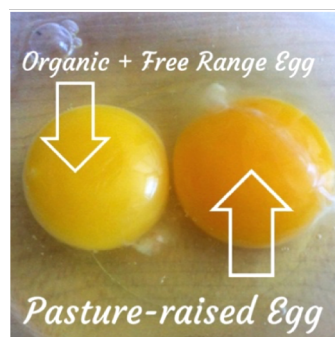
### Organic Foods

Did you know genetically modified foods (GMO) and harsh chemical pesticides have been linked to cancer, as well as, sugar and animal products? Carbs break down to sugar which gives you a high and then a crash. Eat more veggies and gain more vitality.



### Microwaved Nachos

Buy canned banana peppers, olives, and black beans and make a quick meal full in fiber. Just load up some organic nacho chips with your favorite toppings!



### Organic Vs Commercial

Did you know pasture-raised eggs are way healthier than commercial or factory-farm eggs. Healthy happier chickens lay eggs that are richer in vitamins and minerals.



The vision of the Ryan Nece Foundation is to emPOWER teens to become leaders and impact giving in their communities. The foundation's mission is to create opportunities for teens to embrace the Power of Giving through volunteerism and inspirational leadership programs.

Apollo is a proud supporter of RNF and brought some fellow employees along to the annual luncheon featuring guest speaker Lauren Dungy.

Lauren Dungy is an early childhood educational specialist, best-selling author, and frequently sought-after speaker. She is vice president of the Dungy Family Foundation, which is committed to strengthening families and helping individuals acquire the life skills needed for success. Lauren has a great passion and love for children. She works closely with several adoption agencies and women's shelters in the Tampa area. She is heavily involved in her church. Lauren and her husband, Tony, have been married for 31 years. They are the parents of ten children most of which they adopted.

#### ABOUT RNF:

To former NFL linebacker Ryan Nece, giving has always been a part of his daily life. Since he was a child, his family instilled in him the importance of thinking of others and giving what you can when you can in order to have a positive impact on those around you.

Upon joining the Tampa Bay Buccaneers in 2002, Ryan participated in many community events and supported various charitable organizations on behalf of the team. Eventually, he formed the Ryan Nece Foundation in September 2006 as a way to formalize his own charitable contributions to the community.

Through the years, the foundation operated several different programs ranging from the Best Moms in the Bay Breakfast to backpack giveaways and a scholarship program for high school students based on their community service work. In 2012, the foundation refined its mission, vision, and focus to hone in on its goal of helping to shape and mentor the next generation of servant leaders through the Student Service Program. Currently, the Ryan Nece Foundation operates these programs annually:

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## 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)