

# apollo oracle

Jan/Feb 2019

**IN THIS EDITION**  
*Frank & Elizabeth Wed  
Apollo Applauds  
So Fresh & So Clean  
& More!*

*features*

**Awards  
& Staying Connected**

*plus*

*DM, Dustin Hall Plays Ball*



# so fresh and so clean



You are the first visual of who we are as a company, so you need to look your best - the best version of you! Your appearance needs to be great. So before you leave for work, look at yourself in the mirror and ask yourself, "Is this the best version of me?"

No cut offs, no flip flops, no wrinkled shirts, no baggy pants - neat, clean, and wrinkle-free. Have a beard? That's cool. Just make sure it's not out of control. Bust out the beard oil and scissors for a nice clean look. Just make sure you've properly groomed your face. Hair should be neat, clean, trimmed. No oily hair. No stringy hair. If you're hair is long and thin, consider pulling it back into a pony tail for work hours and let it loose in your personal time.

Respect the people you work with as you would when you would go to a wedding or a funeral. Keep your nails and hands clean. as well.

1. Wear clothes that are somewhat fitted- no baggy pants falling off your butt.
2. Always be neat and clean including your teeth, fingernails, face, hair and even your shoes.
3. Come to the workplace wrinkle-free! Irons go a long way. Or steam in your clothes in the bathroom!
4. Avoid eating candies, smoking cigarettes and chewing gum when you are inside your workplace.
5. As much as possible get rid of tattoos and body piercings for these will just make you look less professional.
6. Wear light perfume and cologne and minimize the use of excessive jewelry. Moderation is key.





## CERTIFICATE OF EXCELLENCE

This certificate is presented to



**Crystal Rhodes**

District Coordinator

Thank you Crystal for jumping out on the road with an at home retailer and 100% Group! We can always count on you to be a team player. We appreciate everything you do for us!



**Becky Spencer**

District Coordinator

We appreciate Becky for visiting with clients at the VA Ace locations last month. She is a fantastic representation of our operations team. We also are so grateful she jumped on a flight in early October to help out with 100% group in the Northeast. Thank you so much!

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland  
President



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

A man and a woman are shown in profile, facing each other and smiling. The man is on the left, wearing a white short-sleeved button-down shirt and dark pants. The woman is on the right, wearing a white lace wedding dress. They are standing outdoors with a blurred background of green foliage. The text "They're saying, 'I do!'" is written in a white, cursive font across the top of the image.

*They're saying, "I do!"*

Senior Team Lead, Frank Lujano, is marrying Elizabeth Torres right after Valentine's Day on February 16th! Elizabeth worked for Apollo for several years around school requirements until she received her nursing degree. Frank started with Apollo several years ago through the MMI acquisition. We wish you two love birds the best of luck.

And, remember the ole saying Frank, "Happy wife, happy life!"

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Frank Lujano**

*The team performed better than any other team I have worked with this year on the Williamsburg Projects, their attention to detail was fantastic. Usually when I walk sets and put my final punch list together there are a lot of the little things on that list, my final punch for this project was much smaller than normal which was a testament to their focus. Please acknowledge Frank and the team for a job well done"--Lowe's Manager*

### **Daniel Jones**

*I would like to let you know how much we appreciate Daniel in our stores. He is courteous, meticulous, friendly, keeps busy, goes above & beyond his scope of work, & has an outstanding work ethic. I know many PSA managers that have asked him to join the team. I have told him as long as he stays with Apollo or switches gears and works for Lowe's that it is a win-win for us either way. It is a pleasure working with him and would love it if you gave him a big KUDOS from us.-- Lowe's*

### **Victor Tenn**

*Victor was awesome, completed the job perfectly and communicated. Will definitely use again!-- Customer*

### **Eve Gavin**

*Eve was proficient and made sure all the features worked properly. She even gave suggestions on how to safely get on and off the bike after noticing my weakness. Her patience and helpfulness is commendable!-- Customer*

### **Susan Ashley & Ed Morris**

*Extremely pleased! They are efficient, professional, and knowledgeable. They did a fantastic job. Best reset team I've worked with! -- Ace*

### **Nathan Babey**

*Amazing experience with Apollo and our tech Nathan Babey. He was very professional, courteous, and skilled. Happy at the fact that he called her when he was on his way even though it was not requested.-- Customer*

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

**Michael Yearout**

*He was the nicest gentleman and took time explaining how to use our Schwinn and we just love it!-- Customer*

**Jalene Bermudez**

*I wanted to let you know that Shawn, from Appllo, who put the chairs together did an amazing job. He was efficient, on-time and is a work-horse. I really liked him.-- SAS Customer*

**Rich Lalla & TJX Service & Assembly Team**

*Just wanted to drop you a line to let you know what an outstanding job your organization did for TJX Corporation during the 2nd half last year. We ran an extremely successful kid's bike event around labor Day and had a tremendous Christmas push. Thanks for all that your organization does. Rich was and is an outstanding partner! \_\_TJX*

**Matt Munoz**

*Matthew is doing an excellent job. Our other team members have been very complimentary of Matthew's work ethic and his product knowledge. He is doing an awesome job on this project. He had no issue learning the new equipment/software and certainly knows when to ask questions. Actually one of our existing consultants has been going to Matthew for direction on our new software as Matthew picked up on the new software quickly.---Do It Best*

**Robert Watson**

*I want to recognize and applaud Robert Watson. More often than not, I am always hitting him up at the last minute for technical issues or asking for help and he always steps away from what he is doing to help. He always does it with great energy and willingness and gets things fixed. Thanks Rob for all your support and patience, especially with me LOL.-- Peter Mardon*

**John Foster**

*He was professional, efficient, and did an excellent job.-- Customer*

# Did you know?

Apollo's John Gillis was requested by retailer, Smart Food Service, to help transition a project manager into his new role. They were asked to attend two store openings- Carson City, NV and Tumwater, WA. The team had no time off between the two openings.

According to John, the Carson City store was an absolute nightmare as far as construction goes -being behind and having to work around all the contractors at least 10-12 skylifts in the store at all times. Late loads, short on fixtures , you name it. Every challenge in the book was thrown their way! They had a team of 13 associates and he cannot describe what an absolute team effort they put in and always put in for this client. "This team is comprised of all-stars," Gillis said. "The store had no front doors, water, heat no restrooms available until the night before the Grand opening. We were dealing with 12-18 degree temps and snowing on and off. They all put their heads down and worked OT when needed, remained flexible and kept a positive attitude throughout the project. I don't think anyone thought that we can make it happen for the grand opening date."

"As I attended the Grand Opening, Our team was the talk of this retailer and their corporate officers, from VP to CEO, buying and Project Managers. They all went out of their way to thank us and were amazed at what we were able to accomplish. They wanted me to make sure that I passed along their compliments to our team because this retailer really appreciates what we do for them," John stated.

For the most part, John said this crew has been the same team over three years and they've created a trust level from the retailer that he hasn't seen in his 37 years in the business.

Steve from Smart Food Service even chimed in, "This group has managed through so many challenges over the years, including the recent opening in Carson City, Nevada. This project threw obstacles at every turn from no heat in the building, contractor work being done while they are trying to merchandise, and product shipments being delayed. All these obstacles put them under great stress to meet our timeline. As demonstrated in past projects, and true to form, the Apollo team adapted and delivered in spectacular fashion. They got us to Grand Opening on time, despite all the hurdles that they faced in the process.

John's team at Apollo have been terrific partners over the past 4 years. A team that has become well respected and trusted within our organization. Much of this confidence stemming from a string of successful projects. However, I will also note that the Apollo team demonstrates the values that our organization espouses in Dedication, Loyalty, Integrity, Service, & Teamwork. This alignment of our values along with their actions has created a valuable partnership."

## We Proudly Recognize:

Greg Reyes  
Stella Guzman  
Judy Lane  
David Rosales  
Matthew Wagner  
Craig Smith  
Ed Rosales

Brandon Magee  
Thomas Magee  
Cynthia Jaramilla  
Patricia Gaytan  
Ben Gorman  
Christopher Guzman  
Paul Olson  
Ramon Cortes



# Did you know?

DM Dustin Hall is a minor league football player?



Position: Middle Linebacker MACK  
Team: Missouri Monarchs  
Division: CPFL (Arena Outdoor 8 man)  
Founded: 2018  
Season Starts March 23  
Fun Fact: Naming his boy (due in March) after Kansas City Linebacker Derek Thomas.

Did you know Service and Assembly District Manager, Dustin Hall is a minor league football player? Dustin's been playing football since he was 8 years old and he kept with it into high school. Later on, he was asked to play some alumni games as adult and it was there where football would become a big part of his life yet again. You see, the owner of the Missouri Monarchs was in the crowd watching Dustin from afar. He really liked his game and asked him to play for the minor league. Dustin was thrilled, of course. He eats, breathes, sleeps football when he's not working. "When I'm not Apollo-ing it, I'm either playing or watching," he said.

"The best day of the week for me is Saturday because I get out my stress by exerting all of this energy. It gives me more confidence and it's actually relaxing to me - being around your football bros. You get there and it's not about work. For the next 4 hours it's nothing but football and if you're not talking about your game you're talking about someone else's. It's just a getaway from life for 4 hours."

Dustin likes to stay active and also said he really loves the fact that his unborn baby boy will get to watch dad on the field at some point. "One day he's going to say, 'hey, my dad played semi-pro ball!'" Plus, it involves the whole family and Dustin is quite the family man. "There's a sense of pride with this. You know to be, 33, when the average player is 23. It's pretty fun. Last practice, this 19 year-old kid stopped me and asked for my advice about how he could get where I'm at. That happens more often than not. I'm like a big brother to these kids. It's always nice to give back. And football keeps me young. I'm not a small guy and if I didn't stay active I'd be a biiiig boy. I'm really just addicted to it."





# St. Jude Memphis Marathon® Weekend

Presented by *Juice* PLUS+

Congratulations are in order for Apollo's very own, Jenna Lewis, who raised \$1100 for the St. Jude's Memphis Marathon weekend! Apollo helped contribute to her cause and we're so very proud of her accomplishments with this great organization!

Way to go, Jenna!





## TIPS FROM THE IT DEPARTMENT:

### Always Use Chrome

*if you're having trouble with a website, then check your browser. Are you using Chrome? If not, this is most likely the problem. In your spare time, play around with different browsers and see how they work with different sites. Firefox, Safari, Chrome, etc all can act differently with certain sites, but our IT dept swears by Chrome, maybe you should, too.*

### Delete Your Browsing History

*If you're having trouble submitting reports, delete your cache or browsing history. This usually does the trick!*

### Use Image Resizer

*Pictures not uploading? They're probably too big! Use image resizer. You can find instructions on how to use and download on MARS merch portal under the company information tab.*

### Finally, Go to the Correct Department!

*If you're looking for ADP log in, remember, that's not an IT thing. Email [adp@apolloretail.com](mailto:adp@apolloretail.com) for help!*

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



# STAY CONNECTED

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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)