



the INSIDER

Aug_Sept 2022

Dustin Hall is Back!

No Room Swapping, Travelers

Apollo's Cake in the Face for Charity

Certificate of Excellence, Kudos, and More!

239 Deco Update Floor & Decor - Sarge Thompson



CERTIFICATE OF EXCELLENCE

This certificate is presented to



Jennie Michael
Team Lead

Jennie has been leading cosmetics teams in multiple retailers, but has been a part of the Kroger cosmetics resets, remodels, and universal wall installations for the past few seasons.

Jennie and her team exemplify professionalism in the stores and consistently execute their work at a high level. Jennie is exactly the kind of team leader we want working for us as she is not only professional, but she always has a positive attitude. I had the privilege of working side-by-side with her on the very first Kroger cosmetics universal wall installation in Cincinnati in February. She works with a smile on her face and always works with a sense of urgency. She has great decision-making skills and I know I can count on her from being early to stores to reporting on time and everything in between.

I appreciate Jennie as a leader in the field and also appreciate her team and their consistency in execution excellence. The Kroger project management team knows we can count on them. -
Jen Jones, Project Manager

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland
President

2022

C Michael Sunderland

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Ivan Mercenit

Ivan did a great job. Very quick and efficient. We're pleased. - Customer Robin L.

Richard & Claudia Butler

Just wanted to give you a heads up the vendors that came into do our last reset were the best ever. Very helpful and knew what they were doing. It was a huge blessing to be able to work with them. I believe there names were Richard and Claudia. They are sure a great asset to your team for sure. - Meijer Manager, Janel H.

Michael Hill

Thank you! The assembler did an amazing job! - Customer Latarsha

David Connell

Outstanding job! Thanks! - Customer James B.

Robert Hatley

My furniture was built and I love it. Robert is an awesome guy and he built my furniture like a Pro!! He is definitely an asset to your company! - Customer Rose B.

Alejandro Gutierrez and CSA Aleshia Polk

My brother, James, is an extremely happy camper now. He loves his new chair and has not had any problems with the installation done by Alejandro last Saturday, 7/9. He said that Alejandro was a great guy and that he went above and beyond the call of duty to make sure that the chair was properly assembled and took out time to show him how to use the chair. Alejandro's willingness to take out time from his busy schedule on a Saturday to do the assembly is deeply appreciated! I could hear that the stress had been released from James' voice after Alejandro left. Job well done!

Aleshia, words can not express our gratitude for you all's time, efforts, kindness, professionalism and concerns in making sure that James' chair was properly and safely assembled. Thanks again to you, Alejandro and the Apollo Team for your excellent customer service! -Customer Pat. G.

CAN I GET A WOOP! WOOP!

Felix Mondragon
Santiago Lujano
Rebeca Longoria
Martin Moreno
Floyd Moore
Mario Cortinas
Luis Cortinas
Amber Gordy
Joshua Collins
Rebecca Burton

Just got off a call and heard some great things about the Felix and the team doing the project in Claremont. Would you please thank everyone for a job well done on every level. Their hard work, communication and execution was noticed by everyone.- Lyod D. from Lowes

Parker Feldman

I just wanted to let you know how much I appreciate your quick response. Parker #916115 arrived to assemble my desk but immediately noted the second box was missing. I didn't realize there would be two boxes. He provided me with the phone number to Office Depot as well as the phone number to Apollo to reschedule once I had received the missing box. About 5 minutes after he left, the second box was delivered! I sent an urgent email to Apollo with an immediate call back (I think from Kim but my apologies if that is not correct). Apollo contacted Parker and he returned and completed the assembly. He was extremely polite, professional, and did an excellent job. Particularly with it being a Friday afternoon, I appreciate the fact that he willing returned instead of calling it a week and just making me reschedule. :-) Thank you for the outstanding customer service!! - Customer Shelly E.

Marcasia Abbott & Team

Team Lead Marcasia, is quite honestly the best vendor lead I've ever had the pleasure of working with in my store. She's professional, polite, and quick to do whatever she can to see the job done to its fullest extent. I've been working at my currently location for 4 years and met many vendors, but no one can hold a candle to her genteel demeanor and beautiful work. Her team was as follows: David (we've been helped by him before and we always appreciate the low-profile sense of humor he brings with him and his hard work on our displays lighting) Al, Madi, Chris, Sandrine, Shonda. Everyone we spoke to and interacted with today maintained a professional attitude and a sense of pride in their jobs that I sadly do not see enough of in some of the vendors that visit our location. - ULTA 763 Lakelan

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Aaron Erkhart

Aaron assisted a customer with issues they were having. He was professional, assisted with solid advice, and went the extra mile even though we are pressed timewise with this project. The customer went to the store manager, Colby, and started speaking on how good Aaron was. He said it makes him want to shop this store more. He went on to give him accolades of what steps he did beyond just trying to help! The time we have invested in Aaron over the past year is starting to truly take hold. He has grown in so many ways, and accepts instruction on how to improve. I hope you will pass along this congratulations to Aaron and make note of it to those who are not aware of his ethics. Again, kudos on another step towards a tighter team! -- Gene N. Planning Specialist, Ace

Shawn Pixler

Tech was outstanding and very patient did a awesome job thank you- Customer, Jennifer R.

Robert Hatley

The assembly was great and Robert was awesome, DO NOT loose him!!!! Customer Joe M.

Chon Tarango

The assembler you sent to assemble my 10 cabinets from Office depot did an outstanding job. I was amazed. Thank you. - Customer Sharon P.

Natalie Greenidge

I just want to let you know what a tremendous District Manager Natalie Greenidge is, and how valuable she is to me. Natalie is always so professional and goes out of her way to accommodate any last minute requests or changes. Her team does a great deal of work for L'Oreal at their Headquarters in NYC. It is often a last minute urgent request and somehow she always pulls a miracle for me and makes it happen. L'Oreal thinks so highly of both Natalie and her sister Nickita, trusts their work, dedication, and values their feedback always. Natalie presents Apollo to clients as the professional, efficient and quality company that it is. - Karen Obrien, Apollo PM

Sam Rubio & Londyn Webster

There were no items on the Punch list and we were not missing any safety bolts in any of the bays you guys have set so far!!!! This is a very first for me. Outstanding Job !!!!! - Tracy Busbee, Eagle

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WOOP!

APPLAUSE, PLEASE!

Sarge Thompson

This is a very informative report and the after photos are beautiful! What a fantastic finish on the 239 Deco, Floor and Decor project! Thank you Sarge for a beautiful store. - Nikki Wauldron, Director

Kevin, your recaps are outstanding, and my labor team really wants to keep you on this set (labor team lead has spoken extremely highly of you and your work ethic). Chris, please extend our compliments to Sarge and the amazing Apollo Team.- Sam H., Floor and Decor

Mark Spaulding

Thank you very much for the assembly conducted today by Mark. He was very punctual, extremely professional, and represented your organization very well. - Customer Brandon L.

Penny Hoenes

Shout out to Penny in Travel! She pulled through for me last minute!! Doing a happy dance. - Apollo Merchandiser

Eve Gavin

It was an awesome experience. The lady was pleasant and nice. Super fast at putting my desk together. I am going to keep your email and phone in my contacts in case I need service again.- Customer Steve H.

Zack Brown

Just wanted to let you know that we are very happy with the job Zack did for us assembling the desk, etc. He was great! He put together a very difficult piece, was courteous and friendly. We enjoyed having him in our office. I would highly recommend him to anyone needing your service.- Customer Leslie E.

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

John Brock

Mr. Clancy wanted me to pass the information over to you guys- He said John was efficient, kind, and a hard worker. John ordered a part that was needed and was on top of everything and got the job done well.-

Mario Cortinas

Luis Cortinas

Amber Gordy

Joshua Collins

William Haffer

Cain Calloway

Jose Saucedo

Maria Turner

I received a call from Randy Scott Lowe's Regional Manager for New Store and Remerch about our team in Washington, DC, He stated they were doing an outstanding job in both efficiency and quality. Also, that Mario was an excellent leader and always a step ahead in his planning. His remarks were echoed by the two on-site PM's as they were all together in making the call. Such a pleasure to hear!- John Dunkelberger, Sr. Ops Manager Apollo

Pablo Rodriguez

Ashley Bowling

Santiago Aguirre

Damain De la Cruz

Charity Folmsbee

Miguel Lopez Sr.

Miguel Lopez Jr.

Lisa Castro

Calvin Bertinelli

Cortez Hinton

Jesus Bernal

Mario Cortinas

It was a pleasure to work with your team in our store for our large reset. We found that our team worked very well with your team. Every bay that was moved looked great after they were done & they kept the store shoppable every morning after they left. It was very refreshing to have such a great team in our store. Thank you for everything that your team did and you're welcome anytime!- Richard D., NOASM

DM, DUSTIN HALL, IS BACK!

Dustin Hall is officially back as a District Manager for Service & Assembly. Dustin was gone for what he says was a long six months.

"What brought me back? Apollo! What do I mean by Apollo? Work Environment, Leadership, Apollo upper Management, and Apollo standing behind their employees and Family!" We're thrilled to have you back, Dustin!



WALMART'S CAKE IN THE FACE

Our crew leads at the LeMars, IA store had a little contest with the store planners that whoever raised the most money for the charity got a cake in the face! Lee Hendricks, one of our Senior Team Leads, (shown right) got the honor of placing the cakes in the SP's faces.

Fund Raising for the Children's Miracle Network in LeMars, IA
Walmart with Walmart Store Planners.
The one who raised the most money got a cake in the face!!

Store Planners:
Kevin & Derek

Our crew leads:
Lee Hendricks
Becky Schofield
Adam Buttrum
Cory Tackitt
the honor of placing the cakes in the SP's faces.



TOP 5 REASONS WHY HOTEL ROOM SWAPPING IS A BIG NO NO!

by Heather Petrone

At Apollo, it's not uncommon for District Managers to travel merchandisers in for special retail merchandising projects. When this happens, a travel request is submitted to the Apollo travel department. Hotel rooms are booked for all traveling merchandisers for that specific job. Couples and merchandisers that routinely work together are usually well-known to the DM, so they will always pair up friends and couples in double-bed rooms as a courtesy. If you're a single merchandiser, however, you may end up getting paired up with someone you don't know. When this happens, it's imperative you don't go behind the travel department or your DM to "room swap." Room swapping usually happens when you make a new friend on the Apollo team and decide to "switch out" with someone, so the two of you can room together. Here are the top 5 reasons why swapping out rooms is a big no-no for traveling merchandisers.

1. **SMOKING** – The biggest reason and most common one is smoking in a non-smoking room. Most hotels don't allow smoking and charge a huge fee (about \$500) if they detect any smell of tobacco. If you're in a room that is charged for smoking, you'll be charged the hefty fee not Apollo. If your name is on the room, even if you technically weren't in there, you'll be hit with the charge unless you can prove otherwise.

2. **VOMIT**- We all know it can happen. Whether a merchandiser is sick or something else occurs to upset their tummy, if you end up tossing your cookies and your name is on the room, again, you'll be hit with a room charge whether you were there or not unless proven otherwise.

3. **ROOM DAMAGES**- Any other kind of damage could end up being your issue even if you weren't technically there. Whether someone breaks a towel bar off the wall, a chair, burns a hole in a bed spread, or brings their pet in the room, this will fall on you if you're name is on that room.

4. **EMERGENCIES**- Sometimes families need to get ahold of their loved ones on the road. If their name is on the room, but they can't get a hold of them because



they're not in there, this could be a nightmare for the personal family and Apollo travel. Imagine calling the front desk and asking to connect the room of a loved one and someone else who's not supposed to be in there answers it? This can create confusion and cause distress in more ways than one.

5. **ILLEGAL ACTIVITIES**- If you swap your room with someone and they end up taking the hair dryer, iron, or any other hotel inventory, you're leaving yourself open to another financial dispute. And let's not forget about the fact that if person you're swapping with has their name on the room they can get another key at any time and break in to your space! Also, what if they leave illegal substances in their room before you move in? Ruh Roh!

All in all, room swapping causes headaches as it creates confusion for many parties involved. If you're looking to swap out of your room and go elsewhere, call your District Manager. If you get rejected and feel it's unfair, then call or email the Human Resources department and explain your side of the story. You can always reach them at hr@apolloretail.com.

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HR Support

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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:

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