

THE INSIDER

May-July 2024

Apollo Retail's Company Newsletter



BTR succeeds at Home Depot in Wildwood, FL

Apollo Awards, Kudos, Wellness Tips, and More.



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CERTIFICATE OF EXCELLENCE

This certificate is presented to



Kayla Goddard

HR Manager

Kayla Goddard exemplifies the core value of Efficiency. Kayla has made a significant impact by creating electronic forms streamlining processes for managers & employees. Her attention to detail is evident in her meticulous handling of health and 401K benefits, ensuring that everything is accurately reconciled so that both the company and employees receive proper credits. Kayla also dedicated substantial time to developing a field lead time-off worksheet for managers, which greatly assists them in understanding and managing their field employees' balances more effectively. Additionally, she has proactively researched Wellness platforms to boost employee participation in Wellness Events, consistently generating creative ideas and prizes that encourage engagement and promote well-being across the organization. -

Kristi Engel, VP of HR.



Marvin Redd

Warehouse Manager

Through 10+ facilities moves & expansions over the years from Baltimore into Reno, NV and Dallas, TX, Marvin has experienced wide swings in shipping demand & available capacity. He leans heavily on his drive to remain proactive, work ahead, avoid pitfalls of waiting to the last minute. Our weekly call highlights his management of ALL Fulfillment projects simultaneously, and results in his passionate call outs to get what he needs administratively to complete the physical work ahead of deadlines. He NEVER MAKES excuses, and will call out anyone on any level to protect the reliability of his operation, and he works well into the night and weekends to meet the demands of our clients. Anyone who knows him, anyone who has met him immediately understands his urgency and falls into line to meet his operational goals. We are fortunate to have his passion and leadership at the helm of our operational duties in Fulfillment and wish to call out our gratitude for his achievements in managing a "Proactive" warehouse team. - Pat Hanratty

for demonstration of superior performance, hard work and dedication.

Chris Olivier
Chief Executive Officer



Chris Olivier

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Erin Goode & Stacy Hapline

I want you to know that Stacy and Erin were EXCELLENT!! Thank you for sending them to my project!!

BTR Home Depot #6842 Wildwood, FL

I just wanted to give a shout out for some of the leaders in the store, the team below I feel did a great job.

D22 – Al Silva

D23 – Sito Rivera (Jesus)

D26 – Irina Kormos

D27 – Rosa Munoz

D28 – Nino Dean & Lamar Hardison

D30 – Clement Otto

Solinas Beach, California Dixieline Hardware

I was able to walk this store with Tad (Manager), Eric (Assistant Manager) and Gino who works in the department. They were very pleased and complimented our team for a job well done. Walking out with a

BIG WIN is Apollo Strong!

Forrest/Krystal/Chris - Thank you for getting a solid team together for this project! Joe Brockman and Robert Burner is killing it!!

Sherona Kerr

Sherona Kerr has been killing it in the Indiana market. I had requested out to hire for the upcoming 7/11 project and the people I have been getting are fantastic. This month she has gotten me 14 new hires, 8 of them have taken work and are keeping contact with myself and Alison, and 2 of them have already completed and reported their work.

Thank you Sherona for the FANTASTIC job of bring on great people!!!!!!

Rita Glover

Rita handles anything she is given with professionalism. She is great with the employees on the phone, very good at calming them down when they are upset. She does not ever complain about any items we give her to handle. Great team player! - Kristi Engel

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APPLAUSE, PLEASE!

Lynn Wade & CSA Team

This desk is central to setting up a new office in a new home in a new state (same work/employer, recent marriage, happy changes). We have encountered some challenges to getting this all done - but the infrastructure in place with Office Depot, your in-house support team, and your contractors have smoothed over every one of those challenges. I am so pleased with the thoroughness, and so impressed that as a single retail customer I have received exactly the help I needed. Thank you all!

Fred Meyer #701126

This week we went final with the new Cosmetics dept.
Please note, this was one of the best crews from Apollo I have worked with.
Very organized, very clean and very communicative. Terrie was a pleasure to work with.
And it turned out great.

Sean Sanborn

We had a situation last week where a lead called out late in the day, at Home Depot store 2741 in Fenton, MI, and Sean took it upon himself to drive to the store and complete the job that evening. This was especially important as we had a scissor lift onsite for this one-night project, and this saved us roughly \$500 in scissor lift costs we would have incurred again if we had to reschedule. Big thanks to Sean for jumping in and taking care of this installation.

Sarah Brown

Just wanted to send a note to thank Sarah who was on the travel desk last night around 7-8PM. I called in because we had a rep who went to check in and for some reason the room was canceled. She jumped right in, called the hotel and found out the issue was on them, not us. She called the rep to let her know she was working on it with the hotel and CLC and called me back multiple times (partially because I walked away from my phone by accident) to keep me updated. She made sure it was all solved and stayed with the rep until she was all checked in. It was great to have her on top of it and in the rep's corner.

Megan Buccheri

She is a team player, working after hours on a holiday to assist a travel team get to their final destination. The traveling team had issues with flights rental car and hotel accommodations. Megan reached out to all needed parties after hours to ensure the travel needs were met for this team. Thanks, Megan for being a team player and assisting our travel employee get to where they need to be. - BTR Midwest

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APPLAUSE, PLEASE!

Feliz Mendoza & Kintab Henry

These two dealt with extensive travel delays but still made it to the jobsite and were key team members on the project. Feliz and Kintab had extreme travel delays with several cancelled and delayed flights, they ended up getting a rental and driving to the jobsite 3 hours away to make to the jobsite. This shows the great dedication the team has to ensuring the customer needs are met. Thanks, you from the Southwest management and way to be an example for the region. - BTR SW

Felix Mondragon

Felix and team were awesome! I would highly recommend them for any remodel. It was a pleasure!

BTR THD #6842 Wildwood, FL

WOW. You all should be very proud of the work done at #6842. This has to be one of our best New Stores ever! Hector Padilla, in his speech, gave not one, but two shout-outs to BTR and had the whole THD crew give a round of applause. Kari Wallace came up to Jim and I and praised you all and wants us on all her New Stores! Jason Arigoni came up to Jim and raved about how good the store looked Jeff Watson sent a fantastic message in response to Brad and a reciprocating email and added on how fantastic the store looked to Tim Passons and Jason Arigoni. Alot of names....but I'm just trying to relay how impressive you all are and you all played a huge role in making it happen.- Chris Donovan

Kyle Scott

Judee Anderson called to provide excellent feedback for Kyle Scott. He did an excellent job. He arrived yesterday on time and did an exceptional job. Kyle was efficient, proficient and pleasant and she is very pleased with the ending result. She will most likely use our services again in the future.

Sabrina Trennel

Appreciate all her help this week. She's been soooo patient and understandig, truly awesome at her job.

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APPLAUSE, PLEASE!

Nickita Greenidge & Team

Great accolades below for Nickita Greenidge and the team that helps L'Oreal at their Berkeley Heights Office Mock room. They are amazing and a true gift to Apollo. In addition, due to her expertise and attention to detail, Nickita was requested by Melinda Trettner (L'Oreal Director) to travel with her to Chicago last week to prepare stores for the L'Oreal Executive Tour.

Berkeley Heights Team

Nickita Greenidge

Daniel Roseman

Jamari Hardin

Michele Van Rye

Raymond Van Rye

WOW! Although, not surprised at all. That team is always a group of rockstars! Nikki loves perfection 😊

Thanks for the update!

Thank you!

Deena Smith

Project Manager, Wall Strategy & Merchandising Operations
50 Connell Drive | Berkeley Heights, NJ 07922

L'ORÉAL

James Claro Jr.

James – now we wrapped up Petsmart project I wanted to personally thank you for the fantastic job you did executing this project. Your organization and attention to detail is a big reason why this project went so well. Apollo exceeded my expectations on the quality of work. A few highlights I wanted to share: First visit success rate was 90%, The chillers were neat and merchandised perfectly, Photos from the techs were high quality, Reporting was sent on schedule and easy to use, Communication was very good, Transparent with pricing and billing

I look forward to the upcoming Petco reset in July and I am confident it will be another successful project. Thank you again for all you do for Freshpet. We all greatly appreciate it.

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APPLAUSE, PLEASE!

Apollo Recruiting Team

I wanted to also make a quick note to both of you (and I just told Kellie this as well) that we were on a call yesterday talking through the season across the board and I had to say to all of our DM's how this season has so far been the best one I have had in recruiting since probably early Spring 2020. The hires overall have been responsive, want to work, are generally showing up and working. The enthusiasm from the new hires and the recruiting department is so high that makes my day better seeing the hires coming through.

Kellie is a delight to work with and talk to on a daily basis. The hires as a general rule are coming in understanding what they are doing, want to do it and are willing to learn. It's been a breath of fresh air of feeling like we aren't going to be underwater all the time and I appreciate everything that is coming from your team this season. Thank you so much!- Robyn Jancha

Robert Sutton

He was pleasant, knowledgeable, and skilled - and I am very pleased with my new office desk! Top marks for him, and gratitude from a very satisfied customer!

Carroll, Iowa Walmart

I want to recognize Ms. Cheryl and our entire team for the excellent job we all did here at the Carroll Walmart. This store looks wonderful. And that's all because of all of our hard work! Good job guys. And Ms. Sheryl led our team to this success. She was patient, friendly, understanding, loyal, but mostly (which I envy) was her dedication and drive!!! Thank you for everything you taught me on this job, you are an amazing leader and one of the best to work under:) - Jessica Baxter

Jessica Baxter was part of the team responsible for remodeling our store. She is a dedicated, hard-working young lady, that takes pride in all she does. She is and was very helpful not only to the store but our employees. After the project ended, she, being someone from our town, comes in the store to shop, and we will witness this young lady do things like pick up displaced products and place them where they belong, or she goes over and begins to straighten the shelves to help keep them organized and looking amazing. She is polite and helps our customers, if she can, while she is a customer herself. She takes responsibility for her actions and is adamant to clean up behind herself if necessary. She works hard and takes much pride in all she does.

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ULTA Store 1122

For the past 3 years we have had Nicki from Apollo complete our Vendor resets and she always does an IMMACULATE job. She executes in an extremely timely manner and walks us through step by step on the completed planos. She lets us know what we can order and what she will order and always has the best upbeat and positive attitude. She's an absolute joy to work with and I always look forward to seeing her whenever we have Vendor sets.

Reno Wall - RISD UPDATE

I just wanted to let you know that I spoke with Julia and Olivia at RISD yesterday and they mentioned that the team that reset our walls on Monday was excellent. This was the same team as the last reset and they said both times they were quick, did a great job, and there were no issues. They were very pleased with the team and said if we sent them again next season they would be happy since they know they will do a good job.

David Quimby

Hello Team, I just took a call from William Godwin as he wanted to pass along some positive feedback on David Quimby with the flooring tower removal project. He stated that he is one of the few that seems to be getting the jobs done without issue. He has had solid reporting and is locating the materials and getting the project completed where others seem to be less successful.

Kellie Brudnicki & East Coast AllStar Team

thank you for all the hard work getting us more people for the Hackettstown NJ job!.

Jason Szatkowski

If there is any way you can send Jason again, he assembled another chair for us a couple weeks ago and we were extra pleased with his knowledge, work ethic, punctuality, professionalism and general friendliness. Thanks for your kind consideration of our request. It is greatly appreciated



FRITO LAY *Fun*

Treston Stanley got a fun last minute gig working as Chester Cheetah at a convention for Frito Lay. She had a blast and even got to snap a pic with Kansas City Chiefs Justin Reed!

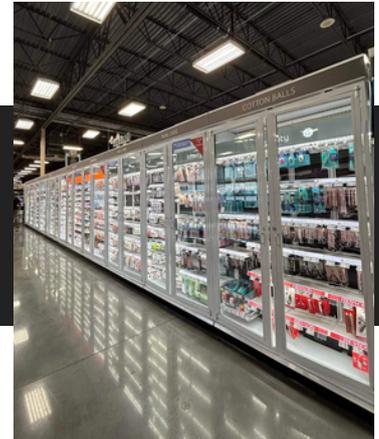


NEW *UWalls*

Awesome work to Emily Reddye and team for installing these anti-theft UWalls in Las Vegas NV!

Recruiting for Walmart

Congrats to the Recruiting team for all of your hard work and collaboration getting a last minute job filled for Hayward, WI Walmart within a few days notice. Your hard work does not go unnoticed!



Emily Reddye's Team

NORTHWEST TEAM



Our teams did a great job in Redmond, Washington & Juneau Alaska. Shout out to Justin McInnis, Ciara Kilgore, Randy George, Tammy Miller, Emily Reddye, Sam Reddye, Kathryn McAfee, Kelly San Nicholas, Sheena Miller

Wildwood Home Depot

Congrats to BTR for a hugely successful new store in Wildwood, FL! Great accolades, team!

New Baby

Our former merchandiser turned Recruiter, just had a beautiful baby girl, Amaya Bliss! Congrats, Donte Platt - she's a beauty!



APOLLO'S

CORE VALUES



Proactive

Not only do we take initiative, we anticipate challenges and seize opportunities



Customer-Focused

We put our customers at the center of everything we do. Teamwork & collaboration is the cornerstone of our success



Quality-Driven

We are committed to quality and our services meet the highest standards



Efficient

We optimize resources, minimize costs, and streamline processes to create significant value for our customers



Held to Integrity

We have a steadfast dedication to honesty, transparency, & accountability. We embrace diversity & inclusion through thought & deed.



At our organization, we strongly believe in recognizing and rewarding team members who consistently embody our core values, as they contribute significantly to our shared success and foster a positive work culture. Congrats to Desiree Bofinger, our Onboarding Manager for winning the first Core Value for "Efficiency" and Susan McGarrity our 3rd Party Recruiting Manager for winning "Held to Integrity"

Win all 5 Core Value Pens and you'll win a gift card for \$250!!

Nominate
someone



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Contact Us for Submissions!

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