

September -October Edition

# the INSIDER

*Photos from the Field*

*National Boss Day*

*Tips from the Help Desk*

*Apollo Kudos, and More!*



# CERTIFICATE OF EXCELLENCE

This certificate is presented to



**Michael Toner**

**VP Data Management/  
MARS System Administrator**

Our team would like to recognize Mike Toner. He brings so much to our team, along with the other divisions, with his insights. We are glad to have you partner with us on solutions for all types of new issues from client needs, divisional changes, new field scheduling ideas, etc. I appreciate your continued support with the ever changing MIN division. Thank you!-- Nikki Wauldron, Dir of Ops, Merch Install



**IT DEPT**

I nominate our IT Dept. for consistently going out of their way to help and fix any and all issues including many USER ERROR issues with everyone on the Recruiting Team. A big thank you to Robert and Tim for all the changes they do, the cleaning of old equipment and the set up of all new equipment, emails and distribution lists for us. This is always done with a smile and expeditiously. Thank you for setting up new reports for us and updating them as we have constant change. You guys are THE BEST!!!! Thank you very much for all your help. -- Gail Olson, Director of Recruiting

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland  
President

2021

*C Michael Sunderland*



CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Man Lok Takn Tse**

*I was extremely pleased with the service. The guy did a great job Was in and out in no time-- Assembly Customer*

### **Tim Bemis**

*Tim from Apollo was our assembler. Even though Office Depot royally screwed up the delivery date, Apollo was on top of it. Tim called a day early and said he would be here at 8:00 he called and then came out at 7:30 which was really nice and rare. He was AWESOME ! He was a retired firefighter. Very knowledgeable about the 2 computer desks he was putting together. He got both done in less than 2 hours, and cleaned up after himself. It was the perfect text book case of how to do things right. Both Apollo and Tim are extremely professional. Other companies should use this combination of how to do things right ! - Assembly Customer*

### **Philip Lancaster**

*Just want to let you know that assembly is complete and is perfect. Thank you very much for your service. -Assembly Customer*

### **Valerie Dymer & Nicole Thomas**

*Upon making a pre call to CVS 10250 in Johnstown, PA for the Elf reset, I learned the team went in early and completed. I spoke with Nikki, the store manager. She shared how pleased she was with the team, Valerie Dymer and Nicole Thomas. Nikki said they were the most professional and efficient team she has worked with. She has already reached out to CVS corporate requesting Valerie and Nikki for future resets. Great job to these valuable reps!! -- Leecia Bolton*

### **Heath Joslin & Terri Wines**

*Just wanted to reach out on behalf of myself and the team to let you know how satisfied we were with the help you had for us this time around. Heath Joslin and Terri Wines were absolutely wonderful to have on this project. I've worked with Heath on a previous VMD projects, and once again he was a standout team member. He has an infectious positive attitude, and his work ethic and experience are an asset to any team he works on, and a testament to Apollo. He was able to assist on any and all projects as if he were one of our internal team members, and left things to a standard of quality above and beyond our expectations. Terri similarly worked at a strong and steady pace, and made sure that everything was kept clean and organized, and was flexible with the needs of both the Remodel team, and the store staff.- Walgreen, ESM*

### **ULTA 1687 Team**

*Just wanted to drop you a line and tell you how satisfied I was with the team you sent to my store. I recognized some of them from past resets in my store. Jo, Val, Kathy, Nikki and Karen handled everything very professionally. They minimized the area they worked in, cleaned up, made sure everything was stocked and walked me thru everything at the end. I have to say that the job they did was excellent and I found no mistakes in their work. I would love to have them back for every reset I have. - ULTA*

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APPLAUSE, PLEASE!

**Justin Hall**

*My name is Sherree Johnson. My work order number is 215446. Justin came and did my office furniture assembly. He did a great job. He was very professional and pleasant to deal with. He did great work on the assembly. I was completely satisfied with his work. If I ever needed another assembly, I would definitely ask for him.- Customer*

**Juan Ramos**

*I just wanted to let you know how much we appreciated having Juan Ramos to come and assemble out furniture. He went above and beyond to make sure we were delighted with his work. He is just the nicest man a real pleasure to work with.- Customer*

**Julie & Madison Long**

*Just wanted to compliment the 2 ladies that did the reset . Did a great job of keeping everything organized and even cleaned all the fixtures. - Kroger*

**Robert Lotter**

*The technician who came today did, IMO, an excellent job. - Customer*

**Kelly Bird**

*They did show up (Kelly and Christopher) and wow were they great. Very professional and knew what they were doing!- Customer*

**George Warner**

*We wanted to thank you for assembling our furniture recently. We were happy with George's work and professionalism.*

**Samuel (Jay) Vega & Ethan Taber**

*HANDS DOWN best 3rd party crew I've had!!! I want THEM back!!! We discussed what I was looking for with the other install so it seems like it would be a seamless install and get those guys in and out pretty quick. I can't say enough good things bout those guys--fast, efficient, cleaned up after job, walked me through what they were capable of and suggested even using the remaining racking for other areas to utilize space! - Lowes*

**Mark Spaulding**

*Customer called and gave HUGE KUDOS to him! - CSA Agent*

**Darron Dandridge**

*Good experience! - Customer*



CAN I GET A  
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APPLAUSE, PLEASE!

**Steve Smith John**

*This is long overdue but I just wanted take some time to thank you for all of the efforts that were put in to the Freshpet Kroger Roundy's Launch we wrapped up in Wisconsin. You played a huge role in creating the reps' route plans for all*

**Patrick Manalo**

*I am very pleased with the assembly work - The assembler was focused and serious about his job.*

**George Warner**

*Excellent job! Fast, efficient, clean, friendly.*

**Peter Weist**

*You sent a skilled man from Golden Colorado to AZ for a week to help local folks catch up. He drove 14 hours to get here and was ready right away. He did splendid quick work -It would have taken me 4 + hours. He did it in about 45 minutes or less - knowing from experience where every part and screw went. And was super courteous.- Customer Peter from Apollo just left, he assembled the cabinet in about 40 minutes! I am so excited - you have no idea of the mess I have in my bedroom with files - now I can organize and clean things up. - Customer*

**Charles Steckman**

*The gentleman that put my desk together was pleasant and efficient.*

**Christopher Hereford**

*Service was great, and done in a timely manner.*

**Gene Baldwin**

*Love the desk. He was great!*

**Bruce Virgil**

*I was completely satisfied. The mechanic was professional, on time and did a great job*

**Robert Payne & Michael Hill**

*I have used Apollo on two occasions and have been extremely pleased with their furniture assembly. Always on time, friendly and get to work immediately. I will strongly recommend Apollo for furniture assembly needs.*

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

**William Cheak**

*I was very satisfied with the service. My assembler was on time, even though he had to go through/around a flooded street or two. Very pleasant gentlemen. Clean up was very satisfactory. Great job.*

**Becky Spencer**

*"Got to tell you, Becky Spencer is always so helpful. AND she likes to laugh which is always a plus with me." - Dena*

**Sadie Morris & Team**

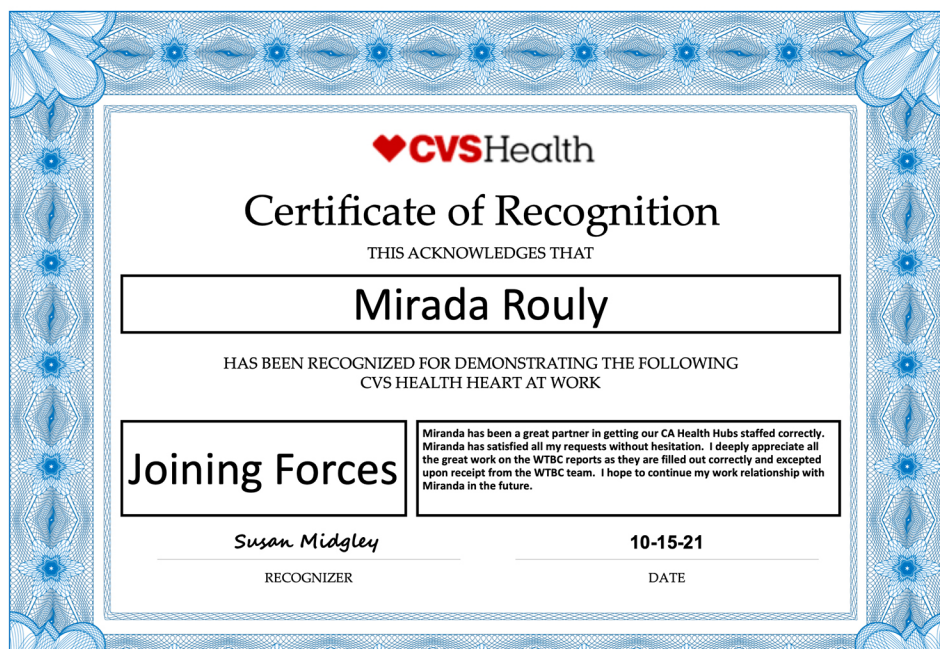
*Marcee the ops manager from Ulta #400 called to compliment on our new Team Lead Sade Morris! Marcee said Sade was very professional, a great team lead, easy for store management to work with, and all around a pleasure to have in her store! - ULTA #400*

**David Rowe**

*Excellent Job! Polite and nice. I wanted to give him a triple A!*

**Mirada Rouly**

*I deeply appreciate ALL you do. Thank you for the great partnership.*







## SUBMIT A HELP DESK TICKET

For all your computer-related problems

# FAQ from the Helpdesk

### 1. How do I reset my password for the Sexual Harrassment video I was sent?

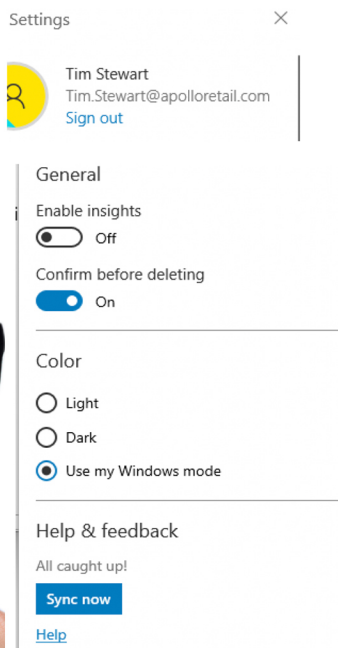
You'll need to contact HR! [hr@apolloretail.com](mailto:hr@apolloretail.com) can help you with any password resets for Litmos, our Learning Management System.

### 2. Help, I'm locked out of my ARSconnects email.

If you've attempted 3x and fail, it will make you wait to retry. Wait 20 mins then try again. Ensure you have an "S" on [arsconnects.com](http://arsconnects.com). By default, your password is the first initial + last initial + last four of social. So for John Doe, for instance, his password is JD0000 bc his social ends in 0000. If you changed your password from the default, you may need help from [helpdesk@apolloretail.com](mailto:helpdesk@apolloretail.com)

### 3. My computer died and I lost my bookmarks/favorites in my browser.

If you turn on "syncing" this won't happen again. IT can retrieve your lost browser bookmarks and favorites. You'll need to stay logged in to your company email account for this and go to "Manage Profile settings" and turn sync on.



### 4. If I use Microsoft Sticky notes, can I sync too?

Yes, syncing will help you to not lose this data if your computer dies. Go to Settings and turn on sync. You'll need to be logged into your company email for this.

**More Questions? Reach out to:**

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



# Photos from the Field



**Sheralyn Padua**  
October 14 at 9:27 PM · 🌐

Had an amazing time working in Oregon even if it was for only one day!!!



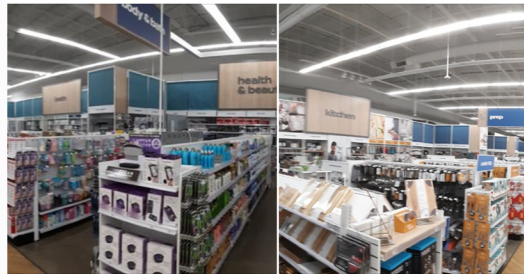
**Rachel Lee**  
September 22 at 6:00 PM · 🌐

I finally got to meet in person the Dynamic Duo of [Debbie Mutz](#) and [Tammy Yoder](#). These 2 ladies are amazing. Not only do they always get the job done but they have fun doing it. Staples closing in White Marsh, MD would have been a mess without you 2!



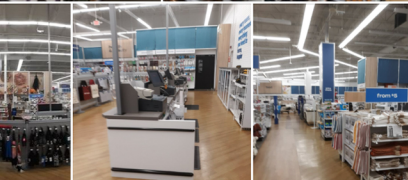
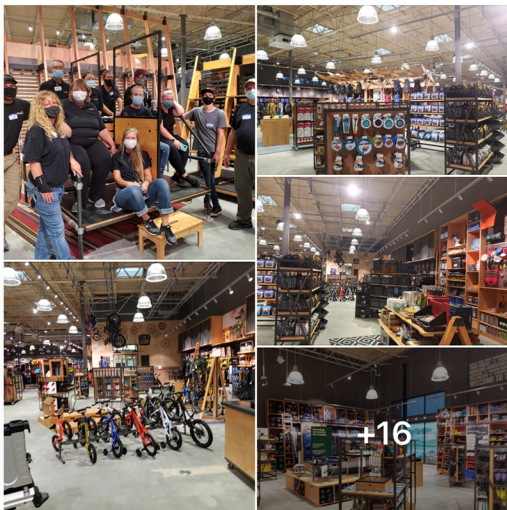
**Holly Smith**  
October 8 at 1:59 PM · 🌐

Awesome Job at the Bed Bath and Beyond in Round Rock TX. Thank yo-- Team Lead Bryan Elde, Team Members: [Jessica Harmon](#), [Tim Nichols](#), [Sally Macias](#), [Natasha Sanders](#), [Angela Granado](#), [Quan Bailey](#), [Bennith Bailey JR.](#) photo credit goes to Bryan E.



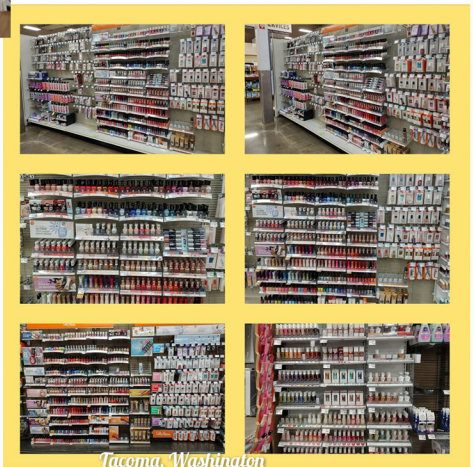
**Rachel Lee**  
September 23 at 7:52 PM · 🌐

REI Mechanicsburg PA. Awesome job team. Store looks stunning!



**Sheralyn Padua**  
October 14 at 9:27 PM · 🌐

I love my job.....love what I do!!!!

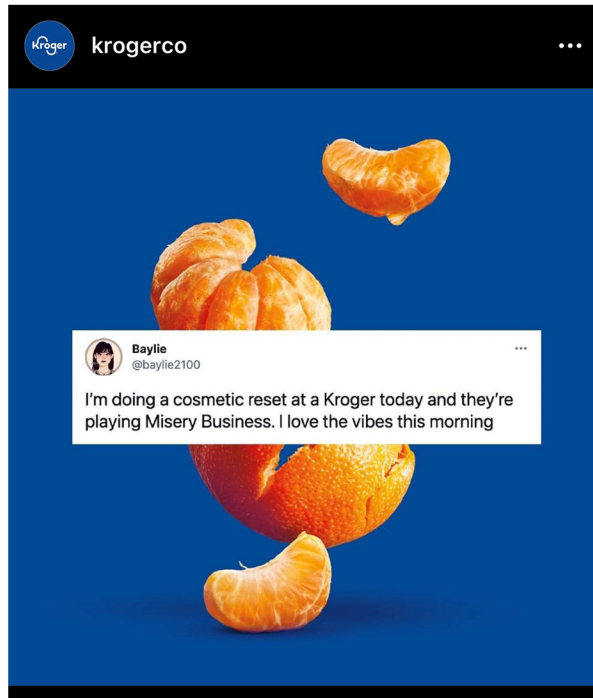


Be sure to Join the APOLLO BUZZ on Facebook to see more! You MUST provide your EIN to be accepted.



# VIRAL POST & HOTLINES

Did you know our merchandiser Bailey had a post that went viral on Kroger's Instagram?? How fun!



Do you have a friend looking to be hired?  
Give them our recruiting hotline numbers!  
Use the referral form to make \$\$, too!

## CALL OR TEXT US.



(813) 712-2511



(844) 786-0603



# LIKE A BOSS

Look at the nice comments Corporate posted to their bosses for National Boss day!

**Tammy Alemazkour**

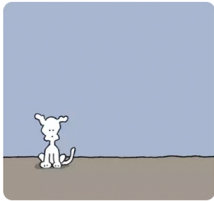
You're an amazing boss and leader! Thank you for always making it fun to come to work and helping guide me when!  
- Clair E

**Carolyn**



You're an A.W.F.U.L boss. Awesome, Wonderful, Funny, Understanding, and Lovely. Yes, I plagiarized that, but I meant every word! Lol You're the best and I'm lucky and grateful to be on your team!

**Barb**



**Torrez and Alemazkour!**

You, you are good, very good



You rock! Appreciate working with you each day (even the rough ones)! Signed- always part of the bucket brigade :) Now, let's do this.

**Mike Torres**

You are the best, most understanding boss anyone could ask for! Thank you for imparting so much knowledge to me and helping me grow!  
Clair E

**Mike Sunderland**

We're all very fortunate to have you as our leader!!

**Mike S.**



FINE. I LOVE YOU.

You're the BEST! One day I hope to be as patient and witty as you!

**Barb, Kristi and Kristin**



**Mike T**

**WHO'S AWESOME?**



Thank you for being so awesome to work with!

**Kayla, Kristin, & Barb**



You all are the best and I love getting to work with you!

**Kelly**



**Kelly, Natalie, and Rachel,**



Thank you for all your support.

**Judie, Laura, and Kelly, love you guys!**



**Gail O.**

Absolutely love working with you! You genuinely care about everyone, are very professional and efficient, are thorough in your expectations of us, lead by example, encourage us to be better, do better... You're the best!! Thank you for being a wonderful leader. Always a pleasure working with you!

**Tammy**



I really appreciate your leadership and flexibility and enjoy working for you! Thanks for your patience and partnership on the Kroger cosmetics project. I'm looking forward to a profitable 2022! Jen

**Katie MacGillivray**



You are amazing to work with. This department has grown leaps and bounds since you arrived. We even managed a pandemic. We are lucky to have a boss like you. Thank you for all that you do.

**Carolyn**

Great jobs start with great bosses. I'm so lucky to be on your team!

Lisa

**Kayla and Kristin- thank you both!**



**Mike Sunderland**



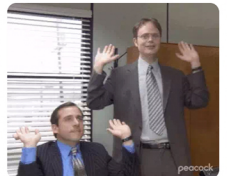
You are great Boss, Leader and the BEST CEO. Always taking care of your employees and thinking about them first. I look forward to many more years working with you and our amazing teams. Mike T, Tammy A, Barb O & Katie M you are ALL so very supportive and I thank you for everything you all do to make things happen.  
Meagan

**Mike, Mike and Tammy!**



However Great Leaders like Mike S., Mike T. and Tammy A. need to be recognized today! From your Professional Services Group

**Mike T. & Tammy A.**



Love working with you two! I'm very thankful you're a part of the Apollo fam. Raise the roof and have a great weekend! :D



# STAY CONNECTED

FOLLOW US ONLINE



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<https://www.linkedin.com/company/apollo-retail>

<https://www.apolloassembly.com>

[www.apolloretailportal.com](http://www.apolloretailportal.com)

## 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)

Need Training? Go to [www.universityofapollo.com](http://www.universityofapollo.com)

## 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:

[marketing@apolloretail.com](mailto:marketing@apolloretail.com)