

the INSIDER

June-July 2023

Apollo Heroes

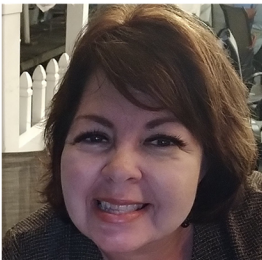
Win a Trip for Two Winners
Wellness Tips
Certificate of Excellence
Kudos, and More!

Brittany Olson (Left) & Bailey Schoenbeck (Right)
Project Managers, Cosmetic Merchandising



CERTIFICATE OF EXCELLENCE

This certificate is presented to



Felicia Santiago
Recruiter

Felicia started with Apollo in the Customer Service Department 2.06.2019 and then moved over to the Talent Acquisition Department the next year. She has consistently performed top notch on her hires and is a mentor to many of the newer Recruiters. Felicia get emails back from her new hires thanking her for all the information she provided them and also how upbeat and positive she is on the telephone with them.

Everyone on the Team always looks forward to Felicia's positive and motivational daily morning greetings on the Team chat. We do not ever want to lose Felicia as she is a staple to our recruiting department and to Apollo Retail. Felicia also brings new and exciting ideas to the Team.

- Gail Olson



Carolyn Franklin
Director of Operational Finances

Carolyn Franklin has been such a huge help for our BTR family. She's been super patient as we learn the new systems/processes and put up with us making lots of mistakes. At the same time, she's also been persistent and aggressively helped us identify and solve problems. Before this last month-end close, Carolyn was on multiple conference calls with us over the weekend and worked long hours to ensure we cleaned up as many issues as possible. She could have settled with just doing a "good" job, but she put in the extra time and effort to do a GREAT job.

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland
President

2023

A handwritten signature in cursive script that reads "C Michael Sunderland".

APOLLO HEROES: LINDSAY & ANTHONY GROSS

by Heather Petrone

Travel merchandisers, Lindsay and Anthony Gross are on the road a lot, so they always make it a point to befriend the hotel staff manning the front desk when they arrive to a new hotel. The two had been on the road for at least three months, maybe even longer when they checked in to their hotel in Benicia, CA. Again, they made a friendly connection with the main woman working the front desk.

One Friday evening while the two were passing through the lobby, they noticed a line of people waiting to check in. They also noticed that the woman they befriended was not at the desk. The two went outside for at least 20 minutes, however, when they returned back in the lobby, Lindsay and Anthony noticed there was still no one at the desk and now even more people were waiting and unfortunately now angry.

Lindsay and Anthony intervened, told those waiting how great the service was and remembered that the hotel clerk had offhandedly mentioned earlier that she was feeling “off”, even saying feeling “drunk” but had nothing to drink.

The two began searching for any open door and found her passed out on a bed, called 911 and learned that it was a severe medical condition and the paramedics informed them that if they had found her, 5 minutes later, she could have easily passed away!

We are so proud of Anthony and Lindsay! They not only saved a life, but represented our company so well.

They also even made plans to go see her when the project was over before heading home for the last time and have called the hotel Manager to check on her several times already.

We are so proud of the two of you!



How can you be a hero?

- 1. Be kind.** Anthony & Lindsay show kindness to the hotel staff wherever they go. They know what comes around goes around!
- 2. Be curious.** Anthony & Lindsay could have easily judged the woman at the front desk. Instead, they chose curiosity over judgement.
- 3. Take Action.** Don't delay if something doesn't seem right. Investigate and always call 911 if you or someone else is in danger.

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Jacob Markowitz

The customer called to compliment the technician, and said he was so quiet and nice, very hardworking, efficient, and very kind.

Valentin Sequera, Denise Campbell, Joseph Segovia

Hi Todd- just wanted to let you know that Val and the rest of the BTR were terrific and very professional. They were super helpful and amazing to work with. I also appreciated how tidy they were during set up! I could really tell they took pride in their work and it was important to them that the work was completed correctly. I and if I did ask them to redo something because of an error on our part or a miss, they circled back with no problem and with a happy to help attitude. Please let share this feedback with them!

Will Harris & Aleshia Polk

This message is for EVERYONE who works at Apollo. My name is Bob, and recently I was in a jam after a desk assembly at my place was delayed, unfortunately, and it left me without the most important part of my remote job (minus my laptop), which is a desk for my thunderbolt, to fit my chair, to help me be able to do my job efficiently and in a manner that helps prevent more strain on my already weak back -- which is always a dicey situation. I was asking a rep. named Aleshia Polk if there was anything she could help me to do, so I could not keep working uncomfortably from my kitchen counter, as I had been doing already for a week. Aleshia escalated it, got me rescheduled, and made sure to follow up with me on several different occasions over several days (both by phone and emails), just to make sure I got my desk assembly scheduled as soon as humanly possible. Not to mention, she was always sweet and made sure to keep my spirits up as I waited for help to get here. It meant a lot! Well, then my champion savior Will showed up to assembled the desk, and took a few hours working nonstop and he built me a beautiful desk. He was on time, fast, efficient, capable, and very courteous throughout I just wanted to sing the praises of both Aleshia and Will, because they turned a really crappy situation for me into something that actually made me feel oddly better, despite an initial delay (which had nothing to do with them, I know). - Customer, Bob P.

Justin Hall



Justin came on time did an excellent job and satisfied everything we wanted +
He was courteous, polite wore a mask like we requested
Best yet !

(619) 742-8539 • Mon 9:45 PM

CAN I GET A WOOP! WOOP!

Joy Elliot

Joy and her team were fantastic. They were the best team I have had in my 10 years of being a GM and have had makeup resets. They were professional, courteous, and communicated very well. Everything they told me they would do something they followed through. This is the first time I have had that happen. I have not had a single complaint about this team. They deserve major kudos for this. Joy is an amazing lead and detail oriented.

King Soopers 620121

Brandi Lusk, Jeff Lusk, Chammarro Tatum

he team has been phenomenal. So helpful and they really have the initiative to jump in and help. I don't have to hunt them down or keep them on task. They have really been a huge help.

Justin Heilman

Justin with Apollo is amazing! David had requested a re-visit to our newest addition 4218. The previous owners had also had an issue with the lead crew reset person originally. Justin stopped by the store on Tuesday to let us know his crew would be back on Wednesday to complete reset and send back reclamation. Like clockwork, he and 2 crew members arrived and Wed. He made the finishing touches on the discontinued items and prepared the crates for reclamation. Such a great personable young man! He just moved to Seattle from Florida. He is a keeper, please let them know.

Kurt Novotny, Ambrocio Olivarez, Floyd Moore, Michelle Wright

*Just wanted to shoot a quick email to brag on the Apollo team here at 95 Beaumont TX.
Kurt, Amos, Matt and Lee have done a great job on this FET and I really appreciate their efforts!
Glad to have them next week in Texas City!"*

Roberto Rivers & Phillip Lancaster

Both reps are friendly and knowledable. I would recommend this company again!

Thomas Obright

The customer called to compliment Tom, He said he went out his way, was very courteous, he said he was very polite, extremely professional.

Lonja McKnight & Roxana Nava

I got a very pleasant text message from Ron who works for Coke in the Los Angeles area he said we have some amazing workers at Apollo and wanted to highlight 2 of our employees they are listed below. Ron said they work very hard and are very knowledgeable in reading schematics and doing resets. He would like to work with them more in the future.

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Kelly Bearup & Team

I want to thank you for sending Kelly Bearup to do our Cosmetics resets.

The first thing she did was fix our problem with the shelf tags being uncovered (picture 3) by putting them in holders (picture 2).

This will make it easier to sign and just to keep the shelf tag in place. Last reset people did not use the holders. The second thing she is doing is taking our tags that are on the shelves (picture 1) and putting them on a strip of plastic to make them easier to remove with resets.

She is very knowledgeable and easy to work with and keeps the area she is working neat so customers can shop.

Big improvement over the last team.

Please send her every time!

Teri Wright

Just spoke with Ryan the DL for the area you are working in, and he was very happy with the work you have done in CVS 5697 and had many great things to say about you. Specifically, your communication and punctuality as well as your attention to detail and leadership. I just want to thank you for representing Apollo the way you have and giving a stellar performance at this store. Great job and keep up the good work!! We appreciate all you do!!

Joe Brockman, Jason Hess, Paul Christin & Joanne Savicki

Just wanted to let you know it was great spending some time with this team at La Mesa! Joe and the entire team is doing a great job and I even got a job offer from Paul that I could be on this team! I would slow them down but thanks for the offer.....lol I even had the privilege to work with the one and only Smokey Robinson.....hahaha GREAT job team and Jeremy told me how much he appreciated Apollo putting this team together.- Chris Cotrell

Arnold Ransby

I wanted to let you know that Arnold and the day team are doing a really good job. I appreciate Arnold's leadership on days and his communication with us. I already thanked him and told him that him and his team were doing a really good job but I wanted to share it with you as well.

I wanted to take the time to tell you how great Tina has been. I used to work at another Ulta location in Gretna, NE, which is where I met Tina for the first time. I was blown away by two things; her communication, and her work ethic. I have met a lot of vendors in my time with Ulta Beauty, and Tina is by far the most knowledgeable, and detail oriented I have ever worked with. She comes early, and stays late until the job is 100% done, and I just wanted you to know that her hard work does not go unnoticed by myself, and the team here at Store 532.

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Tina Peck

I wanted to take the time to tell you how great Tina has been. I used to work at another Ulta location in Gretna, NE, which is where I met Tina for the first time. I was blown away by two things; her communication, and her work ethic. I have met a lot of vendors in my time with Ulta Beauty, and Tina is by far the most knowledgeable, and detail oriented I have ever worked with. She comes early, and stays late until the job is 100% done, and I just wanted you to know that her hard work does not go unnoticed by myself, and the team here at Store 532.

Scott Genhold

met up with FCPM Jim Watson before a walk in Charlotte NC yesterday and we were just talking about the GSR and New Store he is covering (Trexlerstown) and how we also would be starting #3119 Estero FL New Store in a few weeks....yada yada yada..and I mentioned Scott would be leaving 4186 and heading down to Estero to start that New Store.. He made some very complimentary comments...saying 'Scott is good...Scott is really, really good'...just impressed with whatever interactions you may have had as well as what he observed. Well done, Scott!- Home Depot

Ebony Brown & ULTA 1282 Team

I was so impressed with this team when I walked in. The Cosmetic section was neat, everyone was working calmly with smiles, and they didn't appear to stop for a moment. I spoke with Annemarie Welton who was completing the L'Oreal and Maybelline section - she was so knowledgeable of these brands and you could see the pride she takes in wanting them to be reset perfectly. Ebony Brown, TL, and I spoke for a while (she kept putting out product while we spoke to not miss a beat). She has a great team and she advised their goal is always to complete their stores in one day. She answered her teammates questions and directed her team on resolving a wall issue with Makeup Revolution. I also understand they are headed to RI and then MA to help - thank you! I wish we had more teams like this one - thank you.- Karen Obrien

I don't normally write reviews, but I felt compelled to let others know how pleased I was with Apollo, and particularly their technician/representative, Will Harris. Will was extremely professional and friendly, and he did an absolutely wonderful job of putting together my filing cabinet. The cabinet was delivered with a crack in one of the side panels, and Will guided me through the process of getting/ordering a new one, and then came back once the new panel was delivered to finish the job. I would HIGHLY recommend Apollo and Will Harris to anyone that needs to have any kind of furniture assembled. Just a FIVE STAR experience.- Rock Picciolo

In Loving Memory

Sharon Brock, Merchandiser

Michael Capuano, Merchandiser

Gary Dean, Sr Team Lead

Douglas Erwin, Merchandiser

Debra Fetner, Merchandiser

Amanda Getts, Merchandiser

Steven Leader, Sr Team Lead

Edward Rosales, Merchandiser

Fernando Villegas, Merchandiser

Darnell Spain, Sr., Grocery Lead



Please join me in congratulating the following employee's promotions, position changes and new hires!

LaVitta Cross moved from Onboarding to Payroll Coordinator in May.

Welcome to Allison Davis who joined the company in June as a District Manager in Express Merch.

Welcome to Heather Sires and April Vosseler who joined the company in June as District Coordinator's in Express Merch.

Welcome to Chris Olivier who joined the company this month as our New CEO.

Jim Claro has been promoted from Project Coordinator to Project Manager this month.

Hannah Miller moved from Customer Service to Talent Acquisition Recruiter this month.

Welcome to Courtney Gardner who joined the company this month as HR Onboarding Coordinator.

Welcome to Tina Schroeder who joined the company this month as Travel Coordinator.

Megan Holden moved from Onboarding to Payroll Coordinator this week.

Welcome Aboard to all our new hires, we are glad you are here at Apollo!

Win A Trip for Two Winners go to Disney!

by Heather Petrone

Prior to COVID-19, Apollo held a contest called “Win a Trip for Two to Florida!” The lucky winner was Wendy Finchum of Washington state. Wendy is a traveling merchandiser and worked on the road quite a bit even bringing her daughter on certain projects. It wasn’t a surprise when she asked in early 2020 to bring her daughter on the trip to Florida but opted to wait until December when merchandising work slowed down and the weather would be nicer. However, tragedy hit when she unexpectedly lost her husband to Covid-19. Apollo gave her space and time to deal with the grief and supported her in wanting to reschedule the trip for a later time. We’re happy to announce that since that time, Wendy fell in love and finally ended up rescheduling her trip. What would be a fun vacation ended up turning into a honeymoon as the two used the flight credits and hotel accommodations to celebrate after their shotgun wedding in Vegas. You may have remembered seeing pictures of their nuptials in the Dec- Jan edition of the Insider. We’re so excited for these two and our thrilled that they are both part of the Apollo family!

APOLLO WEDDING BELLS



Congrats to Wendy Finchum's marriage to Randall Butts. The two Apollo employees got hitched in Vegas with a Star Wars themed wedding. Wendy won our “Win a Trip for 2 contest” and decided to use her trip as part of her honeymoon. The pair was sent to Orlando for a Disney vacation paid for by Apollo! Congrats to these two lovebirds!



WEDDING BELLS



Apollo's District Manager, Forrest Arnold, married his daughter off over the weekend of July 15th! Congrats to the happy couple!



Summer Safety



How to stay Hydrated

01. Don't wait till you're thirsty to drink

- By the time you feel thirsty, you're already slightly dehydrated. Sip water steadily throughout the day and drink more fluids than usual when the weather is hot, especially if you're active.

02. Flavor your water

- If plain water tastes boring to you, you can add flavor with fresh fruits or a splash of fruit juice. You can also consume clear broths, ice pops or sports drinks (especially if you're doing intense exercise). Just make sure to limit caffeine and alcohol.

03. Eat water-rich fruits and vegetables

- Certain fruits and vegetables contain plenty of water in addition to healthful nutrients. Watermelon, strawberries, cantaloupe, peaches and pineapples are fruits with high-water content. Water-rich vegetables include cucumbers, leafy greens, radishes, celery, zucchini and tomatoes.

04. Stay inside when it gets too hot

- On very hot days, stay indoors in an air-conditioned environment. If you don't have air conditioning at home, try a shopping center, movie theater or public library. Avoid sun exposure, especially between 10 am and 2 pm, when the rays are strongest. Plan outdoor activities in the early morning or evening.

05. Dress for the weather

- Wear light, loose-fitting clothing that lets your skin breathe. Dark colors absorb heat, so stick with lighter shades. Wear a wide-brimmed hat in the sun to keep your head cool and use plenty of sunscreen to avoid sunburn, which can increase your skin temperature and make it harder to stay cool.

06. Be aware of the signs of dehydration

- Muscle cramps
- Bad breath
- Fatigue
- Fever or chills
- Craving sweets
- Dry mouth/skin
- Fast heartbeat
- Irritability
- Confusion
- Drowsiness



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