

# THE INSIDER

March-April  
2024

Apollo Retail's Company Newsletter



**Apollo wins the goGetter award at goHappy !**

**Apollo Awards, Kudos, Wellness Tips, and More.**



THE INSIDER

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# CERTIFICATE OF EXCELLENCE

This certificate is presented to



## Susan McGarrity

3PL Manager

Susan McGarrity exemplifies the core values of Integrity & Efficiency at Apollo through her exceptional dedication and performance. Her meticulous attention to detail and commitment to accuracy have resulted in significant cost savings within our Operations, primarily through her thorough management of 3PL timesheets and invoices. Additionally, Susan's unwavering transparency and clear communication have been invaluable in resolving disputes and fostering a collaborative atmosphere within our department. Her integrity shines through in every interaction, earning her the utmost respect and admiration from her colleagues. Susan's outstanding contributions undoubtedly make her deserving of these two core value Awards, recognizing her as a true asset to our organization.

- Heather Petrone, Head of Talent Aquisition & Marketing



## Desiree Bofinger

Onboarding Manager

Desiree exemplifies the spirit of our core value of "Customer-Focused" which exemplifies "teamwork" and demonstrates that success is not just an individual pursuit but a collective effort. Her dedication to helping others thrive is a testament to her exceptional leadership and commitment to excelling as a team. Speaking of excel, she's amazing at it! In fact, she's someone others turn to when template creations are needed to help with processes & efficiencies. Desiree's passion for fostering a collaborative environment shines through her willingness to devote extra hours beyond her regular job responsibilities. She invests her time and energy into training sessions, patiently guiding others through the intricacies of ICIMS and Microsoft Excel. She's created a process in iCIMS to identify missed Work Opportunity Tax Credit screenings, which will result in a higher tax credit for the company, and while she was learning her new role in HR, she was helping with training a new recruiting staff. She's an amazing asset at Apollo & we're lucky to have her.

• Kristin Matias, Dir. of HR

for demonstration of superior performance, hard work and dedication.

Chris Olivier  
Chief Executive Officer



Chris Olivier

CAN I GET A  
WOOP!  
WOOP!

**APPLAUSE, PLEASE!**

### **Nickita Greenidge & Liadys Aldama**

Please thank Nickita and Liadys for their dedication and hard work on the L'Oreal Tour Prep last week. The stores looked absolutely fantastic – the best they've ever looked. Their efforts were crucial in helping us succeed in this project.

### **Chris Mullenix , Andrew Sevenberg , Jasmine Brown, Markey Boykin , Mary Johnson, Quentin Edwards, Sandra Hunter, Steven DenBleyker, Wayne Bush**

Received excellent customer feedback scoring a whopping 28/21 on the quality walk for the completion of HF#3522. Team way to go above and beyond to ensure all the customer needs are met great job and product a great finished project. - Sean Sanborn & Jimmy Knight

### **Meijer 293 Team**

I am very pleased with the quality of the work your merchandiser did on our Revlon and Almay resets. The photos are greatly appreciated for showing the completion of the walls.

### **Eve Gavin**

Eve of Apollo just finished putting my furniture together. She was very nice and definitely knew what she was doing. I love it! \_ Frame Customer

### **DeShawn Dumas, Chris Light**

Midwest management team would like to nominate the lead of Grainger# 21500 for great customer focus and care, . These two leads led a difficult project installing pig mats on work benches for a total of 317 workstation in total. Each workstation brought its own challenges with custom cuts and equipment removal and reinstallation once mat swap was completed. These two gentlemen led the team by example and ensured the customer needs were fully met.- Midwest Mgt, BTR

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Kelly San Nicholas**

The merchandiser, Kelly in Alaska, went above and beyond by going to the new/replacement location to complete the service and entered fantastic notes explaining everything. They could have easily just said "store closed" and moved on with their day but didn't. Great job!!- Kay Peper

### **Travis Krause & Marcelino Garcia**

Back in early January John received a call from Harbor Freight asking if we had anyone in AZ that could help fix this partition wall. After John passing it on to me I told HF that we did have people in the area and could help to fix the wall. As you can see by the attached before photo the wall had tarps on it and the weight was collapsing the gondola partition wall. We all determined that Hypermax needed to be added to the wall. After scheduling this in February to fix, Madix got back to us and said they had no Hypermax in stock and the lead time was 7 week, so on hold the project went. Last week I received an email from Madix that the product was ready to ship. Harbor Freight then called me to see if we could set the Hypermax to the wall as soon as it arrived because the store has very limited space and really no stockroom to store the material. They determined from the shipper that it would arrive first thing in the morning on April 1. I got with Jack and we scheduled Travis Krause and Max Garcia to be at the store Monday morning 8AM to start the install. After getting the run around from the shipper all day on Monday with no delivery, late in the day they finally told us that the truck broke down and now would not be delivered until Tuesday morning. Well, it finally arrived around noon, Travis and Max were waiting for it on the dock. Once it arrived, they went to work, this was a 2-day project, and they got it done in a day and a half. The install they did was fantastic and looks great, see the completed photos.- Tom Stulka & James McCormack

### **Jesse Lambert**

Jesse did a great job for us assembling a desk & chair.- Everett Cooper

### **Clint Senensky, Mike Kaiser, Sarge Thompson, Joe Brockman, Brian Ritter, Allan Barry**

Thanks for stepping up on the CR program. These are looking good and with this performance I can see us in the program for a long time. Thanks again and keep working hard and strive for that 100%.- Chris Cottrell, Floor & Decor PM

CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

### **Kurt Brush**

He is to be recognized for his outstanding job last week. He was instrumental getting reporting figured out and made himself available to take calls from the field to help guide them through reporting and trouble shooting. He also took the time to get on a call with Apple and me to resolve an issue we were having with one of the mobile apps. He was an absolute Godsend! - Sarah Nix

### **Corey Isacc, DaJuan Smith, Nino Dean, Jason Gadsen**

We had a team at this location completing a racking tear down and rebuild job. They worked well with the Grainger PM on site and communicated well throughout the duration of the 8 day project. The sign off is full of praise for them! - Eric Scally

### **Walmart 5435 in San Jose**

Outstanding job for the 33 weeks we did to remodel the store. A special call out to the leads Bob Huber, Ryan Coleman and Diamante McCain who lead the team at this store and were away from home for 33 weeks. - Tom Stluka

### **Robert Sloane**

From day one Robert created a successful work environment for the team that was greatly appreciated and recognized by Wayfair project management. Wayfair quickly realized the skill set and expertise that Apollo brought to the project, not only through expert furniture assembly, but also professionalism and on-site organization and setting of goals and objectives – all driven by Robert. Robert never disappoints when it comes to leading high visibility intensive projects and should be recognized for it.- Rich Lalla

### **Jeramie Puff & Team**

Thank you Jeramie and team for your assistance with the execution of the OSLG rework at store 0127 Sherman, TX. I appreciate your continued partnership and professionalism when situations arise. You are always there to take my racking calls, talk me through difficult challenges while teaching me along the way.

CAN I GET A  
WOOP!  
WOOP!

# APPLAUSE, PLEASE!

## Tim Tegal

Our assembler, Tim was great! I just wrote a review. Am I able to tip Tim?- Trinity. Customer

## Jorge Ramos

I know I haven't responded to every reset summary, but I just wanted to say, you're doing amazing!

This week I hosted my boss and director, and we visited a handful of stores where resets were completed. New items are in, Danone looks strong, and most importantly, all the dairy managers said the same thing:

-“Jorge is a great worker and knows what he's doing.”

Region	Employee
SW	Anthony Mioton
SW	Bradley Bynum
SW	Christopher Mullenix
SW	Elizabeth Bickham
SW	Jennifer McFarland
SW	Melony Mayfield
SW	Victor De La Fuente
MW	James Conklin
NEMA	Al Silva
NEMA	Clement Otto
NEMA	David Beauoin
NEMA	Michael Bieber
NEMA	Herman Parsons
NEMA	Martin Wojciechowski
NEMA	Fred Williams
SEFL	Irina Kormos
SEFL	Michael McCormick
SEFL	Fred Lowe
SEFL	Wayne Bush
WL	Carl Phipps
WL	John Schmidt
WL	Tyrone Kirkess
West	Diane Hallett
West	Julius Dembinski
West	Travis Krause
West	Dennis Tolliver
West	Frank Gomez
West	Joe Lynn

As we celebrated BT Retail Solutions reaching its one-year mark with the Apollo family this March, it's a great time to reflect on our journey and accomplishments we've achieved this year. Its hard not to acknowledge the invaluable contributions of every employee who has worked tirelessly to ensure our success.

Despite the various challenges our employees face, such as family crisis's, vehicle breakdowns, illness and more, many of our team members have consistently demonstrated unwavering commitment by maintaining perfect attendance. Their dedication has undoubtedly played a significant role in our collective success.

Therefore, its with great pleasure that we recognize these individuals who have shown exemplary attendance records. We want to highlight their dedication and commendable efforts in ensuring that our operations continue to run smoothly.

Thank you to all the employees for your hard work and dedication. Let's continue to strive for excellence together as we embark on another successful year!

CAN I GET A  
WOOP!  
WOOP!

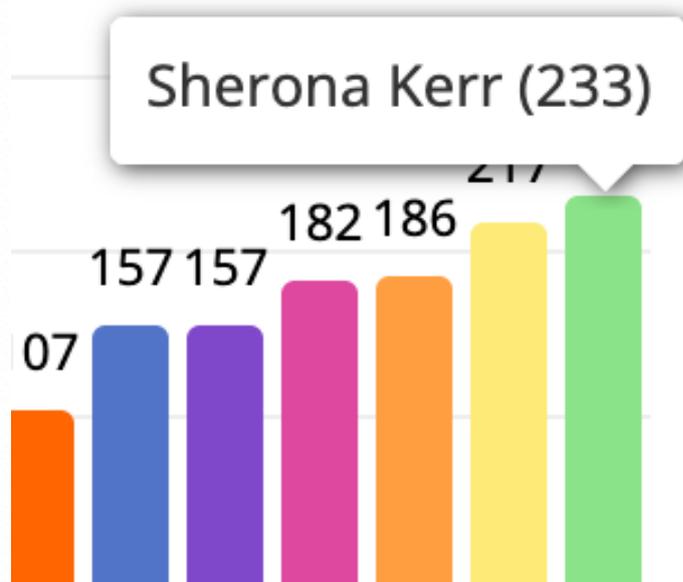
# APPLAUSE, PLEASE!

## Robert Sutton

You guys were awesome. From the individuals answering the calls to Bob who put together my stuff it was first class from start to finish. Thank you.

## Sherona Kerr

Sherona has been a great new addition to Apollo. She's hardworking and thinks out of the box when it comes to recruiting. If she finds a good candidate and there is no req, she's reaching out to the directors to see if we can hire. She's in the lead with the most hires this year! Love that she goes above and beyond in this way. Congrats on winning the incentives this month Sherona! - Heather Petrone





## *Recruiting for Wayfair*

Recruiting for Wayfair was tough, but our new recruiter Kellie Brudnicki was passionate about finding the right people to do the job in the Chicago market.

Way to go Kellie for helping to make this project a success by helping out with the staffing!

# WAYFAIR *Success*

Meet the Wayfair team !!

Apollo was awarded the opportunity to build the furniture for a new brick and mortar store in Wilmette, IL.

At 150,000 sq ft this is the largest store Wayfair has opened to date.

Our team of 15 started working on April 4th and continued through May 5!

Kudos to the group as the Wayfair Project Managers have been extremely happy with the productivity of our team.

## SWEET *Gestures*

Robert Sloane acts as the Team Lead for us on many large team projects and was asked to lead 15 for Wayfair.

From day one Robert created a successful work environment for the team that was greatly appreciated and recognized by Wayfair project management.



*Robert Sloane*

# WORK *LUNCH*



Brian Ritter posted this photo on Apollo Buzz! This amazing supply store made lunch for them. How nice to be treated with a nice home cooked meal.

## *Total Eclipse at REI*

The crew at REI in Beaver Creek got a great view of the total eclipse!

## *goGetter Award*

And our Marketing & Recruiting Director, Heather Petrone, accepted this award from the goHappy Summit on behalf of Apollo. We were recognized for our innovation using the app!



*Wayfair team*



APOLLO ANNOUNCES OUR

# CORE VALUES

Do you have a recommendation of someone who has exhibited one of our values consistently?

We're pushing to spread the word and help foster a stronger culture of being Proactive, Customer-Focused, striving for Quality, Efficiency, and being Held to Integrity.

If you know someone and would like to nominate, use the QR code to submit with the core value and why they should be picked!



NOMINATE  
SOMEONE

## Our Company 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. Be on the look out for more news regarding how you as a leader can recognize someone who follows our principles.

# STAY CONNECTED

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## Helpful Information

IT Support

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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)