

# the INSIDER

June-July 2022



***CSA Gifted by Customer***

***Apollo Swag Shop is Back!***

***Certificate of Excellence, Kudos, and More!***

Shelf Tech with the Apollo Executive Team

# CERTIFICATE OF EXCELLENCE

This certificate is presented to



**Kelly Lamoree, Rachel Lee, Clayton Mitchell**  
**MIN Regional Directors**

Mike Torres, Tammy Alemazkour, and I would like to recognize the Regional leadership within the MIN division. This team rises to every occasion moving this team forward daily. They are forever reviewing bids, schedules and team members for another increase in revenue, another quality person to add to a team and overall better processes to help prepare and execute our many projects. They are constantly juggling and being stretched for other programs, staffing member, shipping or HR issue, etc. but always seem to find solutions to almost impossible challenges.

Kelly is diligent and detailed, always keeping us on task. She has a trainer and processes mind. Clayton is strong in his knowledge and resource abilities. Rachel is strong in her coaching and relationship building. All three are mentors to many, reaching for opportunities to spread their expertise. Each of them make me proud to be part of Apollo, an organization that influences the lives of thousands.

Thank you Kelly, Rachel and Clayton for all of your support which makes this team successful! -  
Nikki Wauldron, Director Of Ops, Merch Install (MIN)

for demonstration of superior performance, hard work and dedication.

C. Michael Sunderland  
President

2022

*C Michael Sunderland*

# CAN I GET A WOOP! WOOP!

## **William Petraska & CSA Team**

*I sure hope I get a survey because you and your team have provided the best customer service and should be acknowledged. - Assembly Customer*

## **SAS Hunter Douglas Team (Justin, Eric, Dave, Arthur)**

*I wanted to write to express my gratitude and appreciation for Conner's and the Apollo teams' (Justin (Lead), Eric, Dave, Arthur) phenomenal work in removing my existing Gallery display and building and installing my new PowerView focused Gallery display. I remain quite impressed that from start to finish the display was completed in two regular business day hours. The display is gorgeous and completely transforms my windows showroom space. It feels like I have moved to a new house in a better neighborhood. Conner and the Apollo team were highly competent, productive and efficient in their work and sought out and implemented my input on various matters related to the build. They were also very respectful of prospective customers coming and going through my adjacent flooring area so I much appreciated that. - Interiors & Textiles (Niven/Hunter Douglas)*

## **Glenn Beachy**

*Glenn did a great job! We will definitely be calling your operation again in the future. Thanks. Make it a great day!*

## **Amanda Foster**

*I want to tell you what an amazing job Amanda did on her first cooler today. This thing is absolutely perfect. Just wanted to let you know. She was in Price Chopper 7.- James Claro, Jr.*

## **Alison Hamilton**

*I just wanted you to know how incredible Allison was if I could truly travel someone with me every project she's who I would travel. She's incredibly hard working, gets it right the first time and is incredibly fast. She pushes on getting multiple tasks done in a day and more often I found us ahead of schedule. She helped keep everything on task while also being incredibly easy to talk to and work with. - 7-11*

## **Nikechi Egbuji**

*The young lady was perfect in every way. Her work was absolutely out of this world.- Assembly Customer*

## **Man Lok**

*The young man was very nice and did a fantastic job. He put the chairs together so fast and sorted all the materials to be recycled. We are very pleased with our purchase.- Customer Assembly*

CAN I GET A  
WOOP!  
WOOP!

## APPLAUSE, PLEASE!

### **Pablo Rodriguez & Team**

*Pablo was recently in my store doing a reset for Millworks and I cannot express the gratitude I have for him and his team and their flawless execution of the reset. I have been with the Home Depot for almost 21 years and I have never seen a team work so well on a project and have it spotless every morning ready for us to open. I am so grateful for all they did and my store had nothing but amazing things to say about Pablo and his team as well. - Home Depot*

### **AnnMarie Welton**

*I just received a best call from the Beauty Mgr at store # 1280 ( Silva Fletcher ). Our rep AnnMarie Welton is at her store today doing a go back today. She wanted to pass along what a great job AnnMarie is doing . She said she is a delight and a treasure. Wants her assigned to all projects in her store. I LOVE THIS STUFF , I feel like a proud MAMA! - Dena India*

### **Junior Hawks**

*The gentleman who came was the best - he cared. This is a Blessing for me I have been waiting months to get 3 bookshelves at one time. Again your helper is the best 100++++*

### **Bryan Elde**

*Bryan is a rising star for us! He's really standing out on all these projects he's leading like this . - He knocked it out of the park for us with Ace!- Clayton Mitchell & Holly Tedder*

### **Tedise Arline, Gloria Lemmon, Shane Williams, Christian Pimentel, Berndette Morales, Donelle Martinez**

*Thank you all for a great job at this location, the project turned out great!!!!- Smart & Final*

### **Dave Merriman, Joe Brockman, Joanne Savicki, Paul Christin, Sue & Dan Anderson, Mirian Salameh, Cindy Baguiao**

*The store had nothing but positive feedback for the Apollo team. They appreciate your ability to work through issues as they arise and resolve together. Thank you for the extra courtesy and care! - REI*

### **Enrique Matos**

*The best support/assembly aid ever received. Highly competent, courteous and responsible. Kudos to seller also.- Assembly Customer*

CAN I GET A  
WOOP!  
WOOP!

# APPLAUSE, PLEASE!

## **Steven Gilbert**

*I want to send you a note to tell you how pleased I am with the services your company provided. Starting with your prompt replies to my inquiry to the COI which was perfect according to the management up to the installation. Steve was timely, polite and efficient. Altogether an excellent experience which is not something one can say about many services provided in this area. Please pass this information onto to your team. I will gladly use your services again and certainly refer you when appropriate. - Assembly Customer*

## **Eve Gavin**

*Can't thank the two of you enough for your handling of this order. The experience with Ryder was "difficult," but Robert saved the day and did a great job untangling the Ryder fiasco. Dawn, you were great in staying abreast of our situation and getting us assembled so quickly. The assembler, Eve, was terrific and did a great job. Thank you for sending her out on our job. - Assembly Customer*

## **Kathleen Alejandro & Team**

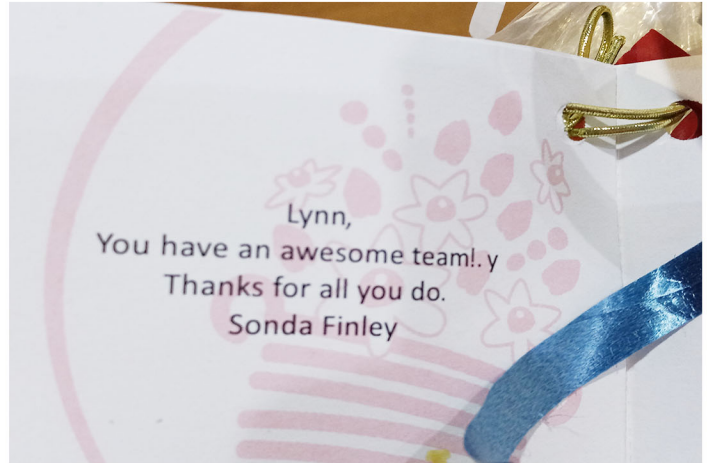
*A whole team of folk's helped us get recognition against peer companies (like APEX, NOOR) on our first large CVS Project, Hunter Lawrence, Albert Ferreira, Lawrence Carelli, Thadtius Hart, James Lawrence, Mark Smith, David Martinez. These folks made sure that Kathleen had the correct information to create the redlines that are being recognized as more accurate and timelier than other companies in the 3D Scanning business.- Shawn Gaddy*

## **Kathleen Alejandro**

*I wanted to take a moment to recognize you for all the work you did to deliver the most accurate Red Lines. Our locations can be very unique. The development of the Red Line could be viewed as something that can be easy to develop. We all know that is not so true when trying to develop the Red Line virtually. You really did a great job with accuracy in general, in fact you were the only one to deliver Red Lines that were free of my comments. I also want to call out your commitment to getting the deliverables to the finish line. I can say there were many nights pushing 11pm (and weekends) that we were both at it to deliver an accurate plan. You are a breath of fresh air and I am happy that you are part of the team. The story behind your work - If the Red Line is accurate and Store Layout draws the As Is plan accordingly, our intelligence can indicate every piece of steel that exists in the store (gondolas, walls, endcaps, backers, lowboys, front of pharmacy, pharmacy checkout, and front checkout). This work allows our systems to indicate what is existing, what is needed, and what the difference is, to allow out field project managers to develop an accurate order in a fraction of the time.- Eric M, CVS*

# CSA GIFTED BY CUSTOMER

Customer service can sometimes be a thankless job that others don't understand, but not one customer. Sonda Finley was so kind to send our CSA agents at Apollo a beautiful fruit basket and cookies, because she realizes customer service can be overlooked by many and thought they were doing an amazing job. Customer service reps love helping people, let's admire them for it!



**Do you have a friend looking to be hired?  
Give them our recruiting hotline numbers!  
Use the referral form at [apolloretail.com/referral](https://apolloretail.com/referral) to make \$\$, too!**



(813) 712-2511



(844) 786-0603

# You speak, we listen!

We've heard in the past you would like the option to buy your own swag from Apollo. Well now you can!

Apollo is pleased to announce that we've partnered with Vista Print to open a Swag Shop. If you would like to purchase more shirts, outerwear, or accessories, just click on the link, register, and pay with your credit card - it's that simple!

In addition, if you have special requests you'd like to see on the shop, just email [marketing@apolloretail.com](mailto:marketing@apolloretail.com) with subject SWAG and let us know your thoughts on what you'd like to see!

<http://apolloretail.go.customprintcenter.com/register>



apollo

# SWAG SHOP

OPEN FOR  
BUSINESS

# STAY CONNECTED

FOLLOW US ONLINE



## Catch 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)