



## 2019 Quarter 2 WINNERS!

### Jim Ligoci, Service Manager: Service Excellence

Jim Ligoci (ABC Service Manager) – Jim displays “Excellence in Service” every single day he comes to work. There is not another individual in the office or on the road that is committed to his job, and this company more than Jim is at any given time. His phone is on 24/7 and takes calls at all hours of the day and night to assist his techs and customers alike. Jim is the one constant in the Service Department that not only works at a desk but still pulls on-call one weekend a month. This makes his stock among the techs a premium because all the service technicians respect a man who does what they do on an on-call basis. As the company’s service manager, he maintains a full plate; from hiring service techs to handing out disciplinary counseling’s, bringing on new customers, or writing up quoted work, Jim does it all! He brings the “old school” flare but stays current with the times when dealing with all the emerging technologies the commercial refrigeration trade has to offer. Bottom line, when something/anything needs to get done, Jim is the man to make it happen!!! *-Nominated by Mike Hart, Dispatch Operations Manager*

### LaCrishia Malcom, Receptionist: Service Excellence

LaCrisha is the first person people see when they walk through the doors at CoolSys Corporate, and we are lucky to have her. She not only brightens the room with her smile, but she also gives anyone who visits a great impression of the company we are a part of. She has a great attitude and serves our company with the highest standard of service. *-Nominated by Adam Coffey, CEO*



Pictured: Adam Coffey and LaCrishia Malcom



## 2019 Quarter 2 WINNERS!

### Erin Goss, Representative, Billing: Attitude

Erin transitioned from Data Entry into a Billing role back in March, and since then, she has hit the ground running! Erin took on a difficult account and had to train several other people for her Data Entry role and even took on an additional customer shortly after. Despite the extra things that get thrown her way, she always takes them on with a positive can-do attitude! -

*Nominated by Jaclyn Ramirez, Manager, Billing*



### Rose Felix, Accountant: Commitment to Add Value

Rose has been a Staff Accountant for 20 years servicing Source! Her supervisor says, "Rose's work ethic has not changed, and she continues to try to make a difference every day at work. She rolls up her sleeves and takes ownership of all projects handed her way. Rose collaborates well with other departments and makes sure the work is done right the first time. This quarter she stepped in and took over cash applications after an employee left the company until someone new can be hired. Currently, she is covering the Treasury Managers duties while she is off for her wedding and honeymoon. Rose stays the extra hours, never complains, and always has a smile on her face!" -Nominated by Lynn

*Fiene, Corporate Controller*

### Haris Mahmood, M/A Integration Manager: Attitude

Haris has been integral in the diligence aspects of our most recent deal. He has gone above and beyond in learning this new job and always with a great attitude and a smile on his face. His positivity is infectious and makes a long, difficult process manageable within the organization AND with the Sellers. I wanted to recognize Haris for his diligence and his great enthusiasm for his work. -Nominated by Burt

*Hong, EVP General Counsel*



## 2019 Quarter 2 WINNERS!

### Nancy Uong, Talent Acquisition Specialist: Commitment to Add Value

I could easily nominate Nancy for any of the four values because she is so good at what she does and the way she approaches it. However, I picked Commitment to Add Value because she is always eager to step up and help the team whenever help is needed. Whenever we need someone to document processes or create a guide, she steps up and creates easy to understand step-by-step instructions. Whenever we need someone to help test a new process, she meticulously tests and documents each part that is or isn't working. Whenever someone needs to be trained, she goes into great detail and explains all scenarios so that the new team member knows exactly what to do at each step of the process. On top of all this, Nancy always produces perfect work in her regular duties and does it all with a smile and a great attitude. Our team wouldn't function nearly as smoothly without her commitment to add value! *-Nominated by Garmen Quang, HRIS Administrator*



### Ray Badua, Licensing Representative: Commitment to Add Value



He volunteered (and has assumed responsibility for) the management of real property leases for all offices, all divisions, nationally! *-Nominated by Adam Coffey, CEO*

Pictured: Adam Coffey and Ray Badua



## 2019 Quarter 2 WINNERS!

Leticia Valdez (Customer Account Specialist), Martha Rangel (Analyst, IT Business Systems), and Jessica Smith (Employee Engagement Specialist): Attitude

I would like to nominate the Culture Club team (Letty Valdez, Martha Rangel, and Jessica Smith) for their contagious and positive attitudes that help promote the true spirit of the CoolSys culture. In addition, their outstanding efforts to plan and organize company events have been instrumental in engaging employees and building up company culture. *-Nominated by Juan Chavolla, Marketing Graphic Design Specialist*



Pictured: Leticia Valdez, Juan Chavolla, Martha Rangel, and Jessica Smith



## 2019 Quarter 2 WINNERS!

### Chris Huang, Senior Software Developer: Commitment to Add Value

We have struggled for many years trying to make our top customer reporting more closely match the GL. Many of the journal entries to the GL do not directly reference a work order or job number that can be tied to a customer. Chris has done a fantastic job writing procedures that identify the correct WO/Job and associated customer and attach them to the gL entries thus enabling us to generate customer level reporting that is consistent with the GL and the P&L statements. There was nothing trivial about the exercise. There appear to be an endless number of ways/formats for GL entries to be generated. Chris sorted through them and identified ways to make the necessary connections within our data tables. The majority of this work was performed a while back and was a Herculean effort. As impressive as that was to me, as we identify additional areas where the customer connections are not being made, she willingly and very importantly, very quickly jumps in to made additional modifications to the code. This a project that has made life easier for a number of us, and it continues to be gratifying the way Chris responds to additional requests to update the work. *-Nominated by Rich Burns, Director, FP&A*



Pictured: Kathleen Donahue, Chris Huang, and Nishat Shaikh



## 2019 Quarter 2 WINNERS!

### Denise Lux, Salesforce Administrator: Commitment to Add Value

The CoolSys sales team has been using SFDC for a number of years. Unfortunately we haven't seen the full value because the hard work of making the application core to the sales process wasn't complete. Denise Lux joined the organization in March, and in just a few months, we have seen significant improvements. Workflows are being reviewed and revised so that we can remove non-value adding steps and make sure there is value in the entries we ask the sales team to make. Re-designing the Install and Service workflows is providing an easier process for the sales team, better data today, and has us on a path to a future state that among other things will improve Ops visibility to the pipeline. Denise has a disciplined approach to analyzing the process, documenting the details, review with stakeholders, and then implementing the changes. Throughout the change, she is driving best practice, so we don't take short cuts now that limit us in the future. She has been a great asset to the team and has been and will continue to be a pivotal part of the sales transformation.

*-Nominated by Lisa Baldwin, VP Sales Operations*

### David Bell, IT Systems Administrator: Service Excellence

Recently, I was talking to Dana about all of the IT System changes that had been taking place and asking about the impact on Call Center/Dispatch. She mentioned how difficult it was when the outages were not well managed. That's when she told me about a standout experience she had with David Bell. She emailed me the story attached below.

**From Dana Erickson:**

"The feedback I would like to give to David is regarding the planned Network Outage on June 6th. David did an excellent job of communicating the details of the outage as to what was changing, why, and doing his due diligence to determine what systems would truly be impacted. He even went as far as setting up a meeting with Avtex, our phone system company, to make sure he understood how the network changes he was making would impact our customers and their contract response times. Prior to the shut down he sent out a clear timeline of the change and provided the contact information for the 3rd party assistance he had contracted for the changes. Once the changes were completed, he then sent a follow-up email advising the changes were complete and everything went as planned. I can't thank David enough for setting an example of what IT changes should look like, THANK YOU DAVID!" -

*Nominated by Elizabeth Doyle, Sr. IT Project Manager*

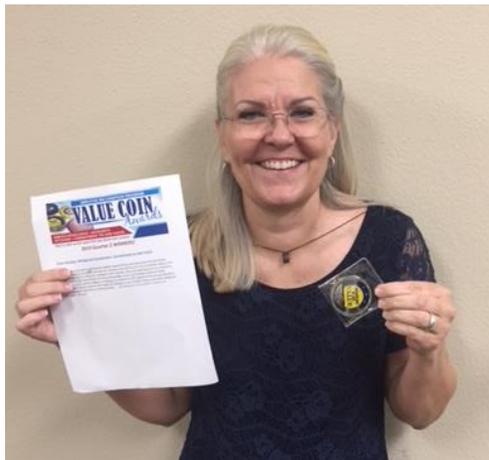


## 2019 Quarter 2 WINNERS!

### Jani-Lin Beck, Call Center Rep: Service Excellence

Jani is just always smiling and willing to help, no matter what. She motivates and makes a good number of us feel like valued additions to the Source family. *-Nominated by Daisy Edwards, Call Center Rep/ After Hours dispatch*

### Susan Sanchez, Refrigerant Coordinator: Commitment to Add Value



Susie is known to go above and beyond to gather required forms and chase down the information required to keep us complaint both with our customers and with the EPA. She is a familiar name to the field, guiding them on refrigerant tracking for over a decade. She is also well known to our customers, where she has built relationships of trust and knowledge. Susie is committed to demonstrating excellence in work, and her diligence in keeping us compliant on EPA regulations for the past decade is showing itself now as customers like Target are looking to us as a model of what a successful refrigerant tracking program looks like in a service provider. *-Nominated by Cynthia Rollins, Commercial Operations Manager*

### Guillermo Wallis, Senior Project Manager: Attitude

Guillermo is a very hard worker with a great attitude. He is an indispensable part of the CED team, but even in the midst of working late nights to keep up with the flood of projects on his accounts, he is always positive. He has been a huge help in showing me the CED ropes, and he is always available if I need an answer. *-Nominated by Sam Cantrell, Senior Project Engineer*

EMPLOYEE RECOGNITION PROGRAM

# VALUE COIN Awards

SERVICE EXCELLENCE • INTEGRITY  
ATTITUDE • COMMITMENT TO ADD VALUE

*They're just words until YOU put them into action!*

## 2019 Quarter 2 WINNERS!

### Jason Salas, Senior Designer: Attitude

Jason Salas has worked with effort and diligence, helping design projects go out on time and without error. He puts his time in to get it done. *-Nominated by Emmanuel Ayala, Senior Designer*

### Ray Kelly, Director of Engineering: Service Excellence



From the first time I met Ray, his passion for and dedication to his job, CoolSys, our clients, and engineering has always been the number one quality that comes through in his management and work product. Despite any negative external influences, Ray always comes to work with a smile on his face and ready to motivate his team to provide flawless engineering and service to our clients, both internal to CoolSys and external. He is committed to excellence, client service, and management; all which permeate the office environment and give our team in Fullerton a great example to follow. This message is constantly heard from our clients who know that they can call Ray with any questions or needs they have and get an immediate, accurate, and thought through solution. CoolSys is very lucky to have Ray on its team! -

*Nominated by Ben Rosenzweig, Vice President of Operations*



## 2019 Quarter 2 WINNERS!

### RJ Napoleon, Designer: Attitude

I'd like to paint a picture of RJ Napoleon with very broad brushstrokes, in order to (hopefully) convince you why he is worthy of recognition in the "Attitude" category. I came to this company back when it was still Energy Squared, and within the first few days, I was partnered with RJ, who was "the guy" on the Target remodel team. I soon learned just how competent RJ was/is. He comes from a Mechanical Engineering background, like myself, but from day one, he was able to answer any questions I had about electrical design and the science behind it. Everything he had to learn, he shared with me in a passionate and concise way that motivated me to be the best designer I could be. I also immediately recognized his work ethic and positive attitude, which permeate everything he does while on the job. Being on the Target team, things can get extremely hectic. Sometimes, things even seem impossible. However, RJ is never discouraged. If the amount of work cannot fit within our 8:30-5:30 workday, he stays until it is done. If we need to learn a new skill in order to fulfill a client's needs (like all Target remodel projects being in Revit, a software we previously had little/no experience with), RJ steps up and masters the skill. I have worked with RJ for about a year and a half, and I have never once seen his passion for his work wane. From day one, I've said that I would not be where I am without RJ's guidance, and I do not believe that my team would function without his guidance and his readiness to tackle everything that comes our way. It can be easy to become disillusioned in a workplace where the amount of work changes rapidly from month to month, but RJ holds steadfast in his approach to these challenges. CoolSys Energy Design proudly lives by the "can do" attitude, and I believe RJ deserves to be recognized for genuinely embodying this ideal every day. *-Nominated by Andrew Palisch, CAD Designer*



## 2019 Quarter 2 WINNERS!

### Ashley Nettles, Project Specialist: Commitment to Add Value

Had worked loosely with Ashley at previous company but not well enough to know her work ethic at a personal level. My opinion of her now is majority based on observations and interactions with her over the past 3 months. Of the 16 people on the team, Ashley is 1 of 5 managers. She is currently managing 500 projects and over 50% of the current book of sales and still finds time to help the other managers when needed. With new business, she may well manage 700-800 projects by year end. She has embraced change, stepped up as a team & business leader. She has a deep level of mutual respect and trust with her team and other managers. She has recently started calling on customers and attending more customer meetings - helping to secure more business for Coolsys. She communicates often with customers and team members. She has received several positive remarks from the customers (Wal-mart & SEER2). She is fair but can be tough (when appropriately needed). She doesn't want credit for her work and leadership, in fact, probably doesn't want to receive a value coin herself but would rather one of her team members receive one. Overall, she is a great asset to the team, the customers and the company, we need more people like her. *-Nominated by Robert Eidson, Director, Coolsys Energy Solutions*

**Integrity:** Ashley, upon learning one of her direct reports became ill with heart problems, sprung into action. She started requesting if anyone had vacation hours to donate so it would at least take that pressure of worrying about a paycheck. The whole team responded to her call to help a fellow team member in distress. She even flew to El Paso to collect his tools so they would not come up missing. Not many leaders would go above and beyond what's required from them, but Ashley always does, and that's why we are proud to be members of her team. *-Nominated by Manfred Toralla, Project Manager*

**Attitude:** I have been working with Ashley for almost 2 years now, on many projects, customer meetings, conference calls, and interactions. Ashley always projects a positive outlook and great sense of enthusiasm when dealing with the customers along with professional organizational skills when presenting. In turn the customer(s) see her skills and feel very confident in awarding her major projects and contracts. I was recently in a meeting with Ashley, and our customer, to present a proposal for a very large energy project, covering a large geographic region of nation wide stores. The owner of the company started the meeting by saying the previous performance by her, and our Coolsys Energy



## 2019 Quarter 2 WINNERS!

Solutions team, was above any of the other contractors that he dealt with on the previous project. Her performance made it a pleasure for him, and his team, to work with, which led to solid execution the project and success for both parties. He also said he would not be inviting any of the other contractors to bid on the upcoming project. Ashley and I both walked away from that meeting with two multi regional projects worth several million dollars. Ashley's attitude and enthusiasm, also reflects throughout her team, they enjoy her positive outlook which also reflects in their performance. Ashley's projects are well organized, completed on schedule, and above expectation, thus generating customer confidence, which leads to further projects. *-Nominated by Tony Imbarrato, Account Manager*

### Chris Silman, CES Director: Commitment to Add Value

At the time Chris came on board, we were shorthanded one of our key employees. We were scrambling to pick up the responsibilities as would be natural when you are down a key player. The stress level was increased due to the expanded responsibilities of other team members. Chris came in and immediately extended communication lines and helped to take some responsibility upon himself. The team responded positively, and we are on our way to having a closer team with increased fiscal results. Chris definitely adds value, with a great attitude, to our team *-Nominated by William August, CES Account Manager*

### Hung Ngo, Project Manager: Service Excellence

Hung Ngo was pulled into some Food Lion Refrigeration Remodel work that we took on at Coolsys Energy Solutions. We weren't fully prepared to take on such large projects on short notice, but we're determined to accept the work and do a great job. Hung came over from Robert Eidson's group and has done a great job. I had Food Lion Remodel Managers specifically contact me to share what a great job Hung is doing and they want to make sure he stays on their projects. *-Nominated by Natalie Powlas, CES Director*



## 2019 Quarter 2 WINNERS!

### John Barnett, Project Manager: Attitude

Recently Coolsys Energy Solutions chose to say YES to business and took on some Food Lion Refrigeration Remodels that weren't the usual energy projects that we complete. John Barnett always has a great attitude and was more than willing to take on the project. This meant working 80 hours per week a lot of weeks in the beginning of the project. John maintained his great attitude and desire to perform for the customer and has done a great job managing the projects. We have made a great impression on the customer and they are very happy with our work. *-Nominated by Natalie Powlas, CES Director*

### Rocky Paflias, Project Manager: Commitment to Add Value

In late January my profit center had a key man go down with a very serious injury. The person who had the accident was the account manager for one of Coolsys Energy Solutions largest customers. The team the account manager was heading up was critical for the team's success in 2019. Without hesitation, Rocky raised his hand and stepped up to take on additional responsibility and workload to help cover any gaps we now had with our account manager out and not knowing when he may come back, if ever. Rocky's willingness to have a can-do attitude and do whatever is necessary to take care of the customer and his teammates was and is very commendable. He volunteered to jump right in, and did, so the customer and team would not miss a beat allowing us to deliver our services on time and with excellence. He did so at a cost to himself and his family for the greater good. By doing so, he showed himself to be a leader and do whatever it takes to take care of the customer and take care of his team. He stepped way outside his comfort zone and did a great job taking care of business allowing his team members to have the guidance they needed to successfully execute for our customers. Not once did he complain to management or go back on anything he committed to the customer and the CES team. As the profit center manager and VP of CES, I personally was very impressed by his actions, attitude and willingness to do whatever it takes to get the job done and get it done right. We need more good people like this in our organization and we are glad we have this one. For the reasons, I've listed and several more, I'd like to nominate Rocky for a Coolsys Value Coin recognition for these efforts which continue today. *-Nominated by Kevin Ricci, VP, Coolsys Energy Solutions*



## 2019 Quarter 2 WINNERS!

### Josh Branch, Project Manager 2: Commitment to Add Value

Josh is the most dedicated and hardest working Technician that I have ever worked with. He is always available to help techs via phone support. You couldn't ask for a better employee. *-Nominated by Dan Gregersen, Service Manager*

### Brad Sather, Sales Manager: Service Excellence

Kroger purchased Roundys, operator of over 100 grocery stores in the Wisconsin Territory a few short years ago. Brad has worked tirelessly on the relationship which recently resulted in us being awarded the majority of the service business. Brad creatively suggested implementing a live in person weekly meeting process. This has provided accountability of all stakeholders and allows us to evaluate and anticipate the customers fast changing environment as they continue their transition and integration of Krogers direction. *-Nominated by Gary Shmerler, General Manager*

### Jennifer Jablonski, Sales and Customer Support Representative: Service Excellence

Kwik Trip, which is the dominate C-Store operator in Wisconsin, was in the process of re-assigning business to other vendors as a result of a poor installation experience and as result of her tenacity, passion for the business, hard work and follow up, we received notice from our two lead technicians who participate in required Kwik Trip training that we have improved immensely and that our business is secure and that they will begin to evaluate other locations that we may be able to service for them. Jen originally came to us to provide a much needed data entry function. She later founded our customer service area and we now look forward to her full time entry into our sales force later this year. *-Nominated by Brad Sather, Sales Manager*



## 2019 Quarter 2 WINNERS!

### Frankie Thanasith, Service Technician: Service Excellence

Frankie Thanasith is frequently recognized for his outstanding customer service. Below are some customer emails raving about Frankie.

I wanted to take a moment to give a huge shout out to the tech we had in our store today for service. Frankie T. showed great patience, significant pride in his work, and an extremely friendly demeanor this afternoon. He took time out of his day to show me certain things to keep an eye on to help prevent additional calls and made sure that the store was in great condition before leaving – being sure that the problem for which he was called got resolved. I have nothing but great things to say about his service and ability. Thank you for your attention to this matter. #5897 College Grove & College Way Sholem Futran, Store Manager, Starbucks Coffee Company

To whom it may concern:

Frankie just completed some work at my store and did a great job. He was very professional and knowledgeable. He gave us some great tips on how to better maintain our equipment so that we can have a successful summer season.

Jeff Jenkins, Store Manager

Hello, I have had the pleasure of having Frank come out and do service calls when I was the executive sous chef at true food kitchen, and now as I am at North Italia. Frank is one of the best at his job that I have seen. He is fast, knowledgeable, and if he doesn't know the answer to a question he will research it and find out. I was just taking the time to throw out some compliments his way. Thank you, Tony Charlton Executive Sous Chef

Hello! I am the manager at the Starbucks store on Chase & Avocado, store #8943.

I just wanted to reach out to you and let you know that Frankie went above and beyond for us when he came in for a service call on our ice machine. He trained some of the partners on how to properly clean the machine, and he cleaned coils for us and explained the why behind it. He was super friendly and I appreciate that kind of customer service! Thanks again,

Madison Williams, Store Manager, Chase & Avocado

*-Nominated by Michael Goodbrand, Director*



## 2019 Quarter 2 WINNERS!

### Sheryl Johnson, Assistant Controller: Attitude

Sheryl has been with CRM for almost 6 years. Her dedication, attention to detail, accuracy and reliability associated with financial reporting function of the company is second to no one. No matter what the task, Sheryl is always unselfishly volunteering to do what is necessary to get a requested job done and, although the work may not be recognized as high profile her overall attitude provides the necessary stability to the financial reporting requirements of the company. *-Nominated by Candi Mehlberger, Contoller of CoolSys Midwest*

### Angel Serrano, Installation Coordinator: Service Excellence

Angel has become very good in communicating and executing his job tasks, especially with so many of our customers, vendors & G.C. 's that I'm getting feedback from them on how his actions on getting them info. ( material orders, submittals, close out Docs., As-builds) from our on going projects in a timely manner. His actions has helped in getting our projects from start to finished executed internally, because of his constant attention to overall execution that brings a project in with a profitable margin. In this busy season and with triple the work he has not stopped his focus on each and every project small or big. His daily efforts with constant attention to task has made this Dept. run more efficiently. *- Nominated by James Rodela, Project Manager*

### Bryan Karpinski, Service Tech- Level 5: Service Excellence

Bryan is a very well rounded tech in refrigeration and non mechanical work, Bryan works hard to provide the best service to the customers and is always very patient and helpful when you need help. *- Nominated by Anonymous, Service tech*

We all got to see Bryan grow in a the trade, like myself, and he actually grew on me. He is a solid tech and pal, we need more like him because he is always willing to help and is an all around good tech. *- Nominated by Daniel Andujo, Service Tech- Level 6*



## 2019 Quarter 2 WINNERS!

### Irene Brehm, AR Accounting Team Lead: Commitment to Add Value

Irene Brehm takes on all the responsibilities for billing and collections that make us all look good to Starbucks. She goes above and beyond to make sure that we are supported as Branch Managers. The Starbucks account can be difficult to Manage and she handles it professionally and with pride in her work. Excellent employee. *-Nominated by Wayne Fine, Branch Manger*

**Attitude:** Irene always goes above and beyond. Works the extra hours on the weekends. She really cares about her job and others. *-Nominated by Jeff Martin, Branch Manager*

**Service Excellence:** Irene is the "go to" person in accounting for every branch manager. It doesn't matter what the issue, Irene is always willing to do whatever it takes to get it resolved. Be it getting a difficult client to set up payment terms, assisting in warranty processing or just keeping the team on track for end of period financials - Irene is there! *-Nominated by Monty Parker, Branch Manger*

**Service Excellence:** I wish i could have selected "All of the above" for the values. Attitude-Irene has a winning attitude. Integrity is second to none. She does the right thing every time. Commitment to add value Irene is the Team Lead for a reason. She steps in when and where needed. Will always go the extra mile. Now Service Excellence, Irene is tasked with a lot every day. She chooses to work weekends to make sure the branches are taken care of at every month and quarter-end. My peers will tell you the same thing, Irene is the heartbeat of the accounting Team. *-Nominated by Stuart Sabin, Branch Manger*



## 2019 Quarter 2 WINNERS!

### Hugh McGowan, Installation Supervisor: Service Excellence

We received an email from Alberson's Construction manager expressing how Hugh has been going the extra mile with communication and customer service on a particularly difficult remodel with high viability at there #1 Pavilions store in Hollywood. Email from customer to Salesman:

Bill, I just want to drop a simple note! Hugh has gone the extra mile to communicate properly with me and the Store Director. Not to mention, when asked of something that requires immediate attention, he's able to deliver on time. So far so good with Hugh and this is the type of customer service we require and expect from our vendors. Thank you!

Best Regards, Joe Alcedo, Construction Project Manager *-Nominated by Scott Barrett, Install Manager*

Hugh is running an extremely difficult remodel for us right now. Here is our customer's Project Manager comments that sum up Hugh's value. "I just want to drop a simple note! Hugh has gone the extra mile to communicate properly with me and the Store Director. Not to mention, when asked of something that requires immediate attention, he's able to deliver on time. So far so good with Hugh and this is the type of customer service we require and expect from our vendors.

Thank you ! " *-Nominated by Bill Ackerman, Enterprise Account Manager*

Hugh McGowan is our PM at Pavilions 2739, West Hollywood. Although the job has had some ups and downs, our customer provided the following feedback on Hugh's project management. Hugh communicated honestly with Albertson's and has earned their respect and highest praise! Email from Joe Alcedo, Construction Project Manager, Albertsons, "I just want to drop a simple note! Hugh has gone the extra mile to communicate properly with me and the Store Director. Not to mention, when asked of something that requires immediate attention, he's able to deliver on time. So far so good with Hugh and this is the type of customer service we require and expect from our vendors. Thank you!" Phone call from Joe Alcedo's boss, Paul Herman, Albertson's. Typically I only get calls from Paul when something goes wrong. Paul called to tell me Hugh is hands down the best Project Manager he's worked with and that his communication is second to none! Well done!

*-Nominated by Bill Ackerman, Enterprise Account Manager*



## 2019 Quarter 2 WINNERS!

### Wendy Wester, Coordinator: Commitment to Add Value

Wendy has always worked diligently within our region and has always been willing to support other departments and jump into other roles as needed. When I had my baby earlier than expected, Wendy jumped right in as the Supervisor of the CA RST. During the entire 3 months Wendy not only fulfilled the obligations of her existing role as coordinator, but she also fulfilled the duties of Ops Supervisor. She trained new hires, attended required meetings, kept detailed reports, and worked with the leadership team. Wendy is the type of person who sees a need, and fills it. She is attentive and thorough in all that she does and is a huge asset to the Social RST. We're grateful for all the hard work she puts into our region. *-Nominated by Keisha Thomas, Regional Business Manager*

### Beth Patrick, Service Coordinator: Commitment to Add Value

Beth is always there helping guys out, making sure that bids are put in place, and sent to the customer such as EMC. He also helps us get uniforms ,permit, and any other small items we need help with like paperwork and contracts. *-Nominated by Bruce Bachman, Service Manager*

### David Willerford, Service Tech- Level 5: Commitment to Add Value

David will continually go above and beyond to get every job done correctly. David has shown to be a great leader with the techs in the field and always leads by example. David is always demonstrating his ability to assist techs, customers and still perform his duties. David has built a good relationship with the local and national customer. *-Nominated by Jerry Dilley, Service Manager*

### TJ (Thomas) Williams, Installation Supervisor: Attitude

TJ's office was relocated next to mine, and I had the chance to see first hand how he treats every employee with respect. He always gives credit and praises people when they do something right, and makes sure to let everyone know how thankful he is to have them on his team. He gets along well with the customers and vendors and has been doing great with some not-so-ideal jobs. He's an asset to our HVAC team in the Southeast! *-Nominated by Tasha Renegar, Installation Coordinator*



## 2019 Quarter 2 WINNERS!

### Justin Cronin, Service Tech- Level 2: Commitment to Add Value

I would like to nominate Justin Cronin from the Denver service branch. Justin has shown above and beyond the call of duty. He is always taking extra calls at the end of the night to help out the on call crew. There is one instance that stands out though. I was on-call during the week, Justin took another call for me. I did not realize he wasn't on-call and after he finished that call I advised to run another. He responded with yes sir and took the call. He finished this call around 1AM and asked if he could go home for he had an early start call. This is when I realized he was not on-call and just helping out. He took an extra two calls that night and still made his early morning start call. We cannot ask for a better technician than this. *-Nominated by Drew Hopkins, Service Tech- Level 5*

### Lance Galloway, Service Tech- Level 7: Integrity



Sometimes it is not a certain event that provides an example of integrity. Lance has been a committed, excellent employee year after year. He handles some of the most difficult situations every day and handles them in a way that reflects a professional attitude. I think we don't often recognize those who work quietly behind the scenes day after day to make this company a success. Lance is one of those people. *-Nominated by Fred Harlow, Service Manager*

### Melvin Mantanona, Service Tech- Level 5: Commitment to Add Value

Melvin has shown his commitment over and over. He is always the first to volunteer if another technician needs a hand. He has helped out the on-call team on numerous occasions. He continuously goes above and beyond to keep the customer happy. I have received calls from multiple managers praising his level of service. He is requested by managers on a regular basis. *-Nominated by Justin Smith, Service Manager*



## 2019 Quarter 2 WINNERS!

### Martin Rangel Garcia, Service Tech- Level 2: Attitude

The Reno branch has been busy over the last 3 months, Martin stepped up and took on several construction projects for the Nugget casino, Washoe Co school district, Geodis project and Wal-Mart remodel without hesitation! Martin is a true asset to the Reno branch. Because of his efforts, we were able to complete the work on-time. *-Nominated by Daniel Churchill, Service Tech- Level 6*



Pictured: Martin Rangel Garcia and Doug Wolfe

### Barbara Pierzchala, Purchasing Agent: Attitude

I haven't been with the company very long ( 4 months) and she is always there when I have a question or concern about anything. I know I can always depend on her to help me! *-Nominated by Lisa Carlson, Warehouse Coordinator*

### Enrique Martinez, Service Supervisor: Integrity

He has helped me become a knowledgeable tech. He is always helpful no matter what hour of the day or night. I've had to call him at 3-4 in the morning and he answers asking how he can help. He has helped set up a great branch and make it grow to double its size since I started 2 1/2 years ago. *-Nominated by Joe Castillo, Service Tech- Level 3*



## 2019 Quarter 2 WINNERS!

### Jenna Bolen, Installation Coordinator: Service Excellence

She is always there to help all of us whenever any of the guys need help. She goes out of her way to help and she helps me with getting subs set up and making sure equipment is on jobs when we need it. She is just a very kind person that does her job above and beyond what she is expected to do. She never says "I can't." *-Nominated by Alan Parker, Strategic Account Manager*

### Marcelino Garcia, Start-Up Tech: Service Excellence

Marcelino is a premier tech that goes wherever he is needed, when ever he is needed, and does a great job on every thing he touches. He instills confidence with every customer on even the smallest project and lets them know they are just as important as the big guys. He has trained several people and is always willing to show somebody how to do something. He has been a major asset in all my Kroger stores over the years and never backs down from a challenge he always shows a can do attitude. He makes money on every job he does. *-Nominated by Alan Parker, Strategic Account Manager*

### Chris Flores, Service Tech Level 4: Service Excellence

He's always willing to answer any questions that can help another technician, available anytime of the day and night and as a team lead he always is willing to check in on his group and assist them in any way possible. He will make sure he services his calls to the best of his abilities and will go above and beyond to complete and notify management of stores of any issues that there not aware of. *-Nominated by Cornelio Sanchez, Service Tech- HVAC*

### Alfonso Borges, Service Tech- Level 4: Commitment to Add Value

I was a great all-around guy always have a positive attitude and always willing to help in any situation cares about the company and its future and responsibilities Al always Shown a positive attitude and good leader ship skills L has good character about him very respectful and resourceful *-Nominated by Scott Lee, Service Tech- Level 4*



## 2019 Quarter 2 WINNERS!

### Dragan Matorcevic, Service Tech- Level 1:

#### Service Excellence

Dragan is committed to making a difference and influencing others to Complete work with integrity, Dragan is a valuable asset to our service department. Dragan was working at a retirement home to redo a job that was done with several errors, not only did dragan complete the job properly but he did displayed kindness and selflessness when dealing with the residents, he was always concerned as to not be a nuisance and to assist when possible. *-Nominated by Luis Perozo, Service Tech- Level 2*

#### Commitment to Add Value

Dragan has assisted in many heavy duty projects we've had here in service and install department and he has done it with great attitude. He also has helped me around the office and WH. My appreciation to his job is greater than the words I could express in this note. Dragan, Thank you for making it super easy to work with you and thank you for all that you do! *-Nominated by Samantha Lopez, Service Coordinator*

### John Pollock, Appretince 2- Refrigeration: Commitment to Add Value

John has really stepped up to help with every aspect of the job.Taking over duties to help the Forman. *-Nominated by Jeff Noble, Journeyman-HVAC*

### Khaled Aberkane, Service Tech- Level 5: Service Excellence

Khaled has show tremendous loyalty to source refrigeration He has picked up and carried this branch on his shoulders by making repairs the first time. On every call he owns it. His first time fix rate is above and beyond the average. His overall knowledge of the refrigeration is vast in his 20+ years in the industry. As a tech you are only as good as your last call and Khaled demonstrates his excellence on every call he goes on. *-Nominated by Simon Barnett, Service Tech- Level 4*

### Ted Melendez, Purchasing Agent: Commitment to Add Value

Ted's commitment to his position is truly amazing. The HVAC team is very small and nimble, we have hard to find items regularly and what a blessing it is to reach out for a solution to the knowledgeable person on the other end of the phone or email. We lean on Ted to be fast, cost-conscious, and accurate. He is more than I could ask for. *-Nominated by TJ (Thomas) Williams, Installation Supervisor*



## 2019 Quarter 2 WINNERS!

### Adam Tan, Account Manager – Commitment to Add Value

I hope this email finds you well. I wanted to take a minute and send an email about the great work Adam Tan has been doing for our stores. His communication to both GOI and our Operators is exceptional. He's practically on my speed dial and he always picks up or answers emails in a very timely manner. He has really built confidence back with GOI and our operators on the service side of the business. Most of all, I can call him or email him about any store in the Bay/Sacramento area and he has answers for me right away. I'm pretty sure Adam operates on GO time which is, NO DAYS OFF, 24/7. 😊 He gets our urgency and understands the importance of the business our operators are running. – nominated by Bob Thomas via GO

### Karen Price, Purchasing Manager – Service Excellence

I would like to nominate Karen Price for Service Excellence award. Supervising the Purchasing Department, Karen is instrumental in managing and overseeing productivity of the Purchasing Department. Karen is process orientated developing and ensuring SOP followed in order to support success and consistency for her team. While the volume is large, Karen leads with best practices ensuring excellent service to both internal and external customers. Additionally she has provided excellent support implementing the new phone system where her extensive background knowledge benefits our entire office. - Nominated by Carol Otterness

### Manuel Agredano, Service Technician - Commitment to Add Value

I just wanted to provide a little feedback on the preventative maintenance I had on Monday 4/22. I had Manuel do the maintenance, and I am very happy with his work, communication, and overall thoroughness! I had an issue outside of the P/M and he took care of that for me. (and yes I called it in also). He communicated with me and my management team. I watched him work and number one, he was working! and number two, he was thorough with what he was doing. I can tell he cares about his work. Having said that, I'm not sure how it works but I would love to have Manuel as my RSI Tech. permanently for my P/M and any maintenance calls I may have. - Nominated by Scott & Amy Yacullo, GO



## **2019 Quarter 2 WINNERS!**

### **Tim Gray, Journeyman Bay Area Svc– Service Excellence**

Thank you so much for sending Tim to us, he was great at helping us find the issues with our Hot Bar and Produce Display. He was professional, courteous and I would gladly take him back as our service person any day of the week. Tim also mentioned I might be able to reach out to you about routine cleaning for the Produce Displays (perhaps every 2-3 months?) If you could provide any insight as to the best way to go about setting that up, I would greatly appreciate it. Thank you again for your quick response as well as dispatching Tim to help us. [Nominated by Way Chiu via Sonny Rendall, The Market](#)