



2020 Quarter 2 WINNERS!

Angel Murillo, Service Tech Level 5: Service Excellence

As a former employee returning to the company, it took me a few months to get my footing back. After working with other technicians and helping each other out, seeing the level of professionalism, quality of work, knowledge of various customer procedures, and the commitment to integrity that Angel produces through his work goes far above and beyond the typical day-to-day blurr of service life. I remember specifically a Whole Foods in Oxnard that he and Marcus Licon worked together to add some coils to a Dairy box. I had came by to pick up a part he had and he wanted to show me the multi-day project they just completed. I could not distinguish between all the the electrical, line set, insulation, penetrations, and installation of the new equipment, from the original existing. They needed to point it out to me. I know Angel produces quality work, but I was blown away by the quality job they had done. It was a beautiful sight to see. Angel produces exemplary work at the highest level at all aspects of his duties. From small simple jobs to large complex projects, Angel works very hard to ensure his work it top notch, and I wanted to make sure he is recognized for committing to that level around the clock. Great job Angel! Keep up the outstanding work! *-Nominated by Joshua Berman, Service Tech Level 5*

Marcus Licon, Service Tech Level 4: Service Excellence

As a former employee returning to the company, it took me a few months to get my footing back. After working with other technicians and helping each other out, seeing the level of professionalism, quality of work, knowledge of various customer procedures, and the commitment to integrity that Marcus produces through his work goes far above and beyond the typical day-to-day blurr of service life. I remember specifically a Whole Foods in Oxnard that he and Angel Murillo worked together to add some coils to a Dairy box. I had came by to pick up a part and he had and he wanted to show me the multi-day project they just completed. I could not distinguish between all the the electrical, line set, insulation, penetrations, and installation of the new equipment, from the original existing. They needed to point it out to me. I know Marcus produces quality work, but I was blown away by the quality job they had done. It was a beautiful sight to see. Marcus produces exemplary work at the highest level at all aspects of his duties. From small simple jobs to large complex projects, Marcus works very hard to ensure his work it top notch, and I wanted to make sure he is recognized for committing to that level around the clock. Great job Marcus! Keep up the outstanding work! *-Nominated by Joshua Berman, Service Tech Level 5*



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Jimmy East, Journeyman: Attitude

Jimmy was needed to help install fixtures on a job with a tight deadline. The normal crew was not available and we were forced to do the work ourselves in order to keep on schedule. Without Jimmy's commitment to the job we would not have met our milestone. *-Nominated by Thomas Kelly, Foreman*

Ron Johnson, Manager, Service: Attitude

Issue: Covid-19 Pandemic

Ron provided excellent leadership to a crew of over 30 technicians throughout the pandemic. Ron provides twice weekly avenues of communication via Lifesize, this enabled our crew to stay informed of all changes to the service operation. Ron made sure all technicians were provided all PPEs, and went above and beyond by meeting with technicians on job sites assuring their safety during very a uneasy time. Ron kept in communication with our customer base, and adjusted our operations to meet the customer requirements. Ron's leadership throughout this time period provided an high level of stability to the crew, keeping the team focused, and ready to respond for our customers. Ron's skill as a high level communicator were test once again during the recent riots, keeping myself, the on call lead technician and my on call team informed of dangerous situations as they developed and steering us clear of danger. Ron has maintained a high level of professionalism and a positive, sure attitude, leading the ORC team to success. Ron, presently quarantined at home, continues maintain a positive, reassuring attitude for the customers and crew. I'll think you'll find the attitude of the entire ORC crew is a reflection of Ron leadership and attitude. I know many of our customers continue to appreciate Ron's high level of communication, his positive attitude and enjoy the high standard of service Ron has established via the ORC team. *-Nominated by Timothy L. Provencio, Service Tech Level 6*



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Francisco Duran, Refrigeration Designer: Attitude

Recently, a new client of ours approached us with an urgent request to complete two refrigeration design projects in a very short period of time. I came to Frank and our TX office refrigeration design team and asked if they were up for the challenge despite the circumstances. Frank immediately responded positively and committed to getting the projects done on time. Throughout the project development phase, he remained flexible, organized, and on top of all of the details so that we could deliver a final design package we were proud of within our client's short timeframe.

Frank demonstrated a fantastic attitude and great leadership, exemplifying the traits we look for in all of our CoolSys Energy Design team members. Thank you, Frank! *-Nominated by Ben Rosenzweig, Vice President, Engineering Operations*





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Justin Rogers, CAD Designer: Commitment to Add Value

One of our largest clients, HEB Grocery Company, has been continually changing and improving their standards and requirements for design over the past two years, specifically as they have standardized on the Revit 3D/BIM modeling software on more and more projects. JD has taken on a key role to keep our entire team up-to-date as requirements are updated. JD has developed a personal relationship with the HEB design standards team (HEB Projectmates database administrators). While our engineers and designers oversee quality control of the design, JD checks, cross-checks, and reconfirms that the details of file names, title blocks, sheet lists, and specification lists are correct and consistent with HEB standards. In the past, we would have drawing sets rejected due to a wrong file name convention or incorrect title block, without even getting to the drawing content review. It would cause disruption to the project schedule. JD has helped to improve our service to our design partners (Architects), and to HEB by becoming dedicated to excellence in the details. *-Nominated by Thursten Simonsen, Director, Operations*

I have worked alongside Justin for 6 years now. I've seen him progress and really push to do better and represent a position that is hard to fill. His communication skills within the team has definitely helped us do better. JD (as we call him) gets involved outside his role to engage and make sure things are met such as incoming information and updates to outgoing finished products and in between. His efforts are highly noticeable when he departs for his military duties. I'm nominating him because I believe he is very vital to our team and I wanted him to be recognized for it. Thanks for your hard work JD. *- Nominated by Michael J. Roel, Electrical Designer*

Matthew Brewer, CAD Designer: Attitude

Matt is a relatively new employee to the CED family, but has excelled in showing his fervor for knowledge and his extreme willingness to assist in ensuring our clients are pleased at all times. His 'can do' attitude has been quite engaging and it shows how someone who cares what they are doing can be so successful! I am sure with time, and with further training, Matt will quickly become a critical part of our refrigeration team here in Princeton! *-Nominated by Joseph Sigg, Project Manager, Engineering*



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Andrew Burkett, Project Manager, Energy Solutions: Service Excellence

Andrew joined our branch almost 2 years ago and from first day he has been a big help for us. Personally to me he has been a great help. He is a very smart and a willing person to share his knowledge with other technicians. Everyone in the branch has enjoyed working with him. He never complains and always answer his phone when we need help. He has also done a couple of big jobs for our construction side, he helped start up Publix stores and Sprouts stores and he did an excellent job. Only problem now is he is returning to his old job in our energy saving department. We are not only losing a great tech but a great friend. I wish you best of luck we will miss you...thank you for everything brother.

-Nominated by Dragan Matorcevic, Service Tech Level 2

Mike Ellis, Sr Project Manager: Commitment to Add Value

Mike Ellis is one of those guys that continues to impress me weekly with his work ethic, attitude and drive to succeed. He has started a business (industrial controls) with a business (Coolsys) and has continued to grow, sell, manage and execute projects across the US. Mike regularly puts in long hours, often into the week ends to take of the customer, his team and the customers. Mike wants to branch out into his own division in the future, an idea I fully support because I know he will do a fantastic job. I am very fortunate to work with such a great team of all star players like Mike. *-Nominated by Robert Eidson, Director, Energy Solutions*



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Robert Phippen, Project Manager: Commitment to Add Value

Robert deserves special credit for his efficient execution of a 75 VFD installation. In his role Robert had to manage a team of field personnel, as well as startup and commission each VFD. The project was completed well ahead of schedule.

-Nominated by Mike Ellis, Sr Project Manager



Rocky Paflias, Project Manager: Service Excellence

Rocky has done an outstanding job progressing into his new role as a Project Manager responsible for the Albertsons/Safeway Denver division energy efficiency projects from his previous role managing utility incentives for CES. Since taking on this role, Rocky has been responsible for driving over \$2.5M in top line revenue for CES expanding the region to bundled projects focusing on LED, ECM, EMS, and VFD retrofits from the previous LED only retrofits. Rocky continues to push our installation partners to deliver projects that exceed our customers expectations and the positive feedback on his performance by our customer has been indicative of the excellent level of service and attention to detail Rocky puts into his projects. Keep up the great work Rocky and thank you for your contributions to both our customer and our organization! *-Nominated by Chris Silman, Director, Energy Solutions*

Josh Branch, Project Manager: Technical Expertise

Josh always offers great advise and support to the field techs *-Nominated by Hunter Keeser, Install/Service Tech*



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Michael Krzykowski, Administrator, IT Systems: Commitment to Add Value

Covid19 occurred while we were getting ready to transition to Ring Central VOIP phone system. Michael Krzykowski was leading the implementation effort on this project. Suddenly, all our efforts turned to getting everyone to be able to work from home. Amidst all those efforts, it was important to keep the new phone system roll out on track as it was an essential enabler for employees to be able to stay connected thorough their mobile phone or desk phone in the absence of regular desk phone. We had to quickly change strategy for activation, testing, deployment, training and cut over. I am extremely pleased to nominate Michael for this award for his outstanding efforts in managing this change which brings tremendous value to the company. *-Nominated by Tomy Joseph, Director, IT Infrastructure*

Michael Vega, HR Business Partner: Service Excellence

Mike has been an incredible help to us at Tech Mechanical, the transition to Coolsys has been difficult for some of our office staff, and Mike helped smooth out some tension that had developed. He has been an excellent ambassador for Coolsys, and has helped me tremendously. *-Nominated by Dane Curi, Manager, Service*





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Jessica N. Ramirez, Wireless Coordinator: Commitment to Add Value

Jessica has been a major contribution on the OneCoolSys email project, specifically emails on mobile devices (iPad and iPhones) for our corporate and field associates. This project was a major roll out for our IT team to ensure everyone has a CoolSys email. This consisted of vigorous hours of testing, trial-and-error, while collaborating with internal IT to ensure the project was successfully planned. During the roll out and after to over 1000+ mobile devices, Jessica spent days and weeks to ensure any reported issue was followed up on and ensuring the email was setup properly for numerous associates and their devices. This is well deserved and an award is the least I can nominate Jessica for with the work and dedication of commitment to add value. *-Nominated by James Chuong, IT Manager, Service Operations*

Mario Flores, IT Support Specialist: Service Excellence

Mario was a major contributor to the company by helping the transition to remote by setting up VPN on the associates' laptop and desktop, setting up laptops for our sister company RSI, on top of sending out monitors/keyboard/mouse/cameras/headsets to ensure everyone is able to work remotely. This was critical to our company and Mario has been going above and beyond during the transition by continuously setting up equipment in the office for our new hire candidates until this day.

-Nominated by James Chuong, IT Manager, Service Operations

While trying to work from home as much as possible, Mario has consistently made himself available to go into the office for things we simply cant do from home. I cant tell you how many favors myself and the rest of the team have asked him to do, since he was in the office. He never complains about it and is always ready and willing to help. He's a great addition to our team! *-Nominated by Josh McCord, IT Support Specialist*



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Anthony Sherman, Service Technician: Service Excellence

Anthony has received great reviews from customers since he started work with Legacy over a year ago. It is routine that when we send him to a customer site they request him on their next call. The list of customers that have complimented Anthony's service and professionalism include Fox Restaurants, Starbucks, Ben and Jerry's, Kitchen United and more. Anthony has the ability to explain technical issues to customers in a way that they can understand and makes them feel confident that they are getting the great service they expect. The quote below is from a local restaurant manager received on 5/6/2020.

Hello Dennis, First of all, Anthony was excellent, a real professional and a pleasure to work with.

I will work on an equipment list so that we can have some kind of preventative maintenance scheduled and get back to you. Thanks for all your help. Peter- Angler Restaurant

On a June phone call Denise from Kitchen United expressed her appreciation in how Anthony was able to explain the repairs that were needed on her equipment in terms that she could understand and requested that he return to perform her PM service. These type of compliments have become the norm with Anthony since he has been with Legacy. He is on the top of the list of technicians that I choose to send to new customers to make a good first impression.

-Nominated by Jason Gray, Branch Manager

Alana Williams, Purchasing Agent: Attitude

What can I say about Mrs. Alana, we on the mid-south purchasing team would be lost with out the leadership, help and all around love and support Mrs. Alana has for us on the team. She steps in and helps everyone on the team no matter what and still manages to get all her duties done as well!!! She is a ROCK STAR* and our team wouldn't be going in the direction its going with out her support. Thank you Mrs. Alana !!!

-Nominated by Barbara Pierzchala, Supervisor, Purchasing

Efrain Delgado, Foreman: Attitude

This foreman is one of the best in Houston seen him accomplish so many jobs in 8 years working at source in so many jobs but he never gets any recognition why does this happen it's sad to see it way to often

-Nominated by Felipe Banda, Foreman



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Carlos Henriquez, Alexander Franco & Adrienne Tome, Service Technicians and Account Manager: Service Excellence

Received an email from a delighted customer at Banfield Animal Hospital; she had rave reviews for the service and responsiveness she received from Adrienne Tome in getting techs on site quickly, and the excellent care and attention to detail that the techs Carlos Henriquez & Alexander Franco demonstrated in resolving the problem.....they all demonstrated a sense of urgency & commitment to taking care of the customer that went above & beyond the norm. Here's the email from Sherry Campana at Banfield:

"I have a standout situation I experienced with your team today and I wanted to share it with you. When I requested this service call this afternoon, I felt a heavy amount of pressure and concern for our practice due to how hot it became in there (I react as if every associate and pet are my own), so when Adrienne took my call and got Carlos and his Trainee out there so quickly, it gave me peace of mind. I have to admit, it does worry me when I speak to a new technician for a complicated call or stressful service call, so not having dealt with Carlos before and this situation being so complicated, I was concerned until Carlos and his trainee took this burden off me, and said we will get you up and running soon, we got this.

Carlos and his Trainee took the time to listen to the history I had to share about Novar and my concerns with health safety for our surgery patients and pet/doctor/associate safety and again took this stress and burden from me and got us up and running. I am very impressed with their understanding of my urgency, their customer care and dedication to do all they could to resolve the issue as quickly as possible. They checked everything I asked them to, even when we thought we had it all resolved and they were packing up to leave.

Between Adrienne, Carlos and his trainee, I received exceptional service today, and although this is what they are supposed to do, it was done with the quality and care I always hope for and they went above and beyond for me and the hospital. I sincerely thank you for the excellent service today and especially thank you for continuing to service our hospitals during these trying times. You all are my heroes. Thank you. "

-Nominated by Angela Collins, Vice President - Light Commercial Division



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Steven Mojica, Supervisor, Service: Technical Expertise

We had multiple problems with a WIF at a Telacris in our area. We had several techs check out what the problem was with the unit. It seems like nobody could figure it out and Steven assessed the problem and found the issue. There was a line break inside the insulation and was difficult locating. We got the customer up and running with no further problems as of today. *-Nominated by Alex Chapa, Service Tech Level 4*

Tonia Hollyfield, Dispatcher: Service Excellence

Tonia is an excellent dispatcher who has never once negatively answered a phone call or email. She is always ready and willing to step up and help out the field technicians to accomplish our field tasks on time. She is a great example of service excellence. She makes our jobs a whole easier in the field, and that speaks volumes to the field technicians. *-Nominated by Julio Novelo, Service Tech Level 4*

Brett Leabo, Foreman: Technical Expertise

While visiting one of our Amazon construction projects UWA4 in Seattle I had the opportunity to meet our Phoenix Refrigeration foreman for this project - Brett Leabo. Not only did Brett make the sacrifice to leave his family and travel to Seattle, he completed a great looking install, had clean safe work areas and delivered this install on schedule without a flaw. While onsite I met up with Amazon's Western US construction manager - KC (Keith) Rounsaville. KC made it a point to let me know that this install went great and he wished he could have "Source" and this team on all his installs. It's because of people like Brett and his work ethics that make our CoolSys team best in class and ensure our continued success as the industry leader. Hat's off to you Brett! *-Nominated by Monty Johnson, Sr Enterprise Account Manager*

Brett is a technical expert in his field and deserves to be recognized for this. We recently completed an Amazon project that he was the assigned foreman. He stepped up and completed his role as foreman and also completed the start-up process for this location. He coordinated with Emerson, the GC, and Amazon to ensure that it was a success. He is my go to foreman for any complicated projects because I know that it will get done right. *-Nominated by Jerod Smith, Project Manager*



2020 Quarter 2 WINNERS!

Chris Nicznski, Service Tech Level 6: Service Excellence

Chris received an after hours call for a Sprouts location in Aurora, CO. When he arrived, he found the medium temp rack was down and losing refrigerant due to a large leak. He was able to get the leak isolated, repaired, and rack back online. Email from Amanda with Sprouts: I want to let you know about the wonderful service we received on Thursday night. Chris was the tech that came out to work on our refrigeration. He was extremely courteous, knowledgeable, and prompt. He completed the job quickly and efficiently and kept me informed the entire time he was here. He deserves a big kudos from store #305. THANKS CHRIS!! *-Nominated by Ryan Blumeyer, Regional Director Service*

Christine Collins, Dispatcher: Service Excellence

Christine Collins far exceeds any expectation I would have for a dispatcher. I have interacted with her on the front end of many stressful mishaps and confusing call variations. Chris has always shown an eagerness to solve problems without any signs aggression or negativity. I feel like Chris is definitely there in very supportive capacity anytime I require guidance. Chris communicates regularly and clearly any information that is not only necessary, but also just helpful, to make calls run smoothly. Chris often sends me additional call information, that I request, within minutes. This is not only makes me feel important it also allows me to not be burdened with thoughts of calls that are in follow up. I know Chris has it all ready whenever I ask. Chris is a very valuable asset and I cannot say enough good about her role as a dispatcher from my field perspective. For always going above and beyond, Chris shows daily just how much she is committed to service excellence. *-Nominated by Stevan Mussatti, Service Tech Level 4*

Justin Smith, Manager, Service: Integrity

Since I have relocated to this area, Justin has been a GREAT LEADER, anytime I've ever had doubts he has always been supportive in decisions making, helpful in guidance and never doubts the service technicians decision in whatever is decided upon, there is always time for us when a call is made to him, technicians tend to forget that without a good leader there is no GREAT TEAM, I really feel that certain managers go unheard of how they are performing and Justin can be a good example if you want to build a GREAT TEAM!! *-Nominated by Melvin Mantanona, Service Tech Level 5*



2020 Quarter 2 WINNERS!

Scott Melis, Foreman: Technical Expertise

Scott is a selfless employee who constantly goes above and beyond to complete jobs on time, within or under budget as a one man team and he does this consistently. Additionally Scott's technical knowledge within his field is bar none and he is always willing to impart that knowledge to others in a time of need regardless of what situation he is currently in himself. I constantly hear from the rest of the team how they were having a issue with this device, or this programming, or this wiring and found the solution by calling Scott. Scott is a vital part of the team who's expertise and work ethics help makes us all better as a group and he is much appreciated by every one of us. *-Nominated by Kyle Cook, Manager, Installation*

Yadira Rosales, Representative, Customer Accounts: Commitment to Add Value

Yadira gets it done. We had a time crunch to get our Q2 leak check paperwork submitted for Albertsons/Safeway in the NW. Yadira worked behind the scenes with Refrigeration forms and billing to make sure we had our paperwork submitted, entered and closed in Corrigo ahead of the deadline. This is not the first time I have had to ask for her help to make sure we are keeping our promise to this customer. Her coordination and follow through on what needs to be done to fulfill our commitment to the customer made it possible to be on time; all of the I's are dotted and T's are crossed. She is two steps ahead every time I have had to call on her for help. Thanks Yadira for making it happen again, right on time. *-Nominated by Corey Kastama, Regional Director, Service*

Fred Vollert, Service Technician: Commitment to Add Value

A service tech that goes above and beyond what is expected, always available to pass on knowledge and when the books are full at the end of the day he is one that stays on to ensure service has been provided *-Nominated by Kurtis Bannach, Service Technician*



2020 Quarter 2 WINNERS!

Michael Gleaton, Apprentice-2: Attitude

One of best guys we've got in the company. Always good to be on the job with, makes sure the whole crew is set. All work is solid and doesn't get enough credit when we're off to the next one. *-Nominated by Mark Gidenko, Apprentice-2*

Miguel Ponchione, Service Tech Level 3: Service Excellence

Great teacher and easy to work with and very knowledgeable *-Nominated by Oswald Chavez, Service Tech Level 1*

Oswald Chavez, Service Tech Level 1: Attitude

Also a pleasure to work with. Under any situation he is always calm and level headed. And is willing to listen and learn *-Nominated by Miguel Ponchione, Service Tech Level 3*

Bin Cheng, Project Estimator: Commitment to Add Value

Bin Cheng always has a great attitude everyday, never complains, very accurate with his take-offs, communicates with all our team members and helps in any way he can, the word no is not in his vocabulary. He is very conscious on what and how he does anything. Great employee for Coolsys. *- Nominated by Tom Deaton, Senior Estimator*

Chris Drepaul, Account Manager: Commitment to Add Value

Chris is an excellent Account Manager. He handles H.E.B. projects with great care and is very well organized. His attention to detail and willingness to help at all times is second to none. He is a pleasure to work with and should serve as the perfect example of what is required from an Account Manager/ Business development/ Sales person. I am very thankful to be able to work with Chris Drepaul. *- Nominated by Carlos Lora, Project Estimator*



2020 Quarter 2 WINNERS!

Daniel Wilson, Project Estimator: Attitude

Daniel stepped up during the transition period of his manager leaving the organization and assisted by leading the team for over a month while the new manager was being onboarded and learning how CoolSys operates. Daniel did a fantastic job due to his attitude, commitment, and knowledge. His is a vital member of the team and consistently creates opportunities for the organization and estimating team to be successful. *-Nominated by David Hendrix, Vice President, Sales*

Derek Meehan, Service Tech Level 6: Technical Expertise

Derek has gone above his normal duties to help installation department with some very challenging issues with Publix. On multiple occasions he resolved quickly the issues and had the director for the Publix Jacksonville division call the GM to say how great a job Derek has done. Derek has worked additional overnights to make sure projects were completed successfully and the store would be ready to open on time. *-Nominated by Bob Thomas, General Manager*



Pictured: Derek Meehan and Adam Tan



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John Kidwell, Start-Up Technician: Commitment to Add Value

For the last 9 months, the SW Fia Construction team has encountered multiple challenges, which included the loss of 2 Foreman during a full scale Target remodel. Multiple construction delays on a new Sprouts Family Market. The continuing need to complete four Publix remodels, during the COVID-19 pandemic over the last 6 months. John recently traveled to another territory to assist a team, to catch up on their schedule. John has showed a great attitude, and the desire to see CoolSys succeed. John performed the start up of all the above mentioned projects, and acted as a temporary foreman to finish the Target project. John has gone over and above for the team and for the customer, to provide an excellent product. John is always trying to find ways to be more efficient and more profitable to the company. John is a real asset to the CoolSys team. Thank you John, for all you do! *-Nominated by Paul Esposito, Supervisor, Installation*



Michael Kerchaert, Service Technician: Attitude

During Michigan's lockdown for the pandemic, Mike went above and beyond his normal duties, volunteering to be on call for every furlowed employee during that time, volunteering to work on calls outside of normal hours and on weekends. The whole time he did it with a smile, or at least as close as he can possibly make. He never complained, he was always there. I could count on Mike for assistance during the lockdown, and for all of these, I think he should be recognized. *-Nominated by Jaison Kane Koss, Dispatcher*

Nathan Wood, Service Technician: Service Excellence

Nathan is quickly becoming a top tech in the field. He does not back down from any challenge. *- Nominated by Michael Eovaldi, Account Manager*



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Robert Lacy, Foreman: Commitment to Add Value

Earlier this year Robert was asked to come to the North Florida area and assist in finalizing several projects that have been unable to get completed. Robert accepted the challenge with enthusiasm and took lead on closing multiple projects. Robert worked hand in hand with the local leadership and field teams to successfully act on a plan to eliminate outstanding items on each project. Roberts convictions to be the best partner for the customer showed over several months of hard work and diligence to help change the impression that our customers had. His "Commitment to Add Value" is at a level everyone should strive to achieve. We need to clone him. *-Nominated by Bryan Fullen, Regional Director, Installation*

Stephen Haynes, Service Tech Level 6: Service Excellence

Doug has shown great attitude to his coworkers and his abilities, to his quality of work and his customer service in keeping his customer updated on job completion. *-Nominated by Michael Williams, Supervisor, Service*

Stephen is extremely knowledgeable on HVAC wiring and operation and troubleshooting on several occasions. *-Nominated by Bruce Swan, Service Tech Level 5*

Stephen likes to have fun on the job. Keeps up all moral with laughter, always checking in with us to see how we are doing (job wise)and Personally, always has to tell a joke, to keep the laughter goin. Always putting a smile on our faces, you just possibly cannot have a bad day with this guy around, we all appreciate him , His jokes ,his help. His guidance ,and best of all his personality and performance, Stephen keeps us at our best. *-Nominated by Scott Lee, Service Tech Level 4*

Zeth King, Service Technician: Technical Expertise

Zeth has demonstrated technical expertise ,a great attitude working and training younger techs coming up under his guidance and always volunteers to help out . Can't say enough about what he does for us *-Nominated by Shawn Mutschler, Service Technician*



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Bryan Donison, Service Supervisor: Commitment to Add Value

Bryan makes it his goal at BRR to ensure that the service department is running smoothly and effectively. No matter the day or time, Bryan is dedicated to his work. He helps to resolve any issues that arise, and answer any and all questions. Bryan always has a positive attitude and an unequivocal answer. I appreciate Bryan for his undivided commitment to BRR. *-Nominated by Elizabeth Hoover, Administrator*

As service director Bryan goes above and beyond in his commitment to ensure the value with our service both in the field and in the office. He takes time to answer all questions from not only the techs, but works with the administrative staff to make sure our customers are given the best service possible. He gets on the phone with customers to help them better understand any issues they have with understanding their service, and is great at working with changeling customers. He ensures that BRR keeps the superior service for all customers, being a one-timer, or long timer. He works with administrative staff to help resolve any issues with billing and makes sure that the BRR/Coolsys name is well represented. Bryan makes sure to say good morning before he asks any questions in the beginning of the day. He adds so much value to the BRR/Coolsys family as a seasoned technician and service director, and I am proud to nominate him. *-Nominated by Betty Jo Watson, Administrative Assistant*

Harold Phillips, Service Technician: Service Excellence

Man is consistent *-Nominated by Joseph Napolitano, Service Technician*





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Pablo (DeLaCruz) Alvarez, Service Technician: Service Excellence

Pablo shows a Warrior's spirit, even when things don't look good he always finds a way and isn't afraid to help his Teammates. Pablo is a very valuable part of Branch 30 and I'm proud of him. *-Nominated by Brian Patton, Branch Manager*

Sheila Eash, Manager, Customer Service: Service Excellence

Sheila was instrumental to the success of our team teleworking through the quarantine. She worked tirelessly to make sure that the transition was a smooth one for our staff and our customers. *- Nominated by Bridget Miller, HR and Payroll Coordinator*

Dustin Fallon, Nights and Weekends Manager: Service Excellence

Dustin was a vital part of the quarantine teleworking going as smoothly as it did. He changed his schedule and worked countless hours to assure that our customers and his fellow associates were taken care of. *-Nominated by Bridget Miller, Human Resources Coordinator*