



2021 Quarter 3 WINNERS!

Adrian Hernandez, Service Supervisor: Technical Expertise

Everyday, every call, any hour I can call Adrian and he will pick up 100% of the time. He is always willing to help me out with any little issue. Never have I ever had an issue with Adrian and I look forward to working with him when the jobs call. He is a tried and true lead technician. *-Nominated by Kolton Weeks, Service Tech 2-HVAC*

Richard Lange, Service Tech 3-HVAC: Service Excellence

Since day one for me joining the company, Richard (Rick) has always made himself available, personally trained me and new techs on the apps we use, and has just been very supportive of each and every one of our team members. Rick is branch 35's Lebron James...lol! *-Nominated by Torrey Duster, Service Tech 2-Refrigeration*

Andrew Charley, Service Tech-Specialty: Service Excellence

Andy takes on many tasks at work and always goes above and beyond in ensuring that the employees at BRR Refrigeration are up to date with the proper training, PPE, and knowledge when it comes to safety. Andy has taken on the position of Safety Officer head first, and makes BRR a safer place to work, each and every day. Andy goes above and beyond to make sure he is ready for any service her provides. He works with all customers to ensure he is ready for all jobs. He also orders his own parts whenever possible and researches the parts to verify they are correct for the job. Besides being a top notch safety manager, he is an EXCELLENT electrician. I chose service excellence because he shows excellence in everything he does, not just his job as safety manager. *-Nominated by Betty Watson, Administrative Assistant*

Kacie Chamberlain, Office Manager: Technical Expertise

Kacie has been the senior coordinator for Carolina Refrigeration for a few years. Her duties are so vast that she was recently promoted to Office Manager. Kacie's is the go to person when it comes to all things administrative. Kacie has created billing cheat sheets for every major customer. These sheets help newer employees learn how to properly bill customers. Kacie also is the person that most area managers will call for any invoicing, billing, wip or portal question. Kacie runs the training program for new administrative staff and ensures that they are trained properly for their jobs. Kacie is also the person that I go to when I have a question about billing and admin. *-Nominated by David Unger, Operation Manager*



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Christopher Pease, Service Tech 6-Refrigeration: Attitude

Chris lives and works in the eastern North Carolina region and has to cover an enormous stretch of geography. Our skilled resources in that area have been very limited especially this past summer. Chris has always stepped up to the challenges and performed with a great positive attitude and outlook even when the outlook has not been very promising. Always a team player and willing to go the extra mile to complete the tasks at hand while providing excellent customer service. Other individuals would have thrown in the towel but Chris endured and persevered looking at the bigger picture and knowing we were working diligently to build upon our resources in that area. Kudos to Chris for maintaining a great positive outlook and being the team player he has always been and stepping up when he didn't have to. Chris is much appreciated! *-Nominated by Frank Weaver, Service Manager*

Bayron Cusca Rosales, Fabricator: Attitude

Bayron has been with Arjae 15years. During this time he has developed into our most knowledgeable fabricator. He is our go to guy when we have questions on whether or not we can build certain custom parts. His attention to detail is second to none. Bayron always has a can do attitude, and will take on any challenge. he takes great pride in his work. he is always willing to help and teach his teammates. He is very dependable and rarely misses work, always willing to work overtime. *-Nominated by Terry Luke Heupel, Fabrication Manager*



While being very good at his job he always has a great attitude. Bayron is always willing to stop what he doing and share his knowledge and experience with a friendly and helpful attitude. When our work-load gets really busy he plods through without complaining and jokingly telling me to get back to work to keep him busy. With a laugh he will let me beat him at arm wrestling knowing in reality he could rip my arm off. *-Nominated by James Wiseman, Fabrication Estimator*



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Michael Hammond, Installation Supervisor: Integrity

Mike is always willing to help and go the extra mile to make sure all jobs are done correctly and efficiently. Any and every task (small and large) that is asked of Mike, he jumps right in. He has been a loyal employee of CEH for almost 20 years!!!!!! -Nominated by Amanda Leigh, Accounts Payable Representative

Mike Hammond has been with C.E. Holt Refrigeration for 20+ years. I've had the pleasure of working with him for 17 of those years. During this time Mike's been an excellent role model for myself and countless Apprentices, Leads, Supervisors and Managers. He never takes short cuts and is always willing to take time to train and lead by example. Mike has the ability to do this with not condescension but respect. I am not aware of one co-worker, contractor or customer that doesn't hold him in their highest regards. Mike's dedication does not come without sacrifice. There are countless days even weeks Mike has spent extra time in the field and away from his family to ensure a job is correct and complete. During all of this there is never a complaint or a bad word said. I know no one who demonstrates integrity on a daily like Mike Hammond. -Nominated by Daryl Kapus, Material Manager

Mike Hammond is one of the most professional employees I have met within this company. Mike stays focused and is always ready with assistance to anyone in need. On numerous occasions I have seen Mike come to the rescue of a stalled project and get it back on track. His tireless efforts and positive attitude make him a go to for guidance/job advice. Mike is a credit to his department and this organization as a whole. -Nominated by Robert Murphy, Warehouse Coordinator

Mike is a long time employee of CE Holt. His work ethic and do the right thing mentality go above and beyond anyone I've ever met -Nominated by Jason Leigh, Journeyman 1-Refrigeration

Mike has always been a constant for the company and his guys, He doesn't ask anyone to do anything he would not do, Working safe is hand and hand with productivity. Throughout the years his dedication as stood the test of time and has been an asset to this company. -Nominated by Fred Choquette, Service Manager

He is a great employee/manager. Has great work ethic and is a pleasure to work with! -Nominated by Marcus Massey, Start-Up Technician



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Austen Igoa, Purchasing Agent: Attitude

Austen Igoa exemplifies the "Can Do Spirit" that I believe deserves recognition. Challenges in the Northwest Region can be many and never have I seen Austen give anything less than his best to servicing his branches. He always delivers with the utmost respect and good humor for all those that he works with. His good humor and willingness to help whenever and where ever it is needed is commendable. Through the dog days of the summer season, temperatures and work loads were on the rise but Austen always kept his cool and delivered for his areas with grace, the occasional witty flair we have come to know him for, and through it all improved purchasing and quote turnover times. It is for these reasons that I nominate Austen for the "Attitude" Value Coin award. *-Nominated by Russell Black, Purchasing Supervisor*

Dustin Holman, Service Manager: Service Excellence

Knowing that Service Managers can get over 100 emails per day, Dustin has always been willing to assist in a very friendly manner whenever we find it difficult to, collect the refrigerant forms and information needed from his service techs he supervises. He's not afraid to pick up the phone & discuss any additional questions we might have to do our jobs. I believe he is an very good asset, to our company. This enables us to complete our jobs in entering leak events, in a timely manner & within the contracted time frame, we have with our Customers. *-Nominated by Susan Sanchez, Operations Coordinator*

Patrick Gibbons, Service Tech 5-Refrigeration: Integrity

Pat has went above and beyond the entire summer taking on call shifts that weren't his, organizing jobs really efficiently. He always has the customer on his mind. Absolute asset to the company. It was a super super busy summer. We all got pushed to our limits and Pat took a lot of the on call load for guys so they could be out sick or what have you. True team player. *-Nominated by Kotey Siler, Service Tech 4-Refrigeration*

Richard Dennison, Service Tech 6-Refrigeration: Technical Expertise

RICHARD IS THE ONE WHO ALWAYS COMES TO THE RESCUE WHEN OUR PHONES, COMPUTERS, ETC. BREAK OR NEED UPDATES. IF WOUL BE HARD TO KEEP OUR OPERATION GOING WITHOUT HIM. HE GETS US BACK ON LINE AND TRAINS ALL THE TECHS AND THE SERVICE MANAGER HOW TO OPERATE OUR IT SYSTEMS. *-Nominated by Frederick Harlow, Service Manager*



2021 Quarter 3 WINNERS!

Adriana Benson, Installation Coordinator: Attitude

I would like to personally recognize Adriana's hard work and positive attitude. She is always there to help everyone. She makes sure her job is done in time and right. She supports all HEB projects, preparing documentation for TrakRef and ProjectMates. That is a lot of hours sorting through hundreds of pictures of equipment, uploading them into forms and tracking all forms until the equipment is fully retired or installed. She never shows a bad mood or personal favoritism. She is fair and motivates other people to do best at their jobs. Thank you Adriana, you deserve a high praise for the way you handle your work. *-Nominated by Byron Johnson, Installation Supervisor*

Jose Rivas, Start-Up Technician: Attitude

Staffing issues in Texas impacting job performance. While working with the leadership group in Texas to schedule out our projects we identified a risk on a large project for HEB in Brownsville Tx. Having a shortage of start up/ service support to perform a needed refrigerant conversion, I reached out to our Florida group and Jose Rivas to request supporting the work in Brownsville on a 4 day notice. Without hesitation, Rivas, said "No problem I am your guy." Jose's attitude of "One Team" and willingness to support anyone, anywhere is a great asset to have in our family of employees. *-Nominated by Bryan Fullen, Regional Director, Installation*

Jose Rivas has been a key impact in supporting our sister branches in the southeast over the previous months. Traveling over multiple states and areas, working weekends and short notice, as I'm typing this story, he's getting ready to fly over to Brownsville Texas to support our sister branch to work on a refrigerant retrofit. Jose goes above and beyond to make sure the job gets done on time and always keeping a positive attitude. *-Nominated by Edgar Cabrera, Installation Manager*

Deane Ellis, Service Manager: Technical Expertise

I nominate Deane Ellis for his outstanding 2 projects for JLL he and his team completed with no hiccup. The first job consist of replacing a Seasons 4 unit, a immense amount of coordination was needed with engineering being involved, crane, man power ,scheduling and start up. The second project was completed in August similar to the first project SOP. Both jobs was highly praised by JLL our customer and gave Kudos to the team in Jacksonville. *-Nominated by Adam Tan, Regional Director, Service*



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Edgar Contreras, Service Tech 4-Refrigeration: Attitude

Edgar has a high positive impact on those around encouraging and motivating them to do their best. He's always willing to jump in and help with any situation without necessarily being asked. His positive attitude makes it easy to work with him and his hard work does not go unnoticed. Thank you for being a great team player! *-Nominated by Samantha Lopez, Service Coordinator*

Gregory King, Service Tech 5-Refrigeration: Commitment to Add Value

Greg always goes above and beyond of what is expected of him. He is a great leader and role model to everyone he's around. *-Nominated by Nathaniel Salyers, Service Tech 5-Refrigeration*

Greg King always had a good attitude in dealing with every customer. He is always willing to help another technician no matter the time. He is a go to in dept 352 for troubleshooting advice. *-Nominated by Taylor Muse, Service Tech 5-Refrigeration*

Gregory King is the hardest worker this branch currently has. He has continued to grow in value and knowledge. He will work from sun up till sun down. Always reliable and healthy resource for the company. Continues to improve in the field whether training fellow techs, practicing safety, or assisting to complete jobs and satisfy the customers needs. Greg takes his work home in a positive way. Studies and ask questions through the internet and shares this knowledge. Greg has always valued the customer over all and puts the growth of CoolSys in mind doing so. Gregory king deserves all the nominations coins but I can't nominate for all. We love you Greg! lol *-Nominated by Mauricio Reyes, Service Tech 5-Refrigeration*

Scotty Morgan, Service Tech 5-Refrigeration: Service Excellence

Great team lead. Takes pride on his work and a great teacher. *-Nominated by Robert Martinez, Service Tech 3-Refrigeration*



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T'chad Bonsell, Service Tech 2-Refrigeration: Attitude

T'chad has one of the best attitudes of anyone I have ever worked with. He is always extremely helpful and never complains. He is exceptionally eager to learn the trade, and spends much of his off time at home studying schematics and refrigeration troubleshooting guides. While we are on call together, he consistently checks in with whoever is lead, and makes them aware that he is ready and eager to help whenever needed. Having a technician like T'chad on our service team is great for morale and can make a hard day much easier. His positivity and eagerness to help is infectious, and we are a much stronger team thanks to technicians like him. *-Nominated by Austin Taylor, Service Tech 5-Refrigeration*



Alejandro Aguilar, Foreman-Refrigeration: Technical Expertise

Alex is the first of our team to manage the cut over from a live store motor room to the Protocol Trailer of Ralphs Grocery Stores, completely gut the existing motor room, install all new equipment, and then cut back over from the trailer to the new equipment. He verified the store systems, identifying issues along the way, devised a plan to correct those issues, all while working towards hooking up the first of its kind "Mobile Trailer Motor Room/Condenser Unit". He was leading a team of our very skilled Journeymen Fred Hernandez, Jimmy East, Art Molina (EMS), and Apprentice Miguel Medrano. Start up team included Daniel Ellerman, James Coleman, and John Garcia. Together they made this project a success, and I was present in several meetings where the Ralphs team applauded our efforts. Alex's leadership, and technical expertise was paramount in both our customer and our success. *-Nominated by Mathew Pace, Project Manager, Installation*





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Brett Leabo, Start-Up Technician: Technical Expertise

One of the Walmart stores that we were working on had a lot of issues with the refrigeration system. Walmart asked us to go in and go through the entire system and make sure that everything was running correctly. So I had Brett go up and go through the entire store and fix everything that had issues. he spent a week and corrected everything and the store went from service calls daily to no service calls the store was happy after we were done *-Nominated by Dennis Wiggs, Installation Manager*

Julius Frias, Journeyman 1-HVAC: Service Excellence



Julius has gone above and beyond on cj foods. He has stepped up to keep this job on track and improve the quality of work being performed. Julius is a major asset to CoolSys and deserves to be shown appreciation for what he does for this company. *-Nominated by Frank Cimmarusti, Refrigeration foreman*

Gregory Montoya, Service Tech 4-Refrigeration: Commitment to Add Value

Over this past summer season Gregory has lead and collaborated with the Techs from out of state to get our mission completed. All of these things were accomplished due to Gregory's pride in our Branch. Thank you Greg *-Nominated by John Hyman, Service Manager*



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Keisha Thomas, Regional Business Manager: Commitment to Add Value

Keisha has exerted tremendous effort, energy, and time towards identifying and fixing one-time and systemic issues impacting the West Region's ability to close and bill work orders in an accurate and timely fashion. She has been working closely with billing, AP, CAS, and operations in order to facilitate additional revenue and clean up the West's backlog. Additionally, she spearheaded the Open Ticket Accrual efforts, coordinating with the West's RDs and compiling all field-based information into a consolidated spreadsheet for submission. She accomplished all of these tasks in a timely manner, with zero impact to her normal daily responsibilities. Keisha's work ethic, determination, and dedication to business success are valued and a critical reason behind the continual improvement of the West Region.

-Nominated by Robert Brinzer, Vice President, General Manager

Kevin Desmond, Service Manager: Commitment to Add Value

I've had three of our largest customers over the past month tell me how great a job Kevin does managing their stores in San Diego. This has been one of the most challenging summers we have had in Southern California in a number of years and Kevin does anything that's needed to take care of our customers and his team. Thanks for your hard work and dedication to our CoolSys team in SoCal Kevin!

-Nominated by Mark Rotner, Regional Director, Service

Debra Gladwell, Representative 1, Accounting: Technical Expertise

I am new to CED as full time employee, and previously I worked as a consultant. Debra has been instrumental in the transition between the previous controller and myself. She has a deep knowledge of company and the systems that drive the data. First of all, with APD and the payroll process, Deb has stepped in and taken on additional tasks ensuring the employees are paid timely and accurately. She has worked with myself, employees, managers and corporate payroll to drive the process. Secondly, with InFocus and the engineering database, Debra has an understanding of the company history and the transactions that drive clients and projects. She has provided crucial information to myself to assisting in the monthly reporting process. In addition, she has worked with project managers to drive the billing and project administration process. Finally, Deb has offered knowledge and technical assistance in other areas including Intercompany, reconciliations, cash, and collections. Her willingness to step in and help has been invaluable. I highly recommend her for recognition in Technical Expertise.

-Nominated by Brian Albright, Area Controller



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Juan De La Garza, Designer 2, Engineering: Service Excellence

Juan is a member of our mechanical/HVAC design team. While we work for a number of clients, our primary work is doing design for HEB Grocery Company. When Juan joined our team he came in the first day of work and just jumped right in. I only had to do minimal if any training because he has a very good knowledge and background in HVAC, and also in our client HEB. He coordinates very well with the other design disciplines, including plumbing, electrical, and refrigeration. He works every day to ensure that we are meeting HEB's design standards and creating a complete and error free set of construction drawings. He is willing to do site surveys, work extra to meet deadlines, and go beyond without hesitation. Juan is an excellent example of service excellence, both to our team in the office and also to our clients. *-Nominated by Clifford Tilbury, Engineer 2, Project*

I echo what Juan's discipline lead and supervisor, Cliff Tilbury, has stated and would also add that Juan steps in and helps with plumbing surveys whenever asked, and does a very good job with them. Often we can remain focused on our design work in the office and reduce the number of engineers going into the field by having qualified engineers who can survey more than one of our design disciplines. Juan is an example of this versatility with field surveys, and is a great help to the plumbing team. *-Nominated by Alfred Hernandez, Designer 3, Engineering*

I echo what Juan's team lead and supervisor, Cliff Tilbury, has submitted. I would also add that I am a project manager, and there is a lot to coordinate and pull together to get projects completed and out the door on time to our clients. Juan has been among the most helpful designers on projects he works on with me, and definitely shows service excellence to the electrical design team, to me as a Project Manager, and to our client HEB. *-Nominated by Kai Brown, Project Manager 2, Engineering*

Aimee Rogers, Director, Energy Solutions: Technical Expertise

In the normal function of our business, operations is in frequent contact with accounting. The way we had been communicating was via e-mail. It was a major chore to track and organize those dozens of simultaneous conversations. This year we transferred the correspondence to Microsoft Teams. Aimee Rogers, LeAnne Wesley and Jena Albright all deserve special credit for this "team effort" as we learned this new platform together. We are now saving multiple man weeks per quarter. Time saved is reinvested into focusing on the customer and increasing revenue. Thank you Aimee and your CES accounting team! *-Nominated by Mike Ellis, Business Account Manager 2, Energy Solutions*



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Justin Pannell, Project Manager 1, Energy Solutions: Attitude



In the few short months that Justin has worked with us, Justin has shown great work ethic as well as a great attitude towards his day to day duties. He is a smart individual that is continuously showing his willingness to learn and excel within his group. Anything Justin may lack in knowledge of the industry is quickly made up for in his determination and perseverance to get the job done right. I have personally worked with Justin a handful of times and he continues to impress me with his uptake of knowledge and positive attitude. He deserves to be recognized for his continued efforts and great work ethic. *-Nominated by Brian Fournier, Business Account Manager 2, Energy Solutions*

Boris Paredes, Service Tech 3-HVAC: Technical Expertise

Boris is one of the LA branches top technicians. His teammates look to him when they need help troubleshooting equipment, especially ice machines. He is one of my top choices to train and mentor new hires. Boris displayed all of these attributes through a particularly tough summer in our area. He has been one of the "rocks" of our branch. *-Nominated by Jason Gray, Manager, Service*

Boris is a good tech who goes out of his way to teach other techs the proper way to troubleshoot ice machines and change out evaporator plates the proper way. Boris is the type of tech who answers his phone whether I have a question about a unit or need expert advice on a unit. Boris has helped me get the job done with changing out evaporator plates and made me confident to doing so. Thanks for ur expertise Boris! *-Nominated by Randy Garner, Service Tech 2-HVAC*

Emmett Barron, Service Tech 2-HVAC: Commitment to Add Value

Emmett has been an anchor in my seattle market for a few year now, as finding new techs has proven troublesome. I asked the young man if he was open to relocation. Emmett picked up his life and moved 8 hours to a new state and town. His can do attitude and flexibility has helped secure one of my top customers in a new market, all while providing the same service they receive in my local market. Way to go sir! *-Nominated by Christopher Liebel, Service Manager*



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Ernest Trujillo, Service Tech 3-HVAC: Commitment to Add Value

Summer 2021 was trying. We were overrun with emergency service calls and were not getting any resumes for experienced technicians. We had a meeting and decided early in July that we would elevate our preventative maintenance technicians. Ernest stepped up and became technical support for the newly elevated guys in Denver. Without this effort our customers would have suffered and the rest of our staff would have been putting in more hours than everyone was. Steven Cooper was one of those that Ernest tirelessly assisted and he asked me to nominate Ernest which I am happily doing. Great job Ernest! *-Nominated by Stuart Sabin, Manager, Service*

Ernest is the tech we can all count on when calling for help or advice on a job site. He has been the one to help me with diagnosis work and how to identify the issues with units. Including a time when he helped me diagnose a bad compressor. *-Nominated by Steven Cooper, Service Tech 1-HVAC*

Henry Lucero, Service Tech 3-HVAC: Commitment to Add Value

Henry is listed as a Service Tech for our Branch but his responsibilities do not end there. He has proven to be an asset to our branch throughout his 3 years of being with the company but most recently he has helped in filling the shoes of the lack of installers in our Branch. With 2 installers out on leave during the peak of our Summer Season, we would be in some serious trouble if we did not have Henry to assist. He has followed behind jobs of service and installs and, without any hesitation, he is able to take his own approach on things and



manages to get us through. We find ourselves leaning on Henry to "get to the bottom" of any issue. From night jobs, to install malfunctions from previous Techs, Henry has come through for them all. He is very detailed and his word is highly valued in the SF Branch. Henry, you deserve this man. Your hard work does NOT go unseen. We appreciate you. Keep up the hard work!!! *-Nominated by Karen Dutt, Light Commercial ASM 1*



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Jasmine Macias, Representative 1, Customer Accounts: Commitment to Add Value

Jasmine's work ethic and commitment to her role are beyond impressive. She goes above and beyond, fully understands the customers and their required procedures. She takes the time to help her co-workers, she's reliable and always pleasant to work with. We are truly fortunate to have her on our team. *-Nominated by Jennifer Larez, Strategic Account Manager*

Sarah Beth Matthews, Representative 1, Accounts Receivable: Attitude

Sarah could easily be nominated for several of the value coins, but today I want to nominate her for the Attitude coin. Sarah has a can-do attitude and is highly dependable, even when it comes to working with difficult clients. Sarah is a great teacher and leader in A/R, and she has helped to cultivate a competent and capable billing team. She makes herself available to answer questions and will go above and beyond to help others. Sarah involves her coworkers in teambuilding activities like Sushi Wednesday that help build camaraderie. Every day at our takeaway meeting, Sarah says that she has "helped others as needed", and that is true. *-Nominated by Jared Champion, Light Commercial Claims Coordinator*

Ashley Kouris, Representative 1, Billing: Attitude

I would like to recognize Ashley for her positive attitude and team work. We were notified at the beginning of summer that one of our HEB billers was leaving. We immediately got a plan together to train her replacement. Learning both how to bill and the intricate nature of billing HEB proved to be a difficult task. Ashley continued to stay positive by creating very detailed training documents of the customer rules for all areas of billing for HEB. As the summer volume increased exponentially, Ashley did not let it get her down and started each day with a plan of attack to bill as much as possible, while continuing to mentor the new admin. She did whatever it took to get the immediate needs of the account taken care of, while remaining calm and confident that all will get done. Ashley is an asset to the billing team, and especially to the HEB account. *-Nominated by Christina Ryan, Billing Manager*



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Courtney Hudson, Billing Representative 1: Service Excellence

Courtney came to my attention and has been billing my service calls, since I became Service Manager for the Dallas C&I Branch. Being new to the billing process, I needed help. Courtney has always made herself available to help steer me in the right direction. She works many hours to make sure we get as many calls billed by EOM as possible and processes rejections and approvals expeditiously. She answers my calls and emails almost instantly. I know she has a full day's work, every day, but she makes it seem like she is just waiting for my call or email. I know this is not the case! I don't feel like any of our Billers get the recognition they deserve and would love to see Courtney receive a value coin. This would be well deserved! *-Nominated by Kyle Taff, Service Manager*

Lindsey Prano, Payroll Representative 1: Service Excellence

Lindsey has been a tremendous help with payroll for our company. She's always available to answer questions, and extremely quick to handle all of the things we throw her way. It's certainly made the transition to coolsys much less painful. Lindsey is a great asset to the company, and a friendly team member we can count on, to get it done right! *-Nominated by Eser Alkac, Operation Manager*

David Bell, IT Systems Administrator: Service Excellence

David goes above and beyond constantly, and is always available to help out. *-Nominated by John Alemparte, Engineer 2, IT Network*

David deserves recognition this quarter for his outstanding efforts on Infrastructure Integration projects. David was instrumental in deploying IT standard solutions for Cyber security, network, server, e-mail and end user computing to many of the Coolsys Acquired entities in this quarter. These solutions all increase our security, stability and efficiency of IT operations supporting our business. *-Nominated by Jamie Williams, Chief Information & Technology Officer*



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Joshua Mccord, Technician 1, IT Support: Service Excellence

I was locked out of everything - dynamics / outlook / ring central / ms teams - messaged josh & he was able to get myself & 2 other co workers back up & running within the hr. Excellent as always !!!!!!!!!!!

-Nominated by Nikki Bailes, Purchasing Agent 1

Bin Cheng, Project Estimator 1: Attitude

All the different regions he has estimated projects for both large and small has been completed with a great attitude, accurately, very detailed including any questions that any team members have during the bid reviews. *-Nominated by Thomas Deaton, Project Estimator 2*

Austin Rhinehart, Service Tech 5-Refrigeration: Technical Expertise

Choosing one of these "values" is hard when it comes to Austin. He is ALL of them. Austin is a dedicated, determined, problem solving technician. He is always trying to better him self and learn as much as he can. He will always figure out the problem and rarely has any call backs. He is very knowledgeable in what he does and is always will to help others. Austin is accountable and always willing to help or go above and beyond when things are needed, stay late, work early, cover his co workers when/if needed. You can always count on him to have a positive attitude and bring laughter to situations. He is personable with the customers and communicates issues or follow up. Having Austin as a co worker has made my experience working here better and he is always willing to explain and teach me things I do not understand! Having Austin as a co-worker has been nothing but a positive experience and I am so appreciative of all he does, everyday! *-Nominated by Kaitlin Houghton, Dispatcher 1*



Jacob Schneider, Service Tech 4-Refrigeration: Attitude

I have worked with Jake many times, he has called me for help as well. No matter what the situation or problem he is dealing with his attitude is always positive. I may be having a bad day and Jake will call me about something and just talking to him changes my attitude. He is a positive asset to CRM and the Mke region. *-Nominated by Jon Arfsten, Service Tech 5-Refrigeration*





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David Morris, Service Tech 7-Refrigeration: Technical Expertise

I have known David since 2007. When I started in this trade he helped to train me and get me started. We will work together from time to time still but now I see him helping the new guys along the way. In my opinion he demonstrates everything that it is to be a quality technician. He is an excellent teacher for the new guys. He always shows patience and how to do things the correct way. His quality of work is nothing but the best and goes out of his way nearly every day to help someone else who might be stuck on a difficult job. *-Nominated by Brian Palazzo, Service Tech 7-Refrigeration*

Kyle Green, Foreman-Refrigeration: Commitment to Add Value

Kyle Green is a model employee and constantly holds every person and himself to the highest standard from the little jobs to the big jobs. No table ever goes unturned with him, the smallest details mean just as much as big details. I remember one time I was working with Kyle all cleaned up completed all of our work and a manager of the store asked us to look at something that we weren't there for and it was late in the day. We unpacked all of our things and took a look and it was a quick fix on a case the manager couldn't of been happier. I believe Kyle deserves one of these coins because he comes in to work with a smile on his face everyday from the early mornings to the late nights nothing changes he's always 110% giving it his all helping me and improve and his fellow employees day by day. He doesn't leave people to figure things out on his own he always there to lend a helping hand or another head to bounce ideas off, if anyone deserves this it is Kyle Green. *-Nominated by Tyler Mangiafico, Journeyman 1-Refrigeration*

Eddie Gomez Gomez Bailon, Coordinator, Operations: Attitude



Eddie has been with the company a year and has done it all. He goes above and beyond each and every day. He is the type of employee where if you ask him for help, he will drop what he is doing and get it done. You need a truck picked up, he's on it. You need something saved in a work order, he's on it. You need a part ran to a technician, he's on it. He is always smiling and has a positive, can-do attitude. *- Nominated by Amanda Chambers, Specialist, Customer Accounts*



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Mark Money, Service Tech 5-Refrigeration: Service Excellence

Mark is always willing to help run calls. He exceeds expectations in all departments, which include C-Store/Supermarket/Install. Comes to work everyday with a 'can do' attitude. A vital member of staff who puts the company first. *-Nominated by Eser Alkac, Operation Manager*

Mark has always been an integral part of the service and install teams. He carries himself professionally with our customers and fellow employees. His willingness to help out and be available to help other technicians when needed is what makes him an excellent employee and coworker. Mark has made himself available to work after hours service even when not on duty. He follows up on incomplete repairs and provides necessary information to get them back online in a timely manner. He does whatever it takes to get the job done. I enjoy working with Mark as I know he can handle any tasks that is put in front of him. *-Nominated by James Lewis, Richmond Service Support Specialist*

Mark has chipped in to help all departments of Richmond Refrigeration succeed. He is always willing to help out in a pinch. *-Nominated by Robbie Hicks Jr., Service Manager*

Mark is always willing to help, and has a positive attitude when he is asked to run extra calls. He excels at his paperwork. His tickets are always precise, and his customer's forms are almost always turned in. If I ever have to ask for one to be sent, he does it quickly. His commitment to perform well in all aspects of the job is greatly appreciated by the administrative staff. The work tickets he fills out are easy to process, and allow for invoices to be submitted to customers quickly. He is an excellent service technician in both his technical abilities, and the paperwork that is required to be turned in/filled out by our customers. *- Nominated by Lindsay Alkac, Dispatcher 1*



Very reliable *-Nominated by Luis Amen, Service Tech 4-Refrigeration*

MARK MONEY 💰 ALWAYS MAKING THE WORK DAY BETTER *-Nominated by Sean Watson, Service Tech 6-Refrigeration*



2021 Quarter 3 WINNERS!

Jaime Melendez, Service Tech 5-Refrigeration: Service Excellence

Dedication to see job thru. Compressor replacement at Target to get refrigeration back online. After working a 100hr week. Jaime knew what needs to be done & without hesitation he volunteered to do compressor replacement on Friday afternoon to evening. We tried to convince him that he has gone nice & beyond for the long week he had but he insisted & wanted to see what problem thru & change out compressor, so store can get back online. Jaime exemplifies the standard of technician that is willing to do what it takes to get the job. I would like to personally thank him & his family for he's selfless sacrifices. *-Nominated by Clyde Chamizo, Service Tech 6-Refrigeration*

Jaime is a person with a big heart and great knowledge in the field, always willing to help with a positive attitude on the phone or in person, and treats everyone as a family member with respect and care, even if he's tired, he's always there with a big smile. He's always willing to assist everyone who reaches out to him, he has helped me multiple times with information and or guidance, never holds back to share what he knows. *-Nominated by Manuel Agredano, Apprentice 2-Refrigeration*

Miguel Ponchione, Service Tech 5-Refrigeration: Technical Expertise

Miguel has stepped up as a leader in the field with his technical abilities & mentor ship to his team & fellow Technicians *-Nominated by Clyde Chamizo, Service Tech 6-Refrigeration*

Miguel will take time to make sure other techs have the right ppe. Have been on multiple job with him and takes extra time to examine job for safety issues *-Nominated by Jaime Melendez, Service Tech 5-Refrigeration*