

Success Stories

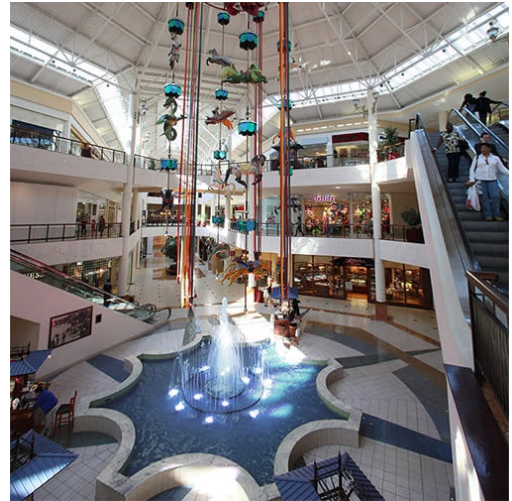


On Saturday, April 23, 2022, our Housekeeper at Willow Grove Park Mark, Pamela Baccus-Shepherd, witnessed a physical altercation between a mall tenant manager and their employee. When she was passing through to complete her daily job duties, they paused to let her through but began fighting once again after she passed.

Pamela knew there were no cameras in that area and immediately reached out to mall security for assistance in breaking up the fight. If it was not for her quick actions in calling security, the fight might have progressed undetected and possibly resulted in someone getting injured.

That same week, she was awarded a gift certificate and Employee Instant Recognition Award certificate from the General Manager at Willow Grove Park Mall, Romaine Crawford. Our SMS Supervisor, Sean Young, surprised her with the award to show his appreciation for her involvement.

Pamela displayed many of our SMS Core Values and exhibited our “whatever it takes” motto to assist during a difficult situation. Rather than ignore the altercation, Pamela acted quickly and found mall security to properly assist. We are incredibly proud of Pamela’s bravery in the moment and appreciate all that she does for SMS and Willow Grove Park Mall daily.



SMS Supervisor, Sean Young, presenting Pamela Baccus-Shepherd with her award and gift card during her workday at Willow Grove Park Mall

whatever it takes!