

## Service Management Systems

# Success Stories



When the Pacific Northwest received a rare series of snowstorms in February, crippling the area and causing some counties to declare a state of emergency, Steve Zumwalt, our SMS Facility Manager at The Commons at Federal Way, was instrumental in the upkeep and management of the property. Steve, along with General Manager Charles Sullivan, were the only management staff not snowed in and were able to make it to property.

Some of our staff at The Commons at Federal Way rely on public transit to get to and from work. However, because of the bad weather, public transit was shutdown. Steve went above and beyond his job duties by assisting staff in getting to work by personally driving employees to and from their homes.

Steve also assisted with clearing sidewalks and entrances, spreading ice melt and other storm related duties around the property. As locals called it “one of the greatest snow events in decades,” Steve showed his dedication to The Commons at Federal Way and went above and beyond to make the most out of the situation. He truly exhibited our “Whatever It Takes” motto here at Service Management Systems, and we could not be prouder of his work ethic, customer service and management style.



**SMS Facility Manager at The Commons at Federal Way, Steve Zumwalt**