

## Service Management Systems

# Success Stories



On Friday, January 17, Gail Snyder hosted a Medicare 101 class at Rimrock Mall in Billings, MT. She sent the below email to Tyler Scoggin, Manager of Business Development/ Specialty Leasing at the mall:

“I have just hosted my second Medicare 101 class in Rimrock Mall this morning. The set up I asked for was a table and four chairs, and wow - your maintenance team is fantastic! For each of these classes, the table has been covered with a nice Rimrock Mall black table cloth, the chairs are nice white folding chairs.

The best part was the set up this morning! The maintenance team set it up with my sign and brochures moved to the table to make it look very inviting and attention-getting to those walking by. It was thoughtful on their behalf to go to that extent and truly appreciated.

Please extend my THANK YOU to your entire team.

The first class was on a day that was rather cold outside and regretfully there were no attendees. This morning, however, there were three people that stopped by. Two of the three had not been to the mall in more than six months. I am pleased to play a part in increasing foot traffic in the mall.

Thanks again, Gail Snyder”

Tyler went on to forward the email to Devin Hartley, General Manager and our customer at Rimrock Mall, who had these kind words to say about our Service Management Systems (SMS) Maintenance team:

“Shane- Please share with the guys. Oftentimes all we hear is what we didn't do. It is fun to be able to give the At-A-Boys as well. This center does not function without you and your TEAM. Thank you, Devin Hartley”

Devin made a good point – in the cleaning and maintenance industry, complaints can sometimes come easier than compliments. People are more likely to complain about a dirty floor than they are to praise a clean one! But in this case, our team at Rimrock Mall went above and beyond to help Ms. Snyder with her needs, and she could not have been more appreciative. They truly exhibited our SMS Core Values and lived by the “Whatever It Takes” SMS motto. Rimrock Mall team, we appreciate everything you all do each day, and we applaud your attention to detail! Keep up the great work!



The SMS Rimrock Mall Maintenance team posing with Gail at her Medicare 101 table.