

## Service Management Systems

# Success Stories



On August 17, 2020, Tracy Stage, the Director at Destin-Fort Walton Beach Airport (VPS), surprised our SMS First Shift Supervisor, Patricia “Patty” Hansen, with the VPS Employee of the Quarter Award. Due to COVID-19, the award presentation was also done through a Zoom meeting so that the Aviation Board members, Okaloosa County Commissioners and other Executive Board Members could be a part of the celebration.

The airport wanted to recognize Patty’s hard work and dedication to keeping VPS clean and safe for all visitors and staff. Patty was given the award (shown to the right), was featured on the VPS Facebook Page and gets to enjoy the best parking spot at the airport for the next month. This is also the first time this honor has been given to a Contract Worker at VPS.

Service Management Systems could not be prouder of Patty and the hard work that she is being recognized for. She truly exhibits our company’s core values each and every day, and we wish her continued success here at SMS. Read Patty’s nomination letter, submitted by Tracy Stage, on the following page.



**Pictured from left to right:**  
Allyson Oury, Chief Financial Officer at VPS; Darin Muncy, Facility Manager with SMS; Patricia Hansen, Supervisor with SMS; Tracy Stage, Director at VPS; Mike Stenson, Deputy Director at VPS; Chad Rogers, Deputy Director at VPS

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June 4, 2020

**Michael Stenson**

1701 State Road 85 North Eglin AFB, 32542

Dear Mr. Stenson and Airport Administration,

**To Whom It May Concern**

It is a great honor to nominate and endorse Ms. Patricia Hansen for the Employee of the Quarter Award. After thorough consideration and review of all the employees who have served in this company, her work record exceeds everyone else's. Ms. Hansen's record that includes punctual attendance, participation in scheduling and willingness to learn our system and adapting to new ways, having a positive attitude, being a positive role model amongst her peers and subordinates, and her energy among others have shown that she has given this company more then we could ask for out of an employee and supervisor.

Being a supervisor and having maintained a teachable heart, makes me firmly believe that Ms. Hansen is eligible for this award. Ms. Hansen joined us in October 2019, and today has remained the most essential and efficient tool for this company. Because of her qualifications, Leadership, Knowledge of the airport, and her positive mind set amongst her peers, it has enabled us to be able to keep the airport properly aligned and have been able to change the culture as a team. Ms. Hansen has always been honest and authentic throughout her time employed with SMS and has showed the highest integrity, and has pushed her employees to succeed and never settle for mediocracy. One of Ms. Hansen's biggest attributes is the ability to care about the airport and the position and the people she holds within it. Ms. Hansen is the most essential Employee at this site for SMS and continues to grow everyday as an employee and as a person.

During times of the pandemic of Covid-19, Ms. Hansen continued to encourage her employees that everything was going to be alright, and inspire them that we are the front line for the health and safety of the airport staff and the patrons that fly in and out of the VPS airport on a daily basis.

Thank you for your time and consideration, Hope you have a great day.

**Best Regards,**

**Darin Muncy Facility Manager**