

Success Stories



As Hurricane Sally was headed to the Gulf Coast, our Service Management Systems, Inc. (SMS) team at Destin-Fort Walton Beach Airport (VPS) had to act fast to prepare for the hurricane's landfall. A majority of our SMS employees live north of the airport, which had already encountered increased rainfall in the area, and most were not able to make it to work due to flooding. Most exits and many bridges shut down due to the impending storm. On September 15, 2020, SMS Facility Manager, Darin Muncy, organized a plan and asked for volunteers willing to stay at the airport. Without hesitation, SMS Second Shift Supervisor, Jwiane Smith, spoke up and said, "whatever it takes for the team."

With his shift starting at noon on Tuesday, September 15, Jwiane worked until Thursday, September 17, when the SMS First Shift Supervisor and housekeeping crew came on. He had very little sleep or breaks and had only one other First Shift Housekeeper with him, Victor Cardona. Jwiane and Victor maintained all of the men and women's restrooms, kept all the floors and trash under control and never complained about needing a break or being tired. After being sent home to rest when the First Shift came on, Jwiane returned to the airport only a few short hours later to work his overnight shift again on Thursday evening. With bridges still being shut down and SMS employees unable to make it work, his willingness to come in again and his dedication to his role was crucial in VPS' response to Hurricane Sally.

When Hurricane Sally hit the Destin, FL area on Friday, September 18, Jwiane and Victor aided in assessing the facility, monitored leaks throughout all 80,000 square feet of the building and quickly helped Maintenance and other vendors throughout the airport. Jwiane and Victor are great assets to our team and are essential at VPS. Jwiane especially showed great humility, hard work, appreciation and most of all, growth in his leadership role.

All of the attributes and personality traits noted above show that they have the willingness to do whatever it takes and always has the best interest of SMS and the customer in mind. They truly care about their teammates and the customer in a time of need during a natural disaster.



Pictured from left to right: Jwiane Smith, Second Shift Supervisor; Darin Muncy, Facility Manager; Victor Cardona, First Shift Housekeeper

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it takes!