

## Service Management Systems

# Success Stories



The Braves opened a mixed-use lifestyle area outside of their Major League Baseball (MLB) Truist Park stadium called The Battery Atlanta in 2017. This area features a hotel, restaurants, bars, shopping, office space and apartments, but is also used to host outdoor concerts and events.

Our Service Management Systems, Inc. (SMS) team, headed by SMS Facility Manager, Shayla Stevens, oversees the normal year-round cleaning of the area.

With the Braves advancing into the 2021 World Series, The Battery Atlanta was in the spotlight like never before. Shayla and her SMS Clean Team made sure the area shined at each event!

With a mix of attention from primetime television game coverage by Fox each home game, a myriad highlights on other cable networks and online videos, both printed and online news articles, social media posts from fans, etc., all eyes were also on The Battery during the World Series.



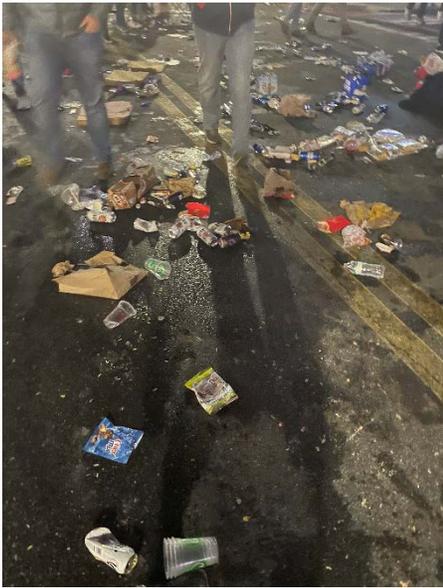
Real estate attorney Abe Schear stated to The Atlanta Journal-Constitution: “If anyone thought Truist Park was just a baseball stadium surrounded by parking lots, few people think that now.

Unquestionably, the Braves’ incredible run has enhanced The Battery brand, bringing people to the complex who had little idea of the interactive environment.”<sup>1</sup>

Prior to Sunday, October 31, which proved to boast the largest crowd of the series, sources estimated “up to 100,000 people were expected to pack The Battery for the festivities.”<sup>2</sup>



Shayla and her team continued to work through these shoulder-to-shoulder crowds, making every effort to keep the area clean for the ambush of visitors. The pictures below show just a fraction of what our SMS team faced as visitors left after each game.



Some in the community even took to Reddit to express their amazement at how well our team did.<sup>3</sup>

Posted by [Next door to Truist Park](#) u/GeauxTri 16 days ago 🙌👍

### Appreciation Post: To all the Battery & Truist Park staff that made it spotless each morning

I was fortunate to be at the NLDS & NLCS games when we clinched, as well as Game 4 of the WS. My wife went to Game 5 last night. The one constant is that at the end of the night, the fans left the park & the Battery in absolutely deplorable conditions. Trash everywhere. Piss overflowing in every corner of the parking decks. Just a general disregard for the facilities & an example of why we can't have nice things.

but wake up each morning & the entire place is spotless. The Battery & fresh & new. The ballpark is clean of cups, trash, peanut shells, etc. They were ready to do it all over again on the biggest stage of the world. So a huge shout out to the Braves & Battery staff who had to deal with everyone who shamed their mother this postseason by not picking up after themselves.

 lethalwa1rus · 16d  
Re-Sign Freddie

I don't know if most folks realize the amount of planning, prep and manpower required to put on an event (watch party) of this magnitude. There was definitely some things the Braves and Battery leadership could have done differently (primarily, portajohns), but for the most part, I am blown away by and appreciative of the effort put forth by these great folks.

👍 70 🗨️ Reply Share Report Save

 GeauxTri OP · 16d  
[Next door to Truist Park](#)

Yeah. I mentioned to my buddy as we walked through the Battery & inside the stadium how amazed I was at how much World Series branding they had all over everything and how they had all the stages, monitors, and bathrooms all set up. I know a lot of this is canned prep that MLB does with all teams who make it to the CS, but to pull it off so quickly was incredible to me.

 jkeplerad · 16d

I had this exact thought when we were leaving the stadium last night. The place was an absolute wreck, but always spotless again when we get there the next day. It's impressive.

A special thank you to the following SMS employees and managers that worked the World Series events at The Battery Atlanta!

The facility would not have received national praise and attention without your hard work, attention to detail, and “whatever it takes” attitudes!

**whatever**  
*it takes!*

**Shayla Stevens**  
Facility Manager

<b>Carlos Reed</b>	<b>Stephen Jones</b>	<b>Tallies McClendon</b>
<b>Brandon Sears</b>	<b>Sharon Clark</b>	<b>Tremayne Reed</b>
<b>Dennis Monroe</b>	<b>Karrie McClendon</b>	<b>Oscar Delos Reyes Ramos</b>
<b>Edwin Daniels</b>	<b>Couiza Taylor</b>	<b>Daron Brown</b>
<b>Alexander Hannah</b>	<b>James Gates</b>	<b>Dieufort Toussaint</b>
<b>Pablo Rivera</b> Division Manager	<b>Denny Lyons</b> Division Vice President	<b>Kylee Looney</b> Director of Training, Culture, and Administration



**SOURCES:**

1: “World Series puts spotlight on The Battery,” The Atlanta Journal-Constitution – <https://www.ajc.com/news/how-long-will-world-series-afterglow-linger-at-the-battery/PXC7K27QANEFTEWCF3EOVOOB6I/>

2: “The Battery restricted to World Series ticket holders as massive crowds descend on Truist Park,” WSB-TV2 – <https://www.wsbtv.com/news/local/cobb-county/battery-restricted-world-series-ticket-holders-massive-crowds-descend-truist-park/GS6F5K5ZCRFZ5HMQHSWYTFDRWY/>

3: “Appreciation Post: To all the Battery & Truist Park staff that made it spotless each morning,” Reddit – [https://www.reddit.com/r/Braves/comments/qkebt/appreciation\\_post\\_to\\_all\\_the\\_battery\\_truist\\_park/](https://www.reddit.com/r/Braves/comments/qkebt/appreciation_post_to_all_the_battery_truist_park/)