



## Cecil Sloley Celebrating 30 Years with SMS

To tell Cecil Sloley's full Success Story, we have to go back in time and discover who he is, where he came from, and how he got to where he is today.

Cecil was born and raised in Kingston, Jamaica. His father passed away when he was only three years old, so his mother sent Cecil and his younger sister to be raised by his grandmother on her farm in the country. He learned butchering, growing coffee, harvesting and selling produce, and much more. While there, his younger sister, Jacqueline, got sick and sadly passed away. His mother then decided to bring him back to the city at age seven. Back in Kingston, Cecil attended school while living in a tenement yard with his family and other tenants. From a young age, Cecil always hustled and worked several trades to help his mom support their family. In 1982, his mom migrated to the US after being sponsored by Cecil's uncle. In October 1984, Cecil and his sisters also migrated to the US. It was a tough life, but Cecil said he would not change it for anything because it taught him the value of true hard work.



From childhood, Cecil has always worked two or more jobs with an incomparable drive to succeed. For many years prior to joining our SMS team, he worked one job for a home improvement contractor and a second job in a maintenance/janitorial role at the local YMCA. One day, the Chief Engineer at the YMCA approached Cecil with a better opportunity in mind that expanded his skillset and eventually led him to Service Management Systems, Inc. (SMS). This role was at the largest nursing home in Washington, DC – a 355-bed facility. This was his first role in the healthcare industry and he worked primarily as a Floor Technician, later adding maintenance to his role. Cecil thrived in this atmosphere for his outstanding floor care work and he received major accolades from everyone, including the CEO.



As he tells the story, "It's hard to make a powder blue floor get a deep luster. When I started there, we had a failing grade of 67 and we were going to get inspected within 45 days on our progress. We had to get an 85 to pass. Floors were the major issue. I got my floors done and moved down to the lobby, which was the problem area. I worked all night and as I was finishing everything up in the morning, the CEO walked in and asked, 'Who approved to get the tiles replaced in the lobby?' When he was told they had not been replaced, he said, 'Well, that is not the same tile that was put down there! You're trying to trick me!' He was floored that I had taken it back to its original shine by taking my time and painstakingly stripping and waxing it. He took his checkbook out on the spot and wrote me a bonus check! He was just appreciative and said, 'We would have spent \$15-\$20,000 to replace these floors, so here is your cut!' I thanked him, but really that was just my job – to make the floors shine!"

In 1994, the SMS role of Assistant Manager came open at Montgomery Mall in Bethesda, MD, and Cecil's manager from the nursing home reached out to him to apply and interview. With major housekeeping, maintenance, and floor care experience under his belt, he was the perfect candidate for the role. Cecil interviewed with Keith Wolken, who was Regional Vice President at the time, but is now the CEO of SMS.

Laughing in his recollection of the interview, Keith described his first meeting with Cecil. "I do remember when I first interviewed him, which is pretty funny, actually. I was doing interviewing at Montgomery Mall. I had started that account up and I contacted him to interview for the Assistant Manager position. I'm sitting there, waiting for him to arrive. This tall, lanky guy walks in with kind of a funky haircut and he has on this lime green, shiny suit with a matching tie and vest. Just dressed to the nines! You can tell he took it really seriously and was very professional, which I admired and appreciated, but the suit itself was just so funny to me. Of course, I didn't say anything to him at the time because I didn't know his sense of humor and didn't want to offend him! But the interview went really well and you could tell he wanted to join a company where he could learn, grow, and advance. So, despite his lime green suit, I ended up hiring him. After that and once I got to know him well, I gave him a hard time all the time about his lime green interview suit!"

Keith went on to describe Cecil. "In general, Cecil's personality is always bright and bubbly, and he's always been like that. He's always been like that – I've never known him not to be. I don't mean that in a way like he did not take his job seriously or he avoided his work. Quite the contrary. He is always willing to step up, do anything, go anywhere, work as hard or long as you need him to, and do our 'Whatever it Takes!' motto – and he's always brought a great attitude with him. That's what I've always admired about Cecil. No matter how good or bad things are going at the time, he's always had a great attitude, been able to overcome a challenge, and be a part of a solution or implementation to a new process. He's just ready to go!"



Hiram Cox, CFO/CAO, had this to say about Cecil. "I have always enjoyed working with him and so appreciate his attitude and approach to things. I know he has seen a lot of change and dealt with numerous challenges but always handled things so professionally. I still remember him helping [our sister company] with some floor issues and that speaks to the kind of team player he has always been."

A snapshot of Cecil's career with SMS is provided at the end of this Success Story, but it's difficult to truly convey the impact his leadership has had on our company and employees. Recently, over 65 of our current SMS Site Managers, Customer Support Center team members, and leaders from our Executive Team provided memories, congratulatory messages, and photos to honor Cecil's milestone. We have included a few below, which help capture who he is as an individual and leader.





“Cecil, thanks for giving me the opportunity to work with you and SMS. I have learned so much over the past 25 years. You are truly a great leader and I appreciate all that you do. I will keep the memories close.” – **Lorraine Harrison | SMS Area Manager**

“Congratulations, Cecil! Working for you for the past 22 years has been a great experience. When I started with SMS, I had no prior experience with housekeeping and after a month of managerial training at Dolphin Mall in Miami, you took a chance and assigned me to my first mall at Centre at Salisbury Mall. On the very first day at my newly assigned mall as Facility Manager, the entire second shift called out. Instead of you leaving me that day to handle the staffing shortage on my own, you hung in there with me that evening and handled all the zones solo, as I handled the food court solo. From that point on, I had nothing but big respect for you because it was at that point that I realized you didn't care about your job title. Your focus was doing ‘Whatever it Takes!’ to get the job done, even if it meant that you as a Regional Manager had to get down and dirty with the rest of us. Congrats once again to a great boss, Mr. Cecil Sloley!”

– **Adley Donaldson | SMS Facility Manager at Willow Grove Park**

“Heartfelt congratulations on your remarkable 30th Work Anniversary, Cecil! Reflecting on the past 15 years I've had the privilege to work alongside you, I am grateful for the joy and inspiration you've brought to SMS. Our collaboration during the SMS Business Development years remains dear to me. Your vibrant and cheerful spirit is uplifting and utterly contagious, making every challenge we face seem attainable. I sincerely appreciate your unwavering dedication, teamwork, and the friendship that has grown between us. Cheers to many more years, Sloley!” – **Stacy Winn | Director of Marketing (SMS Holdings)**

“It's been a joy to work with Cecil through all these years in so many different capacities. He is a true representative of our core values. When you work together this many years, you go through lots of seasons of life and Cecil is the best at caring about his co-workers. I'll never forget when I told him of my son's deployment and he stopped right then and prayed for him. Those are the things you never forget and appreciate for a lifetime. Thankful for Cecil's influence both at CSC and in the field.” – **Angie Dean | Director of Financial Contracts and Licensing (SMS Holdings) and first employee ever hired with SMS**



Cecil recounts his time with SMS and how his plans for life did not pan out the way he had imagined:

“I had a five-year plan when I started with SMS. I still have that letter at home. I only wanted to be here for five years and then I was going to start my own business. Five years turned into six...ten...twenty...and here we are! I also had on my plan to join the military, but my mom did not want me to go because I was her only boy. I wanted to travel to every state. I have actually gone to every state except for two with SMS – Alaska and Wyoming. My goals now are simply being the most impactful in the job I have NOW. I like the daily hustle and bustle, dealing with actual people – not necessarily being behind a desk, and making those personal connections. I’m so happy with where I am at right now. I am happy with the time I have with my family in balance with my work. My family and my wife are a huge part of my success too, because they have supported me in every step I’ve taken.”

It’s rare to be able to celebrate such a significant achievement as 30 years with the same company. Since joining our SMS family on August 12, 1994, Cecil has managed countless transitions, accounts, initiatives, and employees. Though he has seen a lot of change over three decades, a few things remain the same – his embodiment of our 12 core values and “Whatever it Takes!” motto, his passion and commitment to seeing our company succeed, and his investment in his team. We are honored to still have Cecil as part of our Executive Leadership Team as a Division Manager and wish him continued success.

### Snapshot of Cecil’s Career with SMS:

- **2014 to Present:** Transitioned back to **Division Manager**, overseeing Northeastern portfolio. From 2015 to 2017, retained the Division Manager role, but also took on oversight of SMS Hospitality Division, hospitality and entertainment accounts in Eastern portfolio.
- **2012:** Transitioned to **Director of Business Development**, responsible for obtaining new business for SMS.
- **2009:** Transitioned to **Division Manager**, working directly with the Division Vice President overseeing Eastern portfolio.
- **1998:** Promoted to **Regional Vice President**, overseeing 10 accounts in the Midwest/Northeast.
- **1996:** Promoted to **Operations Director**, overseeing accounts and Site Managers in the Greater Detroit, MI area. Also instrumental in transitioning multiple new accounts in that area.
- **1995:** Promoted to **Facility Manager** at Montgomery Mall.
- **1994:** Hired as **Assistant Facility Manager** at Montgomery Mall (Bethesda, MD).

