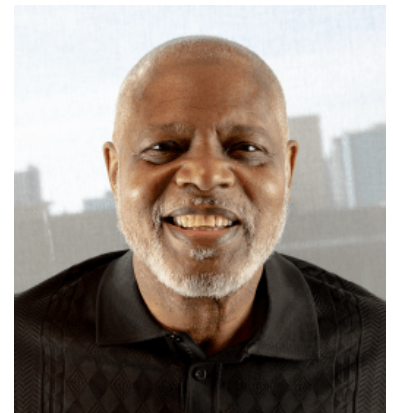




Elvis Douglas Named Music City's December Hitmaker

Service Management Systems Housekeeper Elvis Douglas (*pictured right*) is a radiant presence at The Mall at Green Hills in Nashville, TN, transforming every interaction into a delightful experience. One mall customer called him the “Super spreader of joy with his cheerful greeting every time our paths cross.” Elvis extends a helping hand to all he meets. As one customer expressed, "You will never meet a better representative of southern hospitality than the nicest human working at the Mall. Always so friendly and positive."



Starting his career as a Housekeeper with SMS six years ago, Elvis helps keep the Mall spotless during his Monday-Friday early-riser day shift, while also creating a warm and welcoming atmosphere. Another grateful visitor said, “He is always so animated with his greetings and makes everyone feel like family. Not only does he keep the Mall incredibly clean, but he also brings joy to all around him. He is a true southern gentleman and deserves all the kindness that comes his way.”

In December 2023, Elvis was chosen by the Nashville Convention & Visitors Corp. as their monthly Music City Hitmaker for his lasting impact on the local tourism industry. Watch NewsChannel 5's story on Elvis here, which was filmed in the Mall: <https://www.youtube.com/watch?v=FluO4v7HzT0>

On May 22, 2024, Elvis was honored along with other monthly Music City Hitmaker winners from the past 12 months at the Nashville Hospitality Industry Annual Luncheon at the Music City Center in downtown Nashville.



Beyond the recognition Elvis has received at his site and from the City of Nashville, his story of genuine hospitality is now being used in our nationwide training. Elvis is the perfect example of how our small, positive interactions can have long-lasting impacts on our visitors and customers. His exceptional level of commitment to his role and consideration of others perfectly exhibits our core values and “Whatever it Takes!” motto. This Elvis has not left the building, and we all hope to be like him each and every day!



(Left Photo): The Mall at Green Hills General Manager Norah Buikstra (left) and SMS Facility Manager Kimberly Urquhart (right) attended the Music City Hitmaker Luncheon. (Top Photo): Elvis with Susan, his wife.