

Service Management Systems

Success Stories



With Hurricane Florence approaching the East Coast, the state of South Carolina closed down public transportation and issued curfews. PREIT made the decision to close Magnolia Mall September 13, 14, and 15.

Service Management Systems (SMS) Operations Manager, Earl Fox, kept a constant check on the mall during the General Manager's absence during these days.

The General Manager decided to open the Mall on Sunday, September 16 and called our Operations Manager at 5:00 pm on Saturday the 15th.

With curfew in place and public transportation not operating, Earl took his personal vehicle and picked up enough employees on Sunday morning to open the mall.

Working with a small staff, they covered the shifts. Earl then gave the employees a ride back to their homes that afternoon.

Earl stayed on top of the events and roof leaks during the hurricane, keeping the General Manager, PREIT, and SMS informed of the situation on site. He contacted an out-of-state roofing company and scheduled for them to travel from Georgia to make repairs to the roof.



Earl Fox at Magnolia Mall after the events of Hurricane Florence.

whatever
it takes!

Going above and beyond the call of duty, SMS is dedicated to the concept of doing "Whatever It Takes" to make our customers successful and satisfied. Earl clearly has the "Whatever It Takes" attitude and it shined through during the events of Hurricane Florence.

He showed many of SMS' core values, including Integrity, Hard Work, Humility, and Loyalty, while going beyond his normal job duties. SMS is incredibly proud of Earl and his whole crew at Magnolia Mall. We are continuously impressed by their resolve to provide excellent customer service, even against the worst odds, and we could not be more pleased to have them as part of the SMS family.