

Service Management Systems

Success Stories



With Hurricane Florence approaching and Jacksonville Mall directly in its path, Greg Mayo, Service Management Systems Operations Manager, went above and beyond to make sure his property was ready for a direct hit. His General Manager, Lee Ann Wagner, sent the following email to us, expressing her gratitude for Greg's hard work and dedication:

"I wanted to take a few minutes this morning to express my gratitude and make you aware of what an asset Greg has been during Hurricane Florence. I evacuated the day of the storm and was unable to return until Monday.

He was my eyes and ears throughout the hurricane, keeping me abreast of what was going on in the area. He came out every day, and sometimes twice, to check on the property and report back to me, so I could keep PREIT informed of what was going on.

He has been with me every step of the way since I've been back; sometimes just the two of us are able to reach the property."



Greg Mayo at Jacksonville Mall after the events of Hurricane Florence.

"He is a dedicated and loyal employee and I am thankful to have him on our team!"

- Lee Ann Wagner, General Manager at Jacksonville Mall

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. In the face of a storm, Greg did just that. 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 Greg and the entire team at Jacksonville Mall. They continue to impress us with their determination to deliver excellent customer service, and we could not be more pleased to have them as part of the SMS family.