

Success Stories



Jeremy Bostick, SMS Facility Manager at Northgate Mall.

Jeremy Bostick, Facility Manager at Northgate Mall, has been a vital Service Management Systems team member since the day he started in March of 2016. Bringing leadership and consistency to our Northgate Mall account, which due to prior budgetary restraints, was managed only part-time and left in dire need of a strong manager. His tireless work ethic has been noticed and recognized by our customer, their Executive team, our SMS Executives and the mall customers and tenants. Jeremy has always displayed the positive SMS “Whatever It Takes” attitude. On many occasions, he has even volunteered to take on additional responsibilities and assist his fellow colleagues.

He has also led special projects by working with our subcontractors to find solutions, and then implementing programs and processes to restore the flooring finish that had been abused by mall traffic. Jeremy is also challenged with managing the comprehensive trash program. This program

allows for the entire mall’s trash to be separated into waste, recyclables and compost for maximum “green” efficiency and compliance.

On a daily basis, Jeremy rolls up his sleeves and works alongside his staff to ensure our customer’s facility is a welcoming environment for the patrons visiting Northgate Mall.

Lastly, Jeremy went above and beyond the normal call of duty to ensure Northgate Mall was in pristine condition for the recent Merlone Geier ownership meetings and walkthrough. Because of Jeremy’s leadership in guiding our team in preparation for this visit, our team garnered many compliments on the overall appearance of the mall. They were even honored with a gift from our customer as a token of appreciation. Jeremy displays all of the characteristics of the SMS “Whatever It Takes” mantra and is extremely valuable to our SMS organization. It is with great pleasure and honor that we share his story as he continues to lead and grow with the SMS family.