

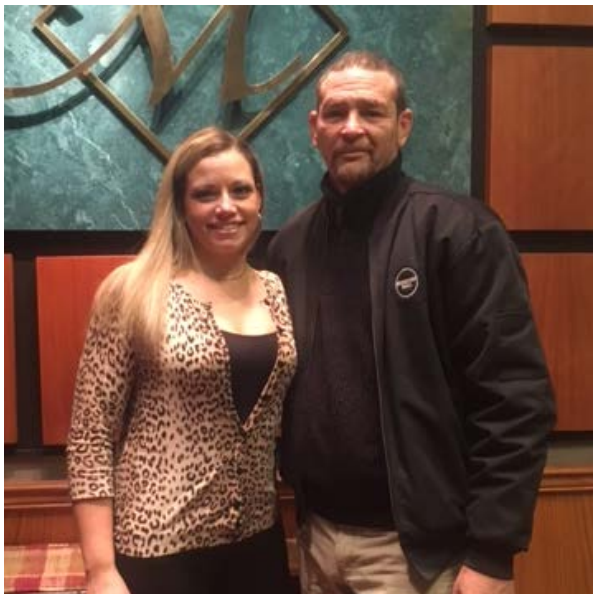
## Service Management Systems

# Success Stories



Black Friday officially kicked off the holiday shopping season on Friday, November 23, 2018. What is usually an exciting time for snagging deals and marking items off gift lists, quickly turned into a race against the clock for one Black Friday shopper! A customer at Moorestown Mall notified security that he had parked his handicap accessible van in the proper handicap spot. Upon returning to his vehicle, he quickly learned that another handicap car had parked in the area next to his van. However, this was not a parking spot at all and it blocked the customer from being able to get into his van with his wheelchair.

As the customer's wheelchair battery began to die, the police were called out and the PREIT General Manager, Maria Butkovic, was notified.



**PREIT General Manager, Maria Butkovic with SMS Operations Manager, Pedro Maldonado.**

This is where Pedro Maldonado, our Operations Manager at the mall, leaped into action! Pedro went to a few shops, trying to find the owner, but with no luck.

Needing to leave the mall and hoping to get the ramp down on his van before his wheelchair died, the customer requested that the other car be towed. However, the police stated they personally could not have the vehicle towed because it was on private property. Mall security then asked Ms. Butkovic to make the call to tow the car. She was hesitant to make the decision, but they were rapidly running out of options with the battery of the wheelchair swiftly dying.

## Saving the Day

Since the van was made to be driven by the customer while in his wheelchair, there was no seat for others to drive from. Pedro had the brilliant idea to ask the customer to show him how to put the van in neutral. This allowed Pedro to push it out of the space, giving the customer enough room to let the ramp down.

The customer was beyond happy and relieved, as was the General Manager!

Pedro then assisted in pushing the customer in his wheelchair into the van, since the battery had almost died. Though not in his usual job description, Pedro took it upon himself to turn a bleak situation into an outstanding customer service model for a man in need! He exemplified the SMS motto of doing “whatever it takes” in providing excellent customer service and going well beyond his normal duties. We could not be more proud to have Pedro Maldonado as a part of the SMS family and the Moorestown Mall team. Keep up the amazing work!

