

Service Management Systems

Success Stories



Second Shift Team Pictured Left to Right: Jamil Patterson, Jerry Robinson (Supervisor), Lucille Moore, Shonte Rutledge and Adan Ibrahim

On Tuesday December 11, 2018, Marketing at Saint Thomas Sports Park forgot to inform the property of a special event that was scheduled. The event at Nissan Stadium, home to the Tennessee Titans, was set to host between 75 and 100 children onsite.

Our point of contact, Jeb Johnson, said that the Service Management Systems second shift crew did an excellent job at such a short notice of managing the cleanliness of the property. There were several functions being held in different areas of the Sports Park and the second shift crew

maintained all areas. They were also able to keep the areas sanitized. This was extremely important, due to the fact that some of the children were sick. The event was a success and Saint Thomas Sports Park's Marketing Manager, Tina Tuggle, gave each of the SMS team members a \$250 Kroger Gift Card.

This is not the first time our SMS crew has received praise from our customers at Nissan Stadium. On Thursday October 25, 2018, head coach Mike Vrabel of the Tennessee Titans, requested that the SMS Facility Manager, Patrick Tisdale, come to his office. When Patrick arrived, Mike thanked him for all he did at the stadium, handed him \$100 and told him to take his family out to dinner on him that weekend. Mike then went on to give another first shift SMS team member, Lyncoya Majors, and second shift Supervisor, Jerry Robinson, both \$100 gifts for their hard work and dedication to maintaining the stadium.



Lyncoya Majors (First Shift Team Member) and Patrick Tisdale (Facility Manager)

At SMS, we value our partnership with Nissan Stadium and we always strive to make a good impression on our customers. Saint Thomas Sports Park, Nissan Stadium and the Tennessee Titans staff have both been generous in their praise for our team members, which fuels their passion even further to do a great job and deliver the best in customer support.