

Success Stories



Lorraine Harrison started with Service Management Systems on March 19, 1999 as a Facility Manager at Voorhees Town Center (previously Echelon Mall) in Voorhees Township, NJ, hired by SMS Division Manager, Cecil Sloley.

She was promoted to the Operations Director in 2002.

While still using Echelon Mall as a base of Operations,

Lorraine began helping at other various SMS

properties, as needed. When the PREIT portfolio

started in in 2005, Lorraine then promoted to Area

Manager, where she oversaw a geographic territory

within the PREIT locations. Lorraine was promoted to Area Manager by our now CEO, Keith Wolken. She has a dedicated, no nonsense work ethic that sets a very good example for all employees to follow.



“Lorraine has been such a huge help in the division. She has a wealth of knowledge and is a team player and well respected. Since day one, Lorraine has made a very lasting impression with our managers and customers. They still call on her today, due to the relationship that she has established with them over the past 20 years. She is not afraid to roll up her sleeves to get things done. As a matter of fact, I used to call her the ‘Food Court Queen,’ because she used to run around that food court like nobody’s business to keep it spotless – that is what she strived for and required from all of her staff!” – Division Manager, Cecil Sloley



Lorraine Harrison (front row) with the SMS Leadership team at the 2007 SMS Holdings Leadership Summit.

Over the years, Lorraine has maintained her support of the PREIT portfolio. She has also supported our Northeast Division in various capacities through multiple restructuring phases. Lorraine currently operates from Moorestown Mall in Moorestown, NJ, and she continues to support the Northeast Division at its many New Jersey and Philadelphia locations. Beyond this, Lorraine maintains the invoice process and is a liaison for the site managers and Customer Support Center staff.

Lorraine has built excellent relationships with many of our customers and Facility Managers throughout her time at SMS. Her experience, knowledge and expertise in the field has earned her deep respect. She is a wonderful example of the SMS Core Values and our motto of doing “whatever it takes.” The SMS Core Values Lorraine exhibits the most are Loyalty, Achievement, Humility, Appreciation, Hard Work, Fun and Integrity.

On March 19, 2019, Lorraine was presented with her 20 Year Milestone Award with Service Management Systems. The team at Moorestown Mall and other SMS management celebrated this monumental achievement with cake, a milestone booklet with memories from coworkers over the years and with her 20 year plaque. Of interesting note, the group photographed below have a combined total of 97 years of experience with SMS!



Pictured (left to right):
SMS Operations Manager, Pedro Maldonado
SMS Housekeeping Facility Manager, Sejourne Desgranges
SMS Division Vice President, Scott Mc Ellis
SMS Area Manager, Lorraine Harrison
SMS Division Manager, Cecil Soley
SMS Assistant Operations Manager, Maryo Aziz