

## Service Management Systems

# Success Stories



Customer Appreciation Day, aka CAD, is a day for Service Management Systems, Inc. (SMS) and its divisions to show just how grateful we are for the partnership our customers have chosen to make with us. Unfortunately, with COVID still presenting us with daily challenges, we were not able to take our customers out to lunch this year like we usually do. We decided we still wanted to provide “lunch on us” by presenting our customers with a gift card to safely order food, instead of having to go into a restaurant.



Though 2020 threw us a curveball with COVID, many of our Facility Managers, EVS Directors and Operations Managers really got into the spirit of CAD to make the day special, safe and fun for our customers. Read the feedback and view pictures from the day below.



Capital City Mall | PREIT



Cherry Hill Mall



“Thanks, we got the gift card and already took the team to lunch!”  
Susan E. Causey, CPM, CSM, CRRP | General Manager  
Northridge Mall | JLL



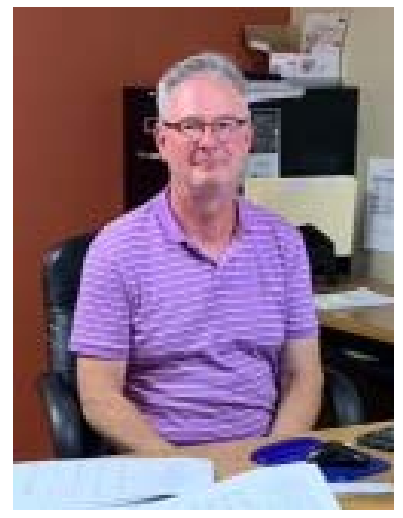
The Battery Atlanta and LAZ  
Parking at The Battery



Plymouth Meeting Mall



Fashion Fair



NorthPark and SouthPark Malls



"Very nice! Thank you guys and I am most appreciative of our partnership. I sleep well at night knowing how good SMS takes care of our facilities, passengers and staff – especially in these challenging times. We will soon obtain Star Accreditation from the Global Biorisk Advisory Council largely due to SMS's outstanding procedures in proper disinfection, cleaning and prevention actions. Darin and the team have done an outstanding job!"

**Tracy Stage, A.A.E. | Airports Director**  
Okaloosa County Airports | Destin Fort-Walton Beach Airport

"Photo a little different this year. We thought maybe instead of going to lunch we might go rob a stagecoach instead."

A little humor from Shane Dayley, SMS Facility Manager at Rimrock Mall.



Tennessee Performing Arts Center



Ingram Park Mall



Eden Prairie Center





Vintage Faire Mall



Fashion District Philadelphia



Drive Shack West Palm

"Thank you gentlemen. We appreciate your partnership and responsiveness. Just so you know, Kendal wanted to take me to lunch with a gift card he received for Customer Appreciation. Since I am the 'customer,' I directed him to buy lunch for his staff instead. He was reluctant – but agreed to do so. They deserve it."

**William (Bill) J. Bubel, CSM | Vice President, Operations**  
Grand Boulevard at Sandestin | Howard Group

**GRAND BOULEVARD**



Howard Group

**BEAUMONT**  
**EMERGENCY CENTER**

"Thank you for all that you and SMS do to make sure that BEC is well taken care of. I have and continue to enjoy our partnership."

**James P. (Butch) Frazier, III | Chief Executive Officer**  
Beaumont Emergency Center

"Thank you so much, Dan. It's been a roller-coaster during COVID but thankful for the partnership."

**Portia Ealy, MPH | Director of Environmental Services**  
University Medical Center of Southern Nevada



Cumberland Mall



RidgMar Mall



Louisville Muhammad Ali International Airport



"Thanks for the recognition and gift. It is great working with your team and we appreciate all the work you do for our property."

**Jeff Odom, General Manager**  
Valley View Mall | Spinoso

"Earl, Thank you for my Customer Appreciation gift!! It is truly a pleasure to work with you! You have built a great team and it shows! Thank you for everything you do! You are greatly appreciated!"

**Mackenzie Webb | General Manager**  
Magnolia Mall | PREIT



"Thank you - appreciate all the efforts you and your teams do."

**Joseph Kun | General Manager**  
New River Valley Mall | Uptown Christiansburg

"I also appreciate the manner in which Lorraine Harrison and your team works with the rest of the WGP Management Team to achieve our mutual goals at Willow Grove Park."

**Romaine L. Crawford, CRX, CSM | General Manager**  
Willow Grove Park | Washington Prime Group



"In order to comply with CDC guidelines & maintain the mandated six feet distancing, including following SMS & Mall policies, we took extra precautions to keep the General Manager, Steve Byron, safe!"

Another SMS Facility Manager, James Correia, having a safe and fun time presenting the CAD card to our customer at Dartmouth Mall.





Broadway Plaza



Destin Commons

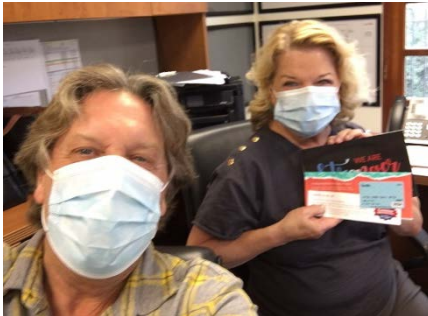


Mesa Mall

"Thank you very much. But as I explain to Craig each year...you have it backwards. I should be expressing my appreciation to Craig and the entire SMS team. They are the ones who keep this place running every day."

**Eric Christensen, CSM | General Manager**  
Springfield Town Center | PREIT

**PREIT®**



Carmel Plaza



Francis Scott Key Mall



Saint Thomas Sports Park

*the* **MALL** *at*  
**GREEN HILLS**

"Thank you so much for the thoughtful message on your employee appreciation day! Again, very thoughtful and we appreciate your hard work! Thanks!"

**Norah Buikstra | General Manager**  
The Mall at Green Hills | Taubman



Village at Corte Madera



Viewmont Mall



Patrick Henry Mall



Moorestown Mall



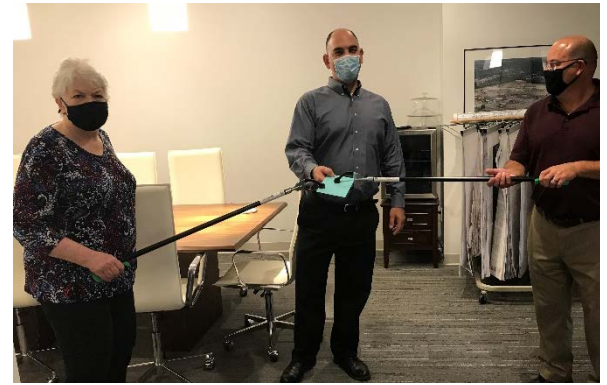
Valley River Center



Quincy Medical Center



Gadsden Mall



The Woodland Shopping Center

"Thank you so much!!!! So thoughtful and generous....very much appreciated. We love Ed and his team...they are the best!!!!"  
**Linda Accettulla | Mall Manager**  
**South Hills Village Mall | SIMON**



**WASHINGTON  
PRIME GROUP™**

"Thank You! We really appreciate the partnership with you, as well."  
**Julie Bihler, General Manager**  
**Chautauqua Mall | Washington Prime Group**

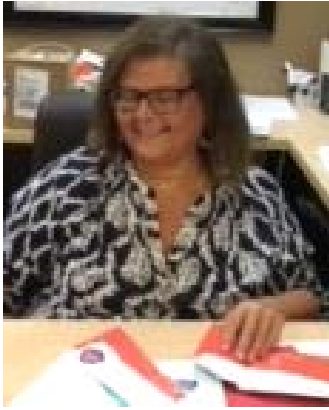


Wonton Food Inc.



Houston Galleria





Jacksonville Mall



Mall at Prince Georges



Washington Square Mall



Deptford Mall



Oschner St. Mary



Exton Square



The Trails at Silverdale and  
The Village at Totem Lake



The Avenue Murfreesboro



South Plains Mall



Valley Mall



Northtown Mall



Springfield Mall



Broadway Square Mall

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