

Success Stories



On Thursday, November 18, 2021, a parent visiting Willow Grove Mall experienced a very scary situation when their child began to choke. SMS PM Supervisor, Sean Young, saw what was happening, immediately dropped what he was doing, and ran to a nearby mall security officer for assistance.

Sean's quick actions, alongside other mall staff and security, aided in getting the child the emergency help needed. The parent reached out to the mall to thank all those that helped. On December 3, 2021, Sean was recognized by our customers at Willow Grove Mall with an award certificate and gift card.

Sean began his career at SMS in May 2013 as a Housekeeper. Since that time, he has been promoted to a Lead and then a Supervisor in November 2019. His manager had the following to say:



Sean Young pictured with his award certificate and gift card from Willow Grove Mall.

“One of the things that I always admire about Sean is his attention to detail and organization. Additionally, he is a very good trainer with new hires. He has always been very fair with his employees, making sure all cleaning tasks are delegated evenly between employees. Also, although some employees can be difficult to oversee, he always demonstrates great composure and remains respectful to his team.”

– **Adley D. Donaldson | SMS Facility Manager at Willow Grove Park**

Sean displayed many of our SMS Core Values and exhibited our “whatever it takes” motto to help the mall visitors experiencing a desperate situation. We are incredibly proud of his actions that day and his talents as an SMS leader.

whatever
it takes!