

# Oiler



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## in this issue >>>

*Saving Lives One Pint at a Time*  
*Fueling Our Future with Our Past*  
*Brookberry Farm's Big Plans*  
*Hospitality Renovations*  
*Service Awards*

## core ideology >>>

To do it because it is right.

To treat others as we would like to be treated.

To be financially responsible.

To be better today than yesterday.



For more information go to  
[www.qualityoilinc.com](http://www.qualityoilinc.com)



*Graham Bennett, President*

## 2019 Reflections on Our Many Blessings

Thoughts that come to mind this holiday season as 2019 comes to a close:

1. Humbled by all the great men and women that worked so hard over the last 90 years to make Quality Oil Company and Reliable Tank Line the admired company it is today.
2. A sense of responsibility to continue that heritage.
3. Grateful for the love of my family.
4. Desire to listen more, talk less, and be slow to anger.
5. Manage my time towards the true priorities that determine a more meaningful life. More time for family and friends.
6. Give and volunteer more purposefully.
7. Grow in my faith.

Lessons from Ben Franklin:

- Winners wake up early, "The early morning has gold in its mouth."
- Clear your head, "Reading makes a full man, meditation a proud man."

- Make a plan, "By failing to prepare, you are preparing to fail."
- Never stop learning
- Routine is a good thing
- Take it easy

- Make time for family, friends & fun
- Take time to reflect

Lastly, the "Life is Good" t-shirt said it best, "Takers eat good – Givers sleep good."

Be a giver this holiday season.

A very faithful holiday season to all.

My best,

A handwritten signature in black ink, appearing to read "Graham Bennett".

Graham



# Saving Lives One Pint at a Time

Every day, blood donors help patients of all ages: accident and burn victims, heart surgery and organ transplant patients, and those battling cancer. In fact, every two seconds, someone in the U.S. needs blood.

**J**anuary is National Blood Donor Month and the perfect time to donate again if you participated in our Blood drive back in October. There are many health benefits of donating blood. Donation benefits reach beyond helping to save lives, they have benefits for the donor as well. Benefits include good health, reduced risk of cancer, preventing damage



to the liver and pancreas, as well as improving cardiovascular health, and reduced obesity. We partnered with the American Red Cross and they were able to bring their mobile donation bus (pictured upper right) to our site. With a goal of 24 pints of blood, 32 people signed up to donate. Some were old pros and some were



donating for the first time. Not everyone was able to give but for those who did we thank you. We made our goal with 25 pints of blood! According to the American Red Cross, this helped save the lives of at least 25 people, and possibly as many as 72 lives were saved in just one afternoon by Quality Oil employees, family, and friends. Be sure to keep an eye out for our next drive in the Fall of 2020 so you can donate too.

*Pictured center: Beth Macy donating blood.*



## Running for a Cause

This year was another successful year for the QOC Oilers at the Mocksville Bed Race. Karen Winston, Pricebook Administrator and resident of Mocksville, NC, put together a stellar team made up of both employees and family members. These guys showed up and ran their hearts out. The race consisted of 4 heats up and down main street with a curved track and a little switch thrown in the mix. After all was said and done they finished in 4th place with an award for best team spirit. Winnings were donated to Crossnore Children's Home.

## community involvement >>>



# United Way Day was a Success

*When you bring a community together, great things can happen.*

**T**his year we celebrated our friends at United Way and made a day out of it. We heard stories from Benika Thompson, Principal at Philo-Hill Magnet Academy in Winston-Salem, NC. She informed us of how United Way makes a difference at her school. Philo-Hill teaches mostly under privileged students, helping them strive to better themselves and their education, no matter what their home circumstances are.

Following our meetings at the corporate office, lunch was served which included a bake sale, and playing festival games. All money raised from these activities go directly to United Way. We also had the privilege of having items available for purchase from The Enrichment Center. The Enrichment Center helps adults with intellectual and developmental disabilities reach their full potential and achieve their best life. Through art classes, life skills training, community activities and job placement, individuals build on their abilities and connect to the broader community. We had a fantastic 2019 United Way campaign. Total giving through donations is over \$100,000.00. In addition to the donations, we raised \$856.50 from the bake sale and festival games.



*United Way set up a table in the warehouse to sell handmade goods from their Enrichment Center.*

# Fueling Our Future with Our Past

In 1929 most gasoline was sold in country stores. By 1934, Quality Oil had grown fast, with so many stores throughout NC, that there was an old saying, “If a farmer bent down to tie his shoe, when he looked up he would find a Quality Oil pump in front of him. Fast forward to 1962, Quality Oil had the distinction of being the largest Shell jobber in the United States with approximately 115 full service stations and 300 country accounts. Our partnership with Shell Motiva continues today. This past October, we were honored to host a 90th Anniversary celebration at our corporate office for Shell Motiva executives and QOC staff members. During their visit, Shell Motiva traveled to a number of Quality Oil’s locations.



*Nothing is quite like a visit to the Old Shell Station on Sprague St. in Winston-Salem.*

*Pictured above from left to right: Casey Nichols, Territory manager - Motiva; Paul Stanifer, Director of Product Sales - Motiva; Bill Spurgen, Executive Vice President of Fuel Sales and Marketing - Motiva; Graham Bennett, President of Quality Oil Company, LLC; Benny VanOsdell III, General Manager of Sales - Motiva; and Steve Bradley Sales Manager Eastern Region - Motiva*

# Earn Your HRA Dollars Easily

## NEW YEAR – NEW YOU!

Our 2019-2020 wellness program is underway! Make sure to earn your \$750 for your Health Reimbursement Account (HRA)! Follow the steps below to earn your dollars today!

**Step 1. Biometric Screening** – If you have not completed your biometric screening yet, get this going by visiting your primary care doctor. You can use the form on ADP to have your results sent to the Health Coach, or if you are in the area, the Q-Care clinic can take care of you, Tuesdays and Thursdays 8 am - 11 am. Once you get your numbers, follow the next steps to get your results.

**You get \$100 for completing this step!**

**Step 2. Register for the QOC wellness portal** – Go to [www.QOWellness.com](http://www.QOWellness.com) and register. If you have trouble registering, please contact the number on the screen for Health Analytics. Remember to use your proper name.

**Step 3. Complete a Health Risk Assessment** – This is a quick 10-minute health survey in your wellness



portal. **This adds \$100 to your HRA account!**

**Step 4. Get your results** – Once your biometrics are completed and processed, the results will be uploaded into the portal.

**Step 5. Coaching** – You will receive a letter in the mail with your results which will tell you how many coaching visits you have and how to get these started. If you do not receive your letter, please reach out to Katie Lynn, RN at [kvoncannon@wakehealth.edu](mailto:kvoncannon@wakehealth.edu). Coaching appointments can be telephonic or in-person and you can schedule your appointment when it works for you! Use the [www.QOWellness.com](http://www.QOWellness.com) to schedule your appointments online. **Completing coaching will earn you more \$\$\$\$ for your HRA!**



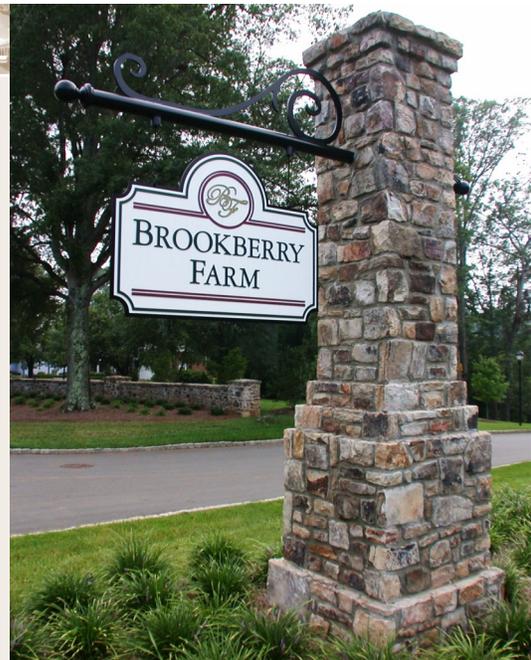
# A Beautiful Future in Store for Brookberry Farm

*Brookberry is growing and will bring more amenities to and new and exiting residents.*

We recently completed Phases 7A and 7B of the Brookberry Farm development. These two phases have a total of 49 lots, bringing our total developed lots to 572. We anticipate these lots to be sold over the next 18 months.

During the early part of 2020, we will begin construction of Phase VIII, which will include a bridge crossing of Tomahawk Creek. This phase is anticipated to be constructed over the next 12-18 months and will have approximately 90 lots. Upon full build-out, Brookberry Farm will include approximately 990 home sites. Phase VIII will also include new amenities for the neighborhood such as walking paths, a pollination garden, and campsites.

With the bridge crossing, we will start our push to final completion of the development which is anticipated to occur in the next decade.



*The signature entrance sign at Brookberry Farm.*



*Future site for the new amenities at Brookberry.*

## getting to know you >>>

# “Hello” from your Human Resources Department

*We have so many outstanding people in human resources. We'd love for you to meet them all..*

Merry Christmas and Happy New Years from the Human Resources Department!

We are excited to have welcomed some new faces to the HR team this past year. We wanted to introduce everyone to you and give you a face to the voice you hear or email name that you see on a weekly basis. We appreciate our QOC and RTL



family and we are always here to support and help in any way that we can. Have a safe and happy holiday season!

Nicole, Cindy, and Stephanie are still hanging around. Can you believe Cindy Gentle has been here for 32 years!!! Here are the new names that you have been working with lately.



Find them in the photo to put a name with the face!

- Jessi Andrade - Human Resources Manager
- Lydia Santucci – Claims Coordinator
- Katie Knight – Recruiting Specialist
- Sabrina Mack -Training and Development
- Amy Ross – Reliable Tank Line Comp and Benefits Specialist

**\*\*Not pictured is Jennifer Hopkins. She will be joining us in January on the Comp and Benefits side.**

# Out with the Old and Inn with the New - A Fresh Suite Look

*We are excited to have been doing some minor and some major renovations across all our hotels. Some have complete makeovers in their future and others are getting a fresh coat of paint. Either way, they're looking good!*

## Chris P. Bacon N' Brussels Sprouts

- 2lbs of brussels sprouts. Halved. Rinse them, or not...build up that immune system.
- ½ lb of bacon or more...I won't judge.
- 1-2 medium sized shallots or small onion.
- Fresh chopped garlic. As much as your heart desires, but 2 cloves is a good start..
- Bacon drippings, olive oil, or butter.
- Seasonings (salt, pepper, garlic powder, chili flakes...whatever)

1. Cook bacon. Set aside to cool and chop. If you cooked the bacon stove top, use the same pan to cook the sprouts. If you cooked the bacon in the oven, save the drippings.
2. In a large pan (the same one you could have cooked the bacon in) sauté the shallots and garlic in the bacon drippings (or butter or olive oil). Be careful not to burn them.
3. Add the halved brussels sprouts to the garlic and shallots. Toss to evenly coat. Cook on med to med-high heat about 10 minutes tossing every couple of minutes.
4. Season. I add freshly ground black pepper (more than you think) a dash of salt and some garlic powder. Sometimes I add crushed red pepper flakes to add a little kick if you are feeling spicy (like the amount you would get in a packet from Pizza Hut). Add the chopped bacon back in now.
5. Cook another 5 minutes. You can add a lid at this point to keep in some steam and moisture and make sure the sprouts don't burn on the bottom. If you feel you need to, you can add 1/3 cup of water to add a bit of extra steamy action. Usually necessary if you have rather large sprouts. Tiny sprouts should be done about now.
6. That's it. Really simple. Enjoy!

We always want to be better today than yesterday and many of our hotels have undergone renovation projects in 2019. From complete property remodels to lobby updates, here are just a few of the efforts which happened in the past year.

**Hampton Inn Christiansburg/Blacksburg** is going to have a fresh look inside and out! Construction for a complete property renovation kicked off in November 2019. The remodel is expected to finish in August of next year.

At **Hampton Inn & Suites Jacksonville Deerwood Park**, the breakfast area and the guestrooms had a bit of a face lift.

of our Hampton Inn locations – it is quite delicious!

At **Homewood Suites by Hilton Lawrenceville Duluth**, the lobby went under a renovation in the summer of 2019 which included a new bar space, perfect for the weekly happy hour.



**Hampton Inn & Suites Raleigh-Cary I-40 (PNC Arena)** also saw the addition of a bar to the lobby area of the property in early 2019. A complete renovation happened in 2018, so the addition of a bar was the perfect finishing touch.



We can't wait to see what's to come for all our properties in 2020 as renovations continue.



The rooms got a refreshed look with a neutral palette this summer, which returning guests love. If you haven't already, make sure to try the newly updated breakfast at all



# 2019 SERVICE AWARDS

## 5 Years

|                       |       |                  |     |
|-----------------------|-------|------------------|-----|
| Rucker, Sherry        | CORP  | Streeter, Quincy | QM  |
| Ruppert, Kyle         | CORP  | Hyler, Bobby     | QM  |
| Wheeler, Kathy        | CORP  | McConnell, Wanda | QP  |
| Rogers, Robert        | CORP  | Murphy, Emily    | QP  |
| Metzler, Sam          | CORP  | Sales, Freddie   | QP  |
| Brown, Ladonna        | HOTEL | Hedrick, Justin  | QP  |
| Brooks, Letasia       | HOTEL | Althaus, Kenneth | RTL |
| Morrissey, Michael    | HOTEL | Kafer, Scott     | RTL |
| White, Candice        | HOTEL | Beckles, Malcolm | RTL |
| Martin, Clifton       | HOTEL | Briggs, Blake    | RTL |
| Porter, Stanley       | HOTEL | Goldman, Harold  | RTL |
| Khan, Muhammad Nadeem | QM    | Mitchell, Jayvon | RTL |
| Clayton, Heather      | QM    |                  |     |

## 10 Years

|                    |       |                   |       |
|--------------------|-------|-------------------|-------|
| McIver III, Donald | CORP  | Smith, Andrew     | HOTEL |
| Finch, James       | CORP  | Valencia, Maria   | HOTEL |
| O'Connor, Michael  | CORP  | Valdez, Maria     | HOTEL |
| Dinsbeer, Daniel   | CORP  | Carnall, Ryann    | QM    |
| Freeman, Regina    | HOTEL | Alemayehu, Tegist | QM    |
| Wilson, Alonzo     | HOTEL | King, Alice       | QP    |

## 15 Years

|                    |       |                 |     |
|--------------------|-------|-----------------|-----|
| Hairston, Quinton  | CORP  | Mawatu, Danis   | QM  |
| Dull, Ricky        | CORP  | Baker, Cynthia  | QP  |
| Shelton, Heather   | CORP  | Dunlap, Rowena  | QP  |
| Smitherman, Marty  | CORP  | Beard, Alice    | QP  |
| Shuler, Michael    | CORP  | Poole, Michael  | RTL |
| Chavarria, Rosario | HOTEL | Cole, Michael W | RTL |
| Ngugi, Samuel      | HOTEL | Tomlinson, Ross | RTL |

## 20 Years

|                  |       |  |  |
|------------------|-------|--|--|
| Modrow, Randolph | HOTEL |  |  |
|------------------|-------|--|--|

## 35 Years

|             |      |                 |      |
|-------------|------|-----------------|------|
| Lauer, Gene | CORP | Lowman, Tim     | CORP |
| Holt, Carol | CORP | Doctor, Shirley | QM   |



coming soon >>>

## In The Next Issue

*Pillar has Tall Plans*

*A New Decade - Countdown to 100 yrs.*

*Loyalty Programs in 2020*

*New QM, QP, & GOGAS Locations*

*Community News and Much More...*



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