

Oiler



VOLUME LXIX, NUMBER II

WINSTON-SALEM, NC

WINTER 2020

· HAPPY ·

Holidays

in this issue >>>

Remarkable Retirements

The Beroth Family & Four Brothers

A Renovation to Remember

Employee Recognitions

A Bright Future for Brookberry

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.

Quality Oil
COMPANY LLC

For more information go to
www.qualityoilnc.com



Graham Bennett, President

Reflections on Blessings

It's important to stay focused on the positive things in life everyday, be thankful.

This time of year traditionally puts us in the presence of mind to reflect on our many blessings. This is especially true during this unprecedented year that has thrown all of our lives into such upheaval. All that being true, I have witnessed so much good that puts everything in perspective and motivates us to see what is really important. For me, it's family, my faith, and my health.

What we have all been so proud of since 1929 is our heritage of values. But I have never seen it more demonstrated than this year, dealing in such a disorienting, disturbing environment. Your dedication, grace, and commitment to customer service have been admired and appreciated. All I know to say is, "Thank you!"

Encouraging facts:

- Extreme poverty has been cut in half over the last 20 years
- Life expectancy has grown from 53 years in 1960 to 72 years in 2017
- Since 1980, the number of one-year-olds who had at least one vaccination rose from 22% to 88%

Interesting quotes:

- "The greatest glory in living lies not in never falling, but in rising every time we fall." -Nelson Mandela
- "The way to get started is to quit talking and begin doing." -Walt Disney
- "Tell me and I forget. Teach me and I remember. Involve me and I learn." - Benjamin Franklin
- "The best and most beautiful things in the world cannot be seen or even touched - they must be felt with the heart." - Helen Keller



Wishing all a wonderful Holiday Season from my family to yours.

*My very best,
Graham*

48 Years of Memories

The memories made while out in the field, maintaining our sites, are something worth writing a whole book about. I'm sure Dick Garrett would be more than happy to share his stories.

It is with great sadness, mixed with admiration, that we announce that Mr. Dick Garrett will be retiring as of December 31, 2020. Mr. Garrett started at Quality Oil Company on May 8, 1972, and is one of our longest tenured team members to date. If you Google the word loyalty, I'm pretty sure a picture of Dick Garrett would come up. Throughout his 48 years of service here at QOC, he has filled many roles, and not one time since I've had the pleasure of working with Dick (since 1984) has he ever had a bad day. He is one of the most pleasant, dedicated, positive-minded people that you will ever meet. When you look at our

Vision/Mission and Core Ideology statements, you can connect the actions of Dick Garrett to every aspect of both. His commitment to this company during his storied career is to be admired by all. While we are certainly not saying goodbye, we wish him much happiness in his retirement years. We know that Dick will have time to spend with his wife Beverly, son Michael, his daughter-in-law Kristi, and grandchildren (Camryn and Kaleigh), all of whom bring a smile to his face every time he mentions their names. Mr. Garrett, from all of us at Quality Oil Company, things just won't be quite the



same without working with you on a daily basis, but we all are better people having had the opportunity to call you a co-worker, and most importantly, a friend. Enjoy your well-deserved retirement, and from all of us here, thank you for all that you have meant to all of us here at Quality Oil Company.

- Tim Lowman & QOC Family



Blowing Rock, NC Quality Plus

Chugging Along

Nestled in the mountains just across the street from the famous Tweetsie Railroad amusement park in Blowing Rock, NC we have opened our latest Quality Plus location. You can hear the train whistles blow as the historic narrow-gauge steam locomotives continue to operate. Tourists and locals alike can take advantage of Quality Plus's drive up window, large refreshment center, and of course the fastest pumps in town. Next time you're up for an adventure be sure to visit us in Blowing Rock North Carolina.

farewell >>>

The Amazing Career of a Remarkable Man

First and foremost, throughout Rob's long and illustrious career, what has always been his guiding star is his human nature of thinking and wanting the best in everyone. Rob created and molded a hospitality team that, time after time, has been considered by Hilton to be the best in the nation. Balancing all aspects from image, customer service, and superior products; delivered by the "Best" teams. Always achieving top percentages in every category, attaining best in Trip Advisor, and winning just about every trophy that Hilton gives out. For example, the Winston-Salem Hampton Inn was at one time the #1 property in the nation, and the Columbia, S.C. Hampton Inn is still #1 in the world in consecutive outstanding inspections. The list of award-winning accomplishments goes on and on.

Rob's most lasting accomplishments are the leaders and teams that he has mentored, who will ensure that the level of excellence that he created and set into motion will continue for generations to come. The debt of gratitude for his leadership and heritage of service is what we love him the most for. All of us wish you the very best, our friend and mentor. Our best, Graham & all of Quality Oil Company



From One Locally Owned Family Business to Another

On September 21st it was announced that Beroth Oil Company of Winston-Salem and its Four Brothers convenience stores were purchased by Quality Oil Company. The acquisition consisted of 23 locations throughout NC.



"We have long admired the Beroth family and their operation and are excited about this acquisition", said Graham Bennett, President of Quality Oil Company. "Both companies have outstanding core values and a dedication to maintaining quality service, professional employees, and devotion to our customers."

Aside from a name change and some rebranding, all Four Brothers locations have continued to operate as usual.

The two brands utilize similar operating models designed to provide ultimate convenience for purchasing high-quality gasoline, tobacco, and food and beverage grocery items at competitive prices. Both pride themselves on superior customer service and strong relationships established within the communities they serve.

"After over 60 years of serving the Triad and surrounding communities the Beroth Family and our Four Brothers team are very pleased that we will be transitioning the business to Quality Oil Company, a like-minded and local family-owned company, said Walter Beroth, President of Beroth Oil Company. It was not an easy decision to sell the business and we would like to thank our loyal employees and customers for their support over the years. We think Quality Oil with their similar customer service culture will be great fit for many years to come."



Quality Mart #33 Union Cross Road

A brand-new Quality Mart convenience store and gas station opened September 12th at the intersection of Union Cross Road and Pecan Lane in Kernersville, NC.

It becomes the fourth Quality Mart in the Kernersville area and the 35th overall in NC & VA.

This station marks a return to the Union Cross area after it closed its previous location there more than 10 years ago.

"We are excited to introduce several customer-experience enhancements at this new location, said Tim Lowman, Executive Vice President at Quality Oil Company. "Our focus is on providing the quality products and services that our customers depend on as well as building upon the relationships we have established in each community."

The store is equipped with high-end commercial coffee makers to serve up hot and fresh coffee throughout the day. It also features a wide selection of craft beer, frozen beverages, and roller grill foods.

Outside, this location includes a state-of-the-art soft cloth car wash as well as 16 different fueling locations. Customers have the option of ethanol-free fuel in addition to the normal grades of gasoline.

For a list of locations visit us at

trivia >>>

Q: The traditional image of the American Santa Claus was created as part of an advertising campaign for what product?



A: The advertising for Coca-Cola in the 1930's established Santa as a warm, happy character with features such as rosy cheeks, a white beard, twinkling eyes and laughter lines. This grandfather-style Coca-Cola Santa captivated the public and, as their adverts spread globally, the perception of the North Pole's most-famous resident changed forever.



A Renovation to Remember

All projects have their hiccups, especially when you're talking about a complete property renovation. However, nobody expected a pandemic to hit in the middle of it all.

What started as a long planned renovation in November for the Hampton Inn Christiansburg/Blacksburg turned into a lot of blood, sweat, and tears for the staff. As we mentioned in our summer issue, Brian Kipps, Logan Kessinger, and Tara Talerico rose to the challenge and kept their circle small, quarantining themselves in the hotel to help manage the construction crew and their day to day tasks while the hotel was closed. After the dust had settled and the doors were open again, ready to greet guests with a smile and a mask on their faces, the entire team had a beautiful hotel to show for it.



Tara Talerico, Hotel Manager at Hampton Inn Christiansburg/Blacksburg disinfects a room in the newly remodeled hotel. Hilton's partnership with Lysol has given all our properties helpful guidelines to keep the rooms clean and safe.



A cozy desk chair and lamp awaits the next guests.

Recognizing Greatness

In addition to us recognizing our team members above, both the Montgomery County Chamber of Commerce and Hilton have recognized them as well. (Right: Brian, Logan, and Tara)

The Montgomery County Chamber of Commerce announced the honorees in its first "Thirty Under Thirty" recognition program for young talent and emerging leaders. The new program is designed to enhance the chamber's talent retention and recruitment initiative that started in 2017. Recommendations and nominations were opened in July to members and nonmembers in Blacksburg, Christiansburg



and Montgomery County. Supervisors were asked to identify young talent and recommend these young leaders for this recognition.

We are proud to announce that Tara Talerico from Hampton Inn Christiansburg/Blacksburg was given the "Thirty under Thirty" award. Meanwhile, Brian Kipps, Chief Engineer, Hampton Inn Christiansburg/Blacksburg, was awarded the Hotel Hero Award from Hilton.



When the hotel closed, Brian stepped in to help continue the renovation and pitch in with everything from cleaning to preparing donations for the local emergency relief organization. He also took extra steps to keep his furloughed team members' spirits up and surprised them with a free on-site tutoring program for their kids when they returned. Brian was one of only 57 Hilton employees worldwide to receive this prestigious award! Congratulations guys!

2020 SERVICE AWARDS

5 Years

Andrews, Kellie	QM	Johnson, Cathy	QP
Bean, Margaret	QP	Jones, Ashley Renee	QM
Beasley, Jon	RTL	Joyner, Demetric	QP
Biggers, Juliana	QP	Kuzian, Sherrie	QP
Boney, Angelia	QP	Lail, Rebecca	QP
Boyles, Rosa	QP	Loes, Kathryn	QP
Brady, Rebecca	QP	Lowry-Mitchell, Michele	QP
Britt, Danise	Corp	Martin, Jennifer	Hotel
Brown, Henry	RTL	Matthis, Brenda	QP
Clark, Tracey	QP	Meuse, Dianne	QP
Cremer, Betty	QP	Miller, Conchita	QP
Dailey, Michelle	QP	Moore, Cassandra	QP
Deese, Grady	QP	Perry, Cindy	QM
Deese, Patricia	QP	Prevatte, Clay	RTL
Dillingham, Wayne	QP	Ramirez, Stephanie	Hotel
Dudek, James	Corp	Register, Eric	QP
Faircloth, Rosa	QP	Riddle, Tina	Corp
Fant, Jody	QP	Rothrock, Justin	RTL
Garman, Jeanette	QM	Sayre, Salena	QP
Gibson, Roberta	QP	Self, Michael	RTL
Grabowski, Katherine	Hotel	Sollohub, Linette	QP
Hanshaw, Barbara	QP	Speight, Lola	QP
Harmon, Duncan	RTL	Steed, Thomas	RTL
Hedrick, Teresa	QP	Steger, Regina	QP
Herring, Judy	QP	Stone, Sharon	QP
Hewett, David	Corp	Terrell, Kimberly	QM
Hilbun, Timothy	QM	Turner, Kimberly	QP
Huggins, Teresa	QP	Wilson, Lillian	QM

Thank you!

For all of your years of dedication to us.

Peppermint Bark

Peppermint bark is a candy we cannot wait to get our hands on every holiday season. Luckily for you, you can make a batch in 10 minutes flat.

It's a holiday treat made of two types of chocolate—either semisweet or dark and white—and chopped candy canes. Williams-Sonoma is basically famous for theirs at this point. And for good reason, it's delicious, but peppermint bark is so easy to make that once you do it, you can't totally justify paying for it.

INGREDIENTS

- 12 oz. semisweet chocolate, chopped
- 12 oz. white chocolate, chopped
- 1/2 tsp. peppermint extract
- 8 candy canes, crushed

DIRECTIONS

Line a baking sheet with parchment paper. Fill the bottom of a large pot with 3" water and bring to simmer over medium heat. Reduce heat to low, then place a large heatproof bowl on top. Add semi-sweet chocolate and stir occasionally until chocolate has melted. Stir in extract. Pour into prepared baking sheet and spread into an even layer with an offset spatula. Refrigerate until set, about 20 minutes.

Over the same pot of barely simmering water, place another large heatproof bowl. Add white chocolate and stir until melted. Pour over set semi-sweet chocolate then top immediately with candy canes. Refrigerate until set, about 20 minutes.

Recipe courtesy of: delish.com

2020 SERVICE AWARDS

10 Years

Bolen Jr., Gerald	RTL	Hill, Trinity Danielle	Hotel
Brewer, Lisa Renae	QP	Johnson, Albert	QM
Cadle, Cynthia	QM	Laws, Melody Holt	QM
Dunn, Brenda	QM	Oellerich, Herman Marcus	QP
Edwards, Eileen	QM	Oellerich, Juanita	QP
Flynn, Latashia	Hotel	Sorto, Jose	QM
Hartle, Cheryl	Hotel	Warren, Ronald	Corp

15 Years

Beard, Alice	QP	Radford, Gregory	RTL
Hunter Jr., Lennis	QM	Simmons, Carolyn	Corp
Marathe, Tushar	Corp	Stokes, Henry	QM
McGarity III, Walter	RTL	Willis, Tina Mathias	RTL

20 Years

Floresdesvalgas, Omayra	Hotel	Thomas, Connie	Hotel
Hill Jr, Robert	Corp	Turner, Patsy	Hotel
Riley, Eric	Corp		

30 Years

Hayes, Randy	Corp
--------------	------

40 Years

Sales, Andy	Corp
-------------	------

Thank you!

For all of your years of dedication to us.

Tech Corner

Across the globe, chip technology has been proven to prevent credit card fraud. EMV (Europay, MasterCard, and Visa) chips embedded in credit cards and NFC (Near-field Communication) readers in most stores have given us new ways to pay inside and at the pump! Most of our stores have EMV now so when it's time to pay you can insert your chip card and then wait to remove it when the transaction is approved. A few of our stores also have NFC, allowing tap-to-pay at the pump with your card, phone, or smart watch.



PO Box 2736
Winston-Salem, NC 27102-2736
336.722.3441
FAX: 336.721.9520
mrobb@qocnc.com

www.qualityoilnc.com



A Bright Future

We are currently developing the infrastructure for Phase VIII of the Brookberry Farm community. Phase VIII will have approximately 40 home sites and will be available in the late summer of 2021. The total number of lots that are currently finished at Brookberry Farm is 570 with approximately 500 homeowners. Upon full completion, Brookberry Farm will contain approximately 1,000 homes. One recent addition to the Brookberry community is the annexation of the adjacent Arbors at Meadowlark development, which has been renamed the Arbors at Brookberry. The Arbors at Brookberry is located near the intersection of Meadowlark Drive and Robinhood Road and has 46 home sites.

The neighborhood will also welcome the opening of a 192-unit assisted and senior living facility in the spring of 2021. The assisted living facility continues the trend of property uses beyond traditional single family homes to be attracted to the area. In 2019, 300 apartment units were built along Meadowlark Drive and we anticipate the possibility of commercial uses coming to the area in the future. It's looking bright.

Quality Oil Newsletter Contributors:

Michael Robb	Vice President - Marketing
Collette Hostert	Content Marketing Specialist
Kyle Armentrout	Vice President - Real Estate
Tim Lowman	EVP - Convenience Stores