

# Oiler



VOLUME LXX, NUMBER I

WINSTON-SALEM, NC

SUMMER 2021



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## 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.



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[www.qualityoilnc.com](http://www.qualityoilnc.com)



Graham Bennett, President

## Gratitude - Persistence - Success

*Sometimes in life, you read a story that touches your heart and teaches a lesson at the same time. This letter is from one of our scholarship recipients, who will be attending school this fall. I wanted to share this letter with you, slightly modified. It is worth taking the time to read and reflect.*

*My best, Graham*

*The sound of music and laughter painted the night accompanied by the smell of the gumbo, rice, and beans. I walked outside and felt the cool air surround me as I looked out onto the street in front of my home. I saw my cousins waving at me and feeling warmed I immediately went and joined them. It's been a long time since all of our families have come together. I grabbed a plate of rice and beans and grabbed a chair along with everyone else. Not knowing when I'd get to hear stories from my grandmother again, I eagerly sat by her, eyes wide and ready, not wanting to miss a single detail. This was our last night in our home country, and I spent it savouring our final time together. The next day we waved goodbye to many of our friends and family. After a final wave, I hopped onto my*

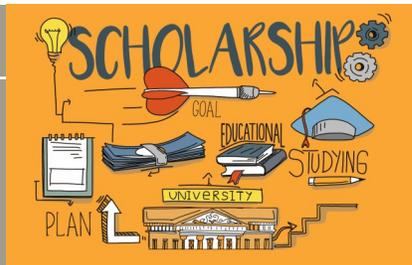
*father's motor bike just as it sprang to life, I held on tight, and prepared myself for the long and bumpy journey ahead.*

*Both of my parents were teachers - my dad taught high school science and my mom taught kindergarten. In terms of pay, teaching is probably one of the worst jobs you could have. I remember that money was scarce. These periods with little money were some of the hardest for my family, but no matter what we faced my parents persevered.*

**“Our first years in the U.S. were some of the hardest of my life.”**

*I came to the United States at the age of six with my mother. Our first years in the U.S. were some of the hardest of my life - I was challenged with learning English and adjusting to this distinct culture. Assimilating to American customs was no easy task. There*

*(Continued on page 2)*



**Q:** Will QOC help with my education costs?

**A:** It's certainly possible! The Harmon-Sawyer-Rhymer Scholarship is an annual scholarship for company employees and their immediate family members working to further their education. The scholarship is awarded in the Spring/Summer months and funds go directly to assist with tuition costs of receipts.

## Gratitude-Persistence-Success

*(Cont'd from cover)*

was this pressure put on me to learn English as quickly as possible. Having no background in English made learning the rules and pronunciations more difficult and I had trouble communicating with my teachers and peers. Once I was playing at the playground with a jump rope and a classmate came over asking if she could join. I went to respond but suddenly realized that I didn't know how - the lack of words was a blockade I couldn't get through. There were many days like this where I came home crying ready to concede, but just like my parents I persevered. Within a few months my English improved greatly and I began to excel in school. But I never forgot those early months, instead they serve as a reminder that no matter how difficult things seem I would always overcome them. As my English proficiency increased, my responsibilities did also. At the age of eight I became my parents' translator and an essential part of their interactions with others. When I was ten I remember rushing to the hospital for my sister. When we first approached the receptionist my mom hurriedly attempted to explain the problem but the receptionist couldn't understand. My mother turned to me, wide-eyed. For the rest of that night the

doctors addressed me before my mother. Looking back I now realize this was when I knew that my life would not be similar to those of other children. ...I'm grateful for these unique challenges because I gained maturity I'd depend on in the future.... I am able to perseverer through challenges and discover my passions, shaping who I am today.

*\*\*This story has been modified to reduce the personal identity of the author and family.*



## Harmon-Sawyer-Rhymer 2021 Scholarship Recipients

*We are very proud of each of you and your accomplishments. Continue to persevere and reach for your dreams. Congratulations!*

**Braden Bottoms** - Western Carolina University - Braden is the son of Dean Bottoms, Driver for Reliable Tank Line Greensboro. Braden will be a freshman this year and starting his academic path in Forensic Sciences.

**Dana Moise -Giardiello** - College of Albemarle - Dana is the manager of the Quality Plus in Whalebone. Dana has been with the QP family for around 9 years and is pushing towards a degree in Global Business.

**Desiree Fair** - Asheville - Buncombe Technical College - Desiree has been employed at the Hilton Garden Inn in Asheville since 2017. She serves as the Executive Housekeeper and is pursuing a degree in Medical Assistance and Nursing.

**Grace Dossal** - Yale University - Grace is the daughter of Denis Dossou, Quality Mart 34 Associate. Grace will be pursuing Molecular, Cellular, and Developmental Biology starting this fall.

**Kimberly Torres** - Salem College - Kimberly is the daughter of Veronica Torres, the Executive Housekeeper at the Hampton Inn in Winston Salem. Kimberly is starting her journey with a Psychology and Pre-med academic path.

**Laura Parker** - North Carolina State University - Laura is the daughter of Tina Willis, Office Assistant for Reliable Tank Line. Laura is studying Agricultural Education and will start college in August.

**Paxton Antrim** - UNC Charlotte - Paxton is the son of Patrick Antrim, Fleet Card Sales Representative. Paxton will be returning for his second year, pursuing a degree in Architecture.

**Regan Wooten** - Lenoir-Rhyne University - Regan is the daughter of Evan Wooten, Fleet Maintenance Manager of Reliable Tank Line and Quality Oil Company. Regan will begin school in August working to obtain a bachelor's degree in Nursing.



# But Why Housekeeping?

*A conversation with Olga Chavez.*

Olga Chavez, Director of Housekeeping, exemplifies leading with your actions to build up a team around you. She has been with Quality Oil Company and Quality Hospitality for almost 30 years, being a driving force in cleanliness standards.

She started at a Quality Mart location when she first moved to the state. Soon after, an opportunity at Hampton Inn Winston-Salem Hanes Mall opened up for an Executive Housekeeper position for the property. She quickly found her passion was in the housekeeping division.

“I started as an Executive Housekeeper since day one and it was an amazing opportunity. I just love it here.”

In this role that she held for 25 years, she developed standards of cleanliness recognized by the Hilton brand for overall excellence. Now, her goal is to instill a sense of confidence and community in team members throughout our entire hotel division.

“You have a sense of pride knowing that you were able to create that room. No matter what was going on during your day, you were able to help make someone else’s day a little bit better.”

Her personality and positive attitude are infectious. If you know Olga, you know she has never met a stranger. Throughout the years, her passion continues to stem from lifting those around her.

“Treat people like you care about them. Don’t just say it, act on it,” Chavez said.

Over the past several years, Olga experienced the actions of Quality Hospitality team members stepping up to take care of each other. After her mother passed away, Chavez was encouraged by the overwhelming support she received from her team. “Those are some of the reasons why I drive through snow, sleet, rain, and hail. When you care that much about me, I care that much about you.”

Even though much has changed over the past three decades, Olga’s positive attitude, work ethic, and willingness to help, remain steadfast.



We are proud to announce all eight of our hotels have won the 2021 Travelers' Choice Awards from TripAdvisor.

These awards recognize hotels which have highly-rated guest review scores and deliver great guest experiences to travelers over the course of the year. To qualify, hotels had to have a guest review score of at least four out of five stars for a full year. This designation is received by just 10% of hotels on TripAdvisor, according to the company.

In addition to the Travelers' Choice Awards, several Quality Hospitality hotels recently qualified for the Certificate of Excellence Hall of Fame which means they maintained high traveler review scores consistently for 5 years in a row. Congratulations to all of our teams on this outstanding accomplishment!

## technology corner >>>

# Moving at the Speed of Light

*The pandemic has had a positive effect on how fast things move around here. Our IT department has been busy making sure everyone’s internet can handle what we throw at it these days.*

It was a big time for transition. We needed credit cards and data to fly across the Internet at lightning speeds. Our internet service provider switched over to Spectrum cable. We successfully installed our first store and Reliable terminal in June. The results from these first sites impressed us - speed was fantastic, stability and dependability were also great. A failsafe was also added so if the

cable were to go out there is a backup plan that will kick in without a hiccup. We then moved on to updating the remainder of our locations. As we’re nearing completion of our final sites, we want to take moment to thank you for your patience and support, especially during the downtimes. From the Information Technology department, we appreciate everything you do for us.



# Colonial Pipeline Hack

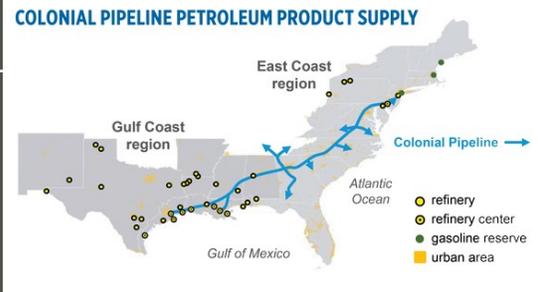
*How a major oil pipeline got held for ransom.*

The Colonial Pipeline shutdown couldn't have come at a worse time. Their terminals were in the process of switching over from winter gasoline to summer gasoline. The two formulas have a difference in Reid vapor pressure (RVP), meaning the gasoline in the summer won't evaporate as easily with the higher temps. This switch was set to happen on May 15, so the terminals were already low on fuel inventories in anticipation of the summer changeover.

The Colonial Pipeline was shut down because hackers stole 100GB of data and locked out computers with ransomware on Thursday, May 6, 2021. The next day the

pipeline paid nearly 5 million to Eastern European hackers and then temporarily took all systems offline to contain the threat, thus halting all pipeline operations. By Wednesday, May 12, nearly a week after the original attack, the pipeline was able to restart by 5:00 pm. It would take some time to restore fuel to all locations. The pipeline stretches 800 miles and gasoline flows at about 5mph, or walking speed, but it's still able to transport 100 million gallons of fuel per day. Indeed, it takes two weeks for gasoline from Texas to reach New Jersey.

Likewise, it takes jet fuel 19 days to make the same trip. The pipeline extends across 14 states and directly services 7 airports. As of



Monday, May 17th, North Carolina was reporting 58% of stations were out of gasoline. This was an improvement from the 63% reported over the weekend. By the time of this publication, supply seems to be returning to normal.

Bloomberg reported about a month after the attack that the company was likely breached through a leaked password to an old account that had access to the VPN. The account didn't have multifactor authentication, so the hackers only needed to know the username and the password to gain access to the largest petroleum pipeline in the country.



## gas stations >>>



# Pride, Perseverance and Owner Operator Spirit Keep us Going!

What a journey we have experienced with the pandemic this past year. Globally, businesses were announcing lay-offs and furloughs. People were working from home and interacting via Zoom. At the same time, essential workers kept the country moving forward. The Quality Plus, Quality Mart, and GOGAS divisions went to work every day with many obstacles to deal with, and they handled the job like the professionals they are. Dealing with the motoring public, fear of COVID-19, inventory issues, staffing issues, managing homeschooling and family life, and getting up every day and encompassing our core values to "Be better today than yesterday." The Quality Oil management team wants to personally thank you for your tireless efforts under the extreme circumstances you had to endure. The level of pride, perseverance, and owner operator spirit were without question evident this past year.

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# 2021 SERVICE AWARDS

## 5 Years

Birchfield, Jean	QP	Hill, James	RTL
Booth, Stephanie	CORP	Hudgins, Debra	QP
Branson, Arkeith	RTL	Kingrea, Michelle	HOTEL
Brooks, Markia	HOTEL	Lewis, Chelsea	HOTEL
Bruce, Lauren	HOTEL	Loeffler, Russell	CORP
Day, Amber	QP	Mann, Robin Bilisa	HOTEL
Deadwyler, Tashana	HOTEL	Milam, Thomas	RTL
Francois, Adeline	HOTEL	Moungle, Melvin Doran	RTL
Glasser, Matthew	RTL	Oellerich, Tyla	QP
Goodson, Kenneth	RTL	Pablos, Leticia	HOTEL
Graham, Tabitha	QP	Perry, Kayla	QM
Grant, Mimika	HOTEL	Speights, Zachary	QP
Grazionale, Lisa	HOTEL	Stowe, Dollette	QP
Hankins, Heather	QP	Woolwine, Travis	HOTEL

## 10 Years

Alene, Wolanssa	QM	Green, Kathleen	HOTEL
Doshi, Dipakkumar	QM	Lumbayi, Gervain	QM
Dossou, Denis	QM	Newbill, Ricky	QP
Douglas, Davion	RTL	Preble, Christopher	CORP
Faulkner-Henderson, Karen	HOTEL	Robb, Michael	CORP
Francisco, Darryl	RTL	Schroeder, Michelle	HOTEL

## 15 Years

Carr, Wayne	HOTEL	McIntyre, Beverly	CORP
Childs, Fern	HOTEL	Schaffer, Keith	CORP
Goodwin, Thomas	QM		

## 20 Years

Jenkins Jr, Buddy	RTL		
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## 25 Years

Bowman, Richard	CORP	Gordon, Rebecca	RTL
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## Watermelon Feta Salad with Blueberries

*As unconventional as this sounds it's quite delicious! This easy Watermelon Feta Salad is loaded with cucumbers and blueberries for a big bowl of summer flavor you can enjoy all year round. I love how quickly it comes together, has easy to find ingredients, and the salad dressing whips up in a matter of seconds.*

### Ingredients

- 2 cups large diced watermelon
- 1 1/2 cups blueberries
- 1 English cucumber, cut into chunks
- 4 ounces feta cheese, diced or crumbled
- 1/4 cup thinly sliced fresh basil
- 3 tablespoons apple cider vinegar
- 3 tablespoons honey
- 1/4 cup olive oil
- Salt & Pepper

### Instructions

In a large bowl, add the watermelon, blueberries, cucumber, feta and basil. Toss to combine.

In a small bowl, whisk together the vinegar, honey and olive oil. Season with salt and pepper to taste.

Pour the dressing over the salad and toss to coat.

Serve immediately or salad can be made up to 8 hours in advance. Store in the refrigerator in an airtight container until ready to serve. Enjoy!

**Thank you!**  
For all of your years of dedication to us.

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— Teladoc patient



## Fighting the Invisible

As the COVID-19 virus continues to intertwine itself in our everyday lives, affecting everything we do, all of our locations have stepped up their cleaning game. Our Hilton hotels have partnered with Lysol to create a "Clean Stay" program. Our stores are challenged with making sure the customer experience is as clean as possible, from the pumps, to the bathrooms, and everything in between. In the photo above you can see Eric Riley fogging our corporate office to keep it sanitary for office workers who continue to come to work everyday to support our many locations.



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### Acute/Non-emergent Conditions

- + Allergies
- + Cough, cold and flu
- + Diarrhea
- + Ear problems
- + Fever<sup>4</sup>
- + Headache
- + Insect bite
- + Nausea and vomiting
- + Sinus problems
- + Sore throat
- + Urinary problems<sup>4</sup>
- + And more

### Behavioral health

- + Addictions
- + Anxiety
- + Depression
- + Grief and loss
- + Relationship issue
- + And more