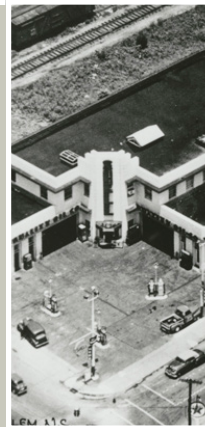


# Oiler.



VOLUME LXXII, NUMBER I

WINSTON-SALEM, NC

SUMMER 2023



## *in this issue >>>*

*Hotel Achievements*

*Technology Upgrades*

*Training New Skills*

*Farewells*

*Employee Resources*

## *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  
*Since 1929*

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



## *Loyalty & Persistence*

“Calming Influence”

Loyalty: “We have to recognize that there cannot be loyalty unless there is love, patience, and persistence.”

Persistence: “Nothing in the world can take the place of persistence. Talent will not, genius will not, education will not. Persistence and determination alone are omnipotent.”

Calming Influence: “Gentleness is strength under control. It is the ability to stay calm, no matter what happens.”

These qualities of life that we all aspire to; have been the hallmark of one of our own for the past 40 years. The “Peaceful Warrior,” who has consistently been such an important part of building the culture of Quality Oil Company, especially our four Core Ideology principles.

Who? **MR. RALPH CLEMMONS**  
Congratulations on 40 years of outstanding service!

A few thoughts:

Happiness Meter: When you have unhappy or negative thoughts, don’t fight it, or feel bad about it. Acknowledge that it is o.k. and all about being human in this very complicated world – especially now. Life throws a lot of curve balls. It’s not easy. Resist falling into the trap of negativity. Do things that will aid in moving above it.

A small solution that I have found that helps is to perform an act of random kindness. The recipient certainly feels better, but you will as well.

Be kind. Some are born kind... others like me have to work at it. Either way, kindness prevails.

*My best, Graham*



## Honored Hospitality



This spring, our hotel division, Quality Hospitality, received several prestigious awards from the Hilton brand.

The Hampton Inn at Hanes Mall in Winston-Salem and our Hilton Garden Inn Asheville Downtown both earned the Hilton Award of Excellence for ranking within the top 5% of Hilton properties worldwide (*both pictured above*). The award recognizes these hotels for balancing exceptional product and overall guest experience while representing

Hilton's customer promise to deliver the most reliable, friendly service.

Furthermore, Quality Hospitality's Hampton Inn Christiansburg, VA was the recipient of the Conrad Achievement Award, which recognizes them for ranking #3 out of all Hampton Inns worldwide.

The property just completed a full renovation that started in 2020. The leadership and dedication from this staff led by General Manager, Logan Kessinger, is truly remarkable!



Hampton Inn Christiansburg team members with the Conrad Achievement Award

## new faces at raleigh >>>

The hotel division has recently welcomed two new managers to the Hampton Inn & Suites Raleigh/Cary. Jody Rumble is the new General Manager, and Alena Novikava is the new Director of Sales. They both started during the month of April. We are excited to have them as members of our team!

## upcoming hotel upgrades >>>



Hampton Inn Winston-Salem

Three of our hotel properties are preparing for major renovation projects as part of the Hilton relicensing process. Hampton Inn & Suites Atlanta, Lawrenceville-Duluth, Hampton Inn Winston Salem and Hampton Inn & Suites Jacksonville are all due for a refresh. The work is tentatively scheduled to begin at the end of 2023 / start of 2024.

## helping others >>>

Thank you to all who participated in our fundraising initiative together with Second Harvest Food Bank of Northwest NC in the latter half of last year and detailed in our last OILER.

Together we were able to raise \$118,515 that will all go towards creating healthy hunger free communities!







**Q**uality Mart training has hit overdrive this year with a focus on our core values and exceptional customer service.

procedure through the ADP class, and as of writing a whopping 268 associates have attended the 30/60 day new hire class to date!

2023 has seen the renewal of the Serv Safe, ALE, ADP, and 30/60 day classes and so far this year, there have been 25 folks Serv Safe certified, 51 managers, assistants, and supervisors trained in responsible alcohol retailing in ALE class, 79 managers and assistants certified on the process of interviewing, reference checks, to the onboarding

The new associate and manager training manuals packed with over 100 pages of knowledge and tools. Additionally, the new maintenance and deli training manuals are in the developmental stages. Also coming this year are the audit, cash research classes, and a follow up class for both managers and associates on customer service skills.

## 27 Years Delivering Fuel



The operations division is delighted to celebrate Richard “Pepe” Bowman. Pepe retired on April 19th, after delivering fuel for 27 years. Pepe became a wonderful part of his communities and a well-known face among his customers during his many years of experience. Prior to coming to the Operations Division, Pepe delivered fuel with

Wachovia Oil until it was purchased by Quality Oil Company. Pepe’s immense knowledge, excellent customer service skills, and his trademarked “Hey Bud, Check it out.” will be missed by us and by his customers. From everyone here in the Operations Division and the rest of Quality Oil we want to say... “Thank you, Pepe! Enjoy your well-deserved retirement.”

## Open Enrollment

Open enrollment for health benefits is here! Please be on the lookout for resources, emails, and videos with all of your information. The Open Enrollment period will be June 14 through July 14th this year with all changes taking place on August 1. More information to come – PLEASE UPDATE YOUR ADDRESS IN ADP if it has changed or is incorrect!



**Is there a way to  
save money on  
the medications  
I take?**

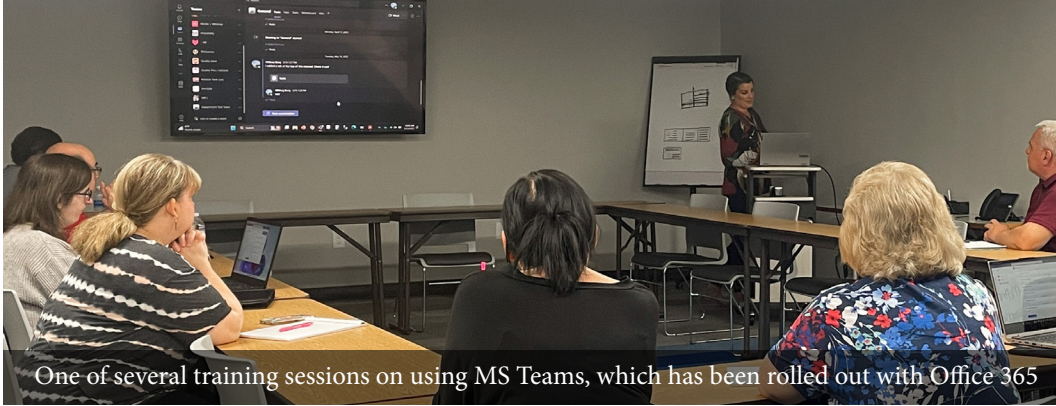
**Tria Health Can Help.**

## Tria Health

Diabetic? High blood pressure? Quality Oil Company / Reliable Tank Line / Petroserve all offer a free program to employees using the QOC health plan to assist with medical items like supplies, blood pressure cuffs, etc. These resources are free and you can earn \$\$\$ for participating in the program. The goal is to assist with compliance of medications and provide recommendations of lower cost drugs to save you money when applicable.

Reach out today at  
**WWW.TRIAHEALTH.COM**  
or  
1-888-799-8742.

## Ongoing IT Projects



One of several training sessions on using MS Teams, which has been rolled out with Office 365

The IT Team has been moving quickly with many projects on their plate. Through optimizations and awareness training, they have decreased the number of IT tickets and are regularly improving on speed of resolution. Sandy Russell continues to excel in their team with ticket handling, time to respond, and speed.

The end-user technology refresh project (laptops, monitors, cell phones, etc.) has also been completed. Special shout out to Brian Minter and Quinton Hairston for their support, care, and diligence on this important initiative.

The Microsoft 365 Office migration project is also making steady progress, with special thanks to Robbie Sawyer and Brian Minter.

Regular maintenance in these areas helps everyone with security and vulnerability protection. Please note that Scams and Phishing issues continue to be on the rise, but our people are the company's best line of defense. Keep up with your training and be careful what you click!

The Business Intelligence/Analytics Program is in full project mode. They

hope to be fully production ready by the end of summer with data, reporting and use cases. Big thanks to Sandeep Virwaney and Scott Wyatt for their continued efforts as they are managing numerous projects.

On the Retail side, they are continuing to make progress with Shell, NBS, and wireless connect hardware/EMV upgrades. It takes a huge, concerted effort from the IT Team to handle daily operations, planning, and upgrade deployments of this magnitude for the retail community. Special thanks to Keith Schaffer and Andrew Bell for leading the charge.

The IT Team has spent over 10 months architecting redundancy, protection and processes for Business Continuity and Disaster Recovery. Thanks to Robbie Sawyer, Quinton Hairston along with Jim Willis and Zach Miller from PTCC.

Lastly, in March they welcomed Dennis Mintz to the IT Team. Dennis is a Support Technician currently training in the Retail environment and making a positive contribution to the Team.

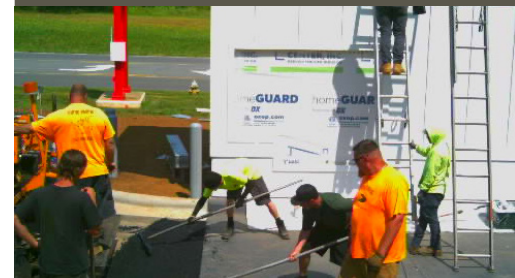
The IT Team hopes that everyone in the Quality Oil Family has a wonderful Summer!

## New & Refreshed

Our retail division has been hard at work remodelling old stores and opening new ones this year!



**March:** The Durham QP has been re-opened after remodelling updated the location to the modern QP style. Customers are glad to see the store's return, and we look forward to regular upgrades across other locations going forward.



**April:** The Mountain View QP has temporarily closed for remodelling. While we will miss it in the mean time, we look forward to when it re-opens in the future!



**May:** GOGAS #24 has officially opened for business! If you have a chance, be sure to visit the new location at 1301 S Glenburnie Rd, New Bern, NC 28562 to say hello.



## Pillar Bar Hits New Heights



**P**illar Bar on the 6th floor of Quality Hospitality's Hilton Garden Inn Asheville Downtown has been making a splash with locals and tourists in recent months, thanks to the exciting atmosphere created and excellent customer service from the Pillar Bar team.

Their regular themed parties began catching local attention with the Christmas pop-up “Rudolph’s Rooftop” featuring a decked out holiday space alongside specialty food, cocktails, and live weekly music.

This energy has continued into 2023. The bar has hosted a special for Valentine’s Day with their “Cupid’s Cocktails” celebration, as well as Cinco de Mayo live music, and now their ongoing summer Tiki Pop-Up.

Each event has had a strong appeal to both travelers and Asheville locals, and has contributed to growing the bar’s presence in downtown Asheville. The team has been making concerted efforts to bring their events and visions to life with consistent success.

Pillar Bar continues to be highly rated on local guides and articles for the best venues in Asheville. The location has been mentioned as the go-to rooftop bar experience on sites such as #1 in The Rooftop Guide, #1 in About Asheville, #2 in Uncorked Asheville, top 5 in Romantic Asheville, and more.

With seasonal cocktails, weekly music, and a new summer tiki pop-up theme, we are excited to see what Pillar accomplishes next!

### finances >>>

## QTR Financial University

QTR Financial University is a free resource for employees to enhance their financial knowledge. The program is designed to assist with budgets, savings, estate planning, retirement planning, and major purchases such as car, houses, and education. Employees can get started for free today by registering

at [www.TruistMomentum.com](http://www.TruistMomentum.com) with their name, company email address, and the registration code: QUALITY

After creating a password, employees can use the website to create a Financial Confidence Profile to help build financial confidence and skills.

## Asparagus Quiche



- All purpose flour
- Pie dough
- 5 large eggs, well beaten
- 1 cup half and half
- Scallions
- Fresh tarragon
- 2 tsp. Dijon mustard
- Kosher salt
- Freshly ground black pepper
- 4 oz. gruyère
- 4 oz. asparagus

Begin with prepping scallions and tarragon, chopping into pieces and putting aside. For the asparagus, it into 2 inch thick pieces.

Preheat oven to 350 degrees Farenheit.

On a lightly floured surface, roll dough into a 13 inch circle. Fit into bottom and up sides of a deep-dish pie plate; crimp edges.

Chill at least 30 minutes.

Whisk together eggs, half- and-half, scallions, tarragon, and mustard in a bowl. Season with salt and pepper. Pour into prepared crust. Sprinkle with half the Gruyère and arrange asparagus over top. Top with remaining cheese.

Bake until set, 45 to 50 minutes.

Cool on a wire rack for 15 minutes before serving.

# 2023 Service Awards

## 5 Years

Beth Macey	CORP	Nicholas Cranfield	RTL
Brian Minter	CORP	Racquel Williams	HOTEL
Cassandra Witt	QP	Rebecca Ann Velez	RTL
Collette Hostert	CORP	Roshetta Smith	HOTEL
Dawn J. Allen	QP	Shawn Rose-Holland	RTL
Eloise Morgan	HOTEL	Stephanie W. Owens	HOTEL
Hannah Ferrell	CORP	Suk Mo Jung	QM
Jimmy Ramey	RTL	Tony Beard	QP
Karen Hilton	HOTEL	Tyson Hutchens	RTL
Luis Zuniga	QP	Victoria Jenkins	QP
Luther Grice	RTL	Wilber Vasquez	HOTEL

## 10 Years

Anna Ramon	CORP	Jenna Rabold	QM
C Dean Roten II	QP	Thomas Baranowski	HOTEL
Clint Stanley	RTL	Thomas Rieke	CORP
Jay Liner	RTL	Yvonne Rane Robinson	QP

## 15 Years

Errica Lipscomb	QM	Joshua McClure	RTL
Fatima Zahra Bakhti	QM	Nancy Arroyo-Gomez	HOTEL
James Lewis	RTL	Robert Sawyer III	CORP

## 20 Years

Jerry Lavander	RTL
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## 25 Years

Donna Bunn	QP	Tracie Laws	CORP
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## 40 Years

Ralph Clemmons	CORP
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*Thank you!*

*For all your years of dedication to us*

## Picture Corner

Would you like to have a team photo featured in a future Oiler issue? Please send it to [marketing@qocnc.com](mailto:marketing@qocnc.com)



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*Since 1929*

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