

Oiler



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SUMMER 2020



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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.

Quality Oil
COMPANY LLC

For more information go to
www.qualityoilinc.com



Graham Bennett, President

The Good in the Bad

"Treating others as we would like to be treated."

Welcome back, as we try our best to return to this new normal. I was certainly hoping that by the time this issue of the Oiler was published, I would be able to say that we have beaten down and survived COVID - but we have not arrived there yet. We will in time. We are too strong of a nation to think otherwise.

There is always Good in the Bad. What have we learned and what does the future hold?

Gratitude - Our lives have been put into perspective with a renewed appreciation for family, faith, and hope; and a renewed belief in the goodness of people.
Sense of Pride - Quality Oil Company and Reliable Tank Line team members have pulled together for the common good. Our core values have never been more lived by.

Practical Learnings - We have learned that washing hands frequently, along with wearing masks and practicing social distancing, are key in curbing the spread of COVID - "Treat others as we would

like to be treated." We have learned to use technology like Zoom to stay connected, but acknowledge our need for personal interaction. We have learned the value of taking time to think and reflect on what is really important in life.

*"be more tolerant,
less judgmental,
more open-minded,
less negative, and
more loving."*

Hope - We take comfort in our financial stability, especially in times like these. We are a strong, value-based operational company with the best team of "Owner Operators." We are in the best position to win in dealing with this new normal. Our future remains bright.

Now, back to, "Treat others as you would like to be treated." The civil unrest and the great divide in our country should concern all of us as human beings. We can't put our heads in the sand on this one. If we do, there will be worse consequences than with COVID. The divide of our country, racial inequalities, and lack of respect for one another is against everything our country stands for.

(Continued on page 6)

Employee High Fives

To all of our employees, thank you for your hard work, dedication, and loyalty. 2020 has looked a lot different than we expected, we see you working hard and upholding our core ideology each day. You all deserve a high five. Below are some shout outs from managers, coworkers, and customers - and we want to recognize everyone, not just those listed, for a job well done!

- Beth Macey, Executive Assistant, Corporate Office: “Beth does so much for everyone. She is so nice and always has a smile on her face.”

- Francis Murray, Associate, Quality Mart #2: “I only hear great things from customers about her. Francis blew my mind when a very unhappy customer came in complaining about her card not working at the pump and Francis had stepped in and calmed the customer down. The customer returned the next day and informed me that

Francis was an outstanding employee and had really made a difference!”

- Jessica Sullivan and the entire QP Pamlico Team: “Jessica and her team deserve a shout out! She leads with integrity and her team goes above and beyond.”

- Angelo Orr, Terminal Manager, Charlotte: “Angelo truly sets himself apart when it comes to customer service.”

- Billy Lounsbury, QOC Propane: “Billy can do anything and is always willing to do anything we need him to do.”



- Ronnie Gentry, QM #14 Maintenance: “Ronnie is one of a kind and we are so grateful he is a member of our team! He spoils our employees doing all the little things to make everyone else’s job easier.”

- Rosa Boyles and Angel Roberts, GOGAS #7: Thank you for your leadership and all the ways that you go the extra mile!

- Mike Moton, Driver, Reliable Tank Line Spartanburg: “Mike has been with us for many years. He is a great driver and a great trainer. Thank You!”



Sewing Positivity

Olga Chavez, Director of Housekeeping, has taken on the task of sewing masks in her personal time. Whether she’s sewing in the comfort of her own home, or on the road, she’s got her stack of fabric and sewing machine ready to go. Olga spends a lot of her time going from one hotel to another and making sure our cleaning and laundry is in tip-top shape, something that is ever more pressing today. So far she has made more than 50 masks and distributed them to several of our hotels as well as her local community.

updates >>>

Pillar - A Memorable Experience

The Pillar Rooftop Bar in Asheville closed in early March out of concern for the safety of our staff and guests. While this certainly was an unplanned closure, it provided an opportunity to refresh the look and feel of the atmosphere and space.

This included new furniture and artwork, greenery, shuffleboard, and more! Many of the interior walls were painted in darker shades of blues and greys to enhance the mood. Rugs and other décor were added and lighting was dimmed to help create an authentic vibe. Upon reopening, much of the great staff at the Pillar returned to bring back the outstanding service that everyone has grown accustomed to. Without them, the space is nothing more than an empty bar! With safe practices in place, we hope that the bar will continue to provide our guests with a memorable experience, including fresh sounds from local musicians, a great view, and maybe even a craft cocktail to go along with it all.



A shuffleboard game with custom logo looks great in the new space.

2019 Quality Mart Award Winners

AWARD	STORE	MANAGER
Manager of the Year	#8	Kelly Palm
Manager of the Year	#50	Melody Laws
Assistant Manager of the Year	#39	Patricia Burgan
Rookie Manager of the Year	#39	Judy Catlett
Person of the Year		Gene Lauer
Employee of the Year	#6	Wolanssa Alene
Best Customer Service	#9	Cindy Perry
Inventory Control	#27	Jessica Davis
Cash Control	#9	Cindy Perry
Highest Increase Gas Sales	#39	Judy Catlett
Highest Increase Merchandise Sales	#49	Tonya Owens
QTR Award	#29	Ryan Carnall

2019 Quality Plus Award Winners

AWARD	STORE	MANAGER
Highest Gasoline Volume	South Boston QP	Ricky Newbill
	Sylva QP	Phillip Carver
Highest % Increase Gasoline Sales	Lexington QP	Wendy New
Highest Diesel Volume	Belews Creek QP	Tiffany Saunders
	Woodlawn QP	Crystal Brittain
Highest % Increase Diesel Sales	Enka QP	Ranee Robinson
Highest E Free 93 Sales	Sweeten Creek QP	-
Highest Cigarette Volume	Kill Devil Hills QP	Brandy Flynt
	Georgetown QP	Adam Alexander
Highest % Increase Cigarette Sales	Concord QP	Tabitha Field
Highest OTP Sales	Elon QP	Michelle Turner
	Sylva QP	Dennis Strugis
Highest Grocery Sales	Salisbury Road QP	Dean Roten II
	Georgetown QP	Adam Alexander
Path to Excellence (East)	Sanford QP	Cindy Baker
Path to Excellence (West)	Shelby QP	Becky Lail
Regional Manager of the Year (East)	Lillington QP	Leigh Hankins
Regional Manager of the Year (West)	Lenoir QP	Sherry Thorne
Shell Mystery Shopper Program	Elon QP	Kill Devil Hills QP
	Statesville QP	Fayetteville QP
	Asheboro QP	Donnelly Springs QP
	Coinjock QP	Sanford QP
QTR Award	Lillington QP	Leigh Hankins
Top Perks Performer	Danville 7 QP	Johnna Ramey
Top Super Saver Performer	West Jefferson QP	Emily Murphy

2019 GOGAS Award Winners

AWARD	STORE	MANAGER
Highest Gasoline Volume	#12	Angelina Boney-Parker
Highest % Increase Gasoline Sales	#21	David Bewak
Highest Diesel Volume	#7	Rosa Boyles
Highest Cigarette Volume	#5	Linette Sollohub
Highest % Increase Cigarette Sales	#3	Becky Brady
Highest OTP Sales	#9	Diane Meuse
Highest Grocery Sales	#20	Grady Deese
Highest Loyalty Offers	#18	Regina Steger
Highest Super Saver Offers	#21	David Bewak
Path to Excellence	#8	Eric Register
QTR Award	#23	Lee Clements
Reginal Manager Award	#7	Rosa Boyles

*Congratyoulations
to all of our annual award winners!*

medical corner>>>

Cost Effective Care

With the medical scene looking very different this year there are some new and exciting things in store for the 2020-2021 Open Enrollment Season.

Quality Oil Company is very excited to offer a new option for medical treatment! MDLIVE is a new vendor that we have partnered with that will allow telemedicine visits for employees at a low copay of \$20.00 per visit!

How does it work?

Employees with medical insurance can reach out to MDLIVE for treatment of non-emergency conditions such as allergies, colds, flu, fever, pink eye, rash, sore throat, etc. Physicians are also available to assist with behavioral health appointments. These visits would include depression, stress management, grief and loss, anxiety, etc.

Employees will have a \$20.00 copay for each visit and will complete the visit via video chat or audio chat with the doctor.

So convenient and cost-effective!

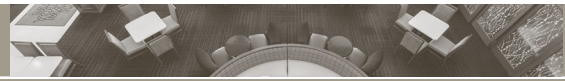


Above: An employee practices hand washing at Christiansburg/Blacksburg Hampton Inn.

Open Enrollment

It's that time of the year again! Open enrollment material is on the way out and employees can make any changes needed through July 17, 2020! This is your one time a year to make changes without a life event. Use your ADP portal to review current elections or make the changes you need. If you have any questions, please contact Human Resources!

Left: A doctor practicing telemedicine. Telemedicine is defined as: the remote diagnosis and treatment of patients by means of telecommunications technology.



Hotel Heroes Lend a Hand

"Look for the helpers. You will always find people who are helping."
— Fred Rodgers

Old Bay Shrimp Tacos

This is a go-to favorite of mine. I could eat this every week. Actually, I probably do. With so many of us choosing to cook from home lately, this is a quick weeknight dinner that'll soon be your favorite too!

FOR OLD BAY AIOLI

- 1/3 c. mayonnaise or sour cream
- 1 1/2 tsp. Sriracha
- 3/4 tsp. fresh lime juice
- 1/2 tsp. Old Bay seasoning

FOR SHRIMP FILLING

- 1 tbsp. extra-virgin olive oil
- 1/2 yellow onion, finely chopped
- 2 cloves garlic, minced
- 1 lb. sm. shrimp, peeled, deveined, no tails
- 1/4 tsp. ground cumin, paprika, and Old Bay

FOR ASSEMBLING TACO

- 4 large flour tortillas, warmed
- 1 pkg Birds Eye Steamfresh Superfood Blends Black Rice & Edamame
- 3/4 c. shredded Mexican cheese
- 1 c. pico de gallo or salsa
- 1 avocado, thinly sliced
- 2 tsp. chopped chives

1. Make aioli: Whisk together mayo, Sriracha, lime juice, Old Bay, & 1 tsp water.
2. Make shrimp filling: In a large skillet over medium-high heat, add oil, onion, and garlic. Cook, stirring occasionally, until lightly golden, about 2 mins. Stir in shrimp and seasonings. Season with salt and pepper. Cook, stirring occasionally, until just cooked through, about 4 mins.
3. Assemble tacos: Add rice mixture on tortillas. Top with the shrimp filling, cheese, pico/salsa, and avocado. Sprinkle with chives and drizzle with aioli. Enjoy!

During a time of uncertainty, several people across the hospitality division have stepped up to help. These are a few of our hotel team members whom we want to recognize for their commitment to each other and the community. We have so many people that we want to mention, and here are just a few of their stories:

At Hampton Inn Winston-Salem Hanes Mall, Veronica Torres, Executive Housekeeper, came in on her day off to translate information to the team about COVID-19. She worked extra hours and shifts and has taken every new change with a smile. "She continues to be a bright presence for each of us," said Candice White, Hampton Inn Winston Salem Hanes Mall General Manager.

Through renovations and storms, the Hampton Inn Christiansburg/Blacksburg team stepped up. Brian Kipps, Logan Kessinger, and Tara Talerico managed an array of different challenges. While the property underwent renovations, a tornado touched down in nearby Blacksburg. "I am proud of their dedication to Quality Oil Company. They truly take pride in taking care of our hotel," Kayla Rogers, General Manager, Hampton Inn Christiansburg/Blacksburg said.

Our team members are also involved with helping the community, like Andrew Black, Security Guard and Night Auditor at Hilton Garden Inn Asheville Downtown. He helped out the community by cleaning up the streets of Asheville after the rioting resulted in damage to the city. "Andrew is always others-focused and willing to go above and beyond to lend a helping hand. I am very proud to have Andrew on my team," said Chelsea Lewis, General Manager of Hilton Garden Inn Asheville Downtown.

Leaders of our hospitality division also recognized the efforts all of our team members over the past few months.

"Our Hospitality Heroes deserve every bit of recognition. Your collective impact on so many may never be fully understood, but many letters and comments testify to this reality. You are truly heroes! I hope you occasionally get a well-deserved thank you by the folks we serve. You've most certainly earned it - thank YOU!," said Jim Williams, Director of Hotel Operations.

"It is with tremendous pride I call you teammates. The strength, courage, and heart you guys possess amazes me and I thank you for all you have done. You are my heroes!" - Leah Hardy, Director of Business Development and Culture.

Heroes pictured below from left to right.



2020 SERVICE AWARDS

5 Years

Alexander, Adam	QP	Moolhuyzen, Christopher	QM
Asbury, Amanda	QP	Muren, Jeffrey Alan	RTL
Bailey, Jasmine	QM	Peterson, Charles	RTL
Ball, Randy	RTL	Seigler, Robert	RTL
Barnes, Christopher	RTL	Vasquez, Saira	HOTEL
Brown, Debra	HOTEL	Walser, Cynthia	RTL
Flynt, Brandy	QP	Wheeler, Randy	RTL
Knouff, Benjamin	RTL	Williams, Dylan	RTL

10 Years

Smith, Daniel	RTL	Ismail, Umer	QM
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15 Years

Ledford, Elizabeth	CORP	Rogers, Crystal	CORP
Ledford, Terry	CORP	Stafford, Sharon	HOTEL
Long, Charlene	HOTEL		

20 Years

Torruellas, Sherman	RTL	Cole, Michael C	RTL
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25 Years

Denton, Edward	RTL		
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Thank you!

For all of your years of dedication to us.

stay up to date with vimeo >>>

State of the Union

Want to know what is happening here at Quality Oil Company? We now have a Vimeo channel where we share videos from Graham Bennett and other important news. Be sure to check it out and follow us! <https://vimeo.com/user40970541>



The Good (cont'd from cover)

We must change so the healing can begin.

I struggle with exactly what that means to me. What must I do to be better today than yesterday? I must be more tolerant, less judgmental, more open-minded to one's circumstances, be less negative, and more loving. But most of all, to speak up and tell on myself and those around me when we say or act in a manner that is disrespectful to our fellow human beings, regardless of race, color, or creed. The time to act is now. We have too much respect for ourselves not to.

Most grateful, Graham

coming soon >>>

In The Next Issue

Grand Openings - QM/QP/GOGAS

Christiansburg's Remodel

Community Involvement



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