



SPRING 2022

Insights of IT Support

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.qualityoilnc.com**

Loyalty and Dedication

Our lives were made better from these loyal and dedicated team members. We are ever grateful to them for their service. Wishing all peaceful and productive years ahead.

The first word that comes to mind is LOYALTY:

- An ounce of loyalty is worth a pound of cleverness.
- Loyalty and friendship, which is to me the same, created all the wealth that I've ever thought I'd have.
- Unless you can find some sort of loyalty, you cannot find unity and peace in your life.
- Nothing is more noble, nothing more venerable, than loyalty.
- Loyalty is a 24-hour proposition, 24/7. It is not a part-time job.

The second word is DEDICATION:

- Determination is nothing without dedication and hard work.
- The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand.
- When you have dedication and an intensity about life, in what you do, you demonstrate passion.
- The most successful people in absolutely any walk of life know that the secret to their good fortune comes only through dedication, perseverance and diligence. There is no such thing as a shortcut that excludes hard work.



Graham Bennett, President

Danise Britt	GOGAS District Supervisor	7 years
Muhammad Khan	QM #32 Associate	8 years
Howard Sanders	Fuel Oil Driver	10 years
Ricky Newbill	QP S. Boston Manager	11 years
Ronnie Warren	QP Supervisor	11 years
Richard Hamm	Reliable Selma	11 years
Christine Dewitt	QM #2 Asst. Manager	13 years
Susan Ellis	QM #14 Manager	13 years
Becky Lail	QP Shelby Manager	14 years
Danny Ledford	QP Supervisor	16 years
Elizabeth Ledford	QP Supervisor	16 years
Harold Goldman	Reliable Charlotte	16 years
Carolyn Simmons	Dealer Representative	16 years
Dave Allio	QM Territory Manager	19 years
Connie Thomas	Christiansburg Hampton	21 years
Sue Anderson	QM #32 Associate	29 years
Randy Hayes	Propane Driver	31 years
Mary Tilley	Site Analyst	35 years
Cheryl Doctor	QM #12 Manager	38 years

My Best, Graham



Every Blood Donor is a Hero

The Red Cross is asking donors of all blood types.

The benefits of donating blood include helping people injured in accidents, undergoing cancer treatment, and battling blood diseases, among other reasons. This year, however, the United States is facing its worst blood shortage in more than a decade, the Red Cross says. What is causing this shortage? There has been a significant drop in donations during the pandemic, and weather conditions and staffing limitations have caused ongoing cancelations of planned blood drives. There's been a 10% overall blood donation decline since March 2020.

QOC worked with the American Red Cross and they were able to bring their mobile donation bus (pictured lower right) to our corporate office. Employees donated a total of 20 pints of blood, according to the American Red Cross. As many as 60 lives were saved by Quality Oil employees, family/and friends. You can always make an appointment to give blood platelets through Red Cross Blood Donor app, on the organization's website or by calling 1-800-RED-CROSS.

Employees donating blood in the Red Cross Bus. (right) Jimmy Bennett (left) Jane Collins



hospitality >>>



2021 Hilton Award of Excellence

Even through difficult times Quality Hospitality continued to show their ability to be better today than yesterday.

Our hotels, though short staffed, stepped up to the challenge of taking care of our guest's needs. We are very proud of the fact that 4 out of our 8 hotels were able to achieve "Top 5%" of their respective brands awards. Those hotels are:

- Hilton Garden Inn - Asheville
- Hampton Inn & Suites - Raleigh
- Hampton Inn - Christiansburg
- Hampton Inn - Winston Salem

Congratulations to all the staff, we appreciate your hard work!

**2021
Award of
Excellence**

Hilton



Hoops Against Hunger

Hilton Garden Inn Asheville Downtown collected the most food donations and displayed the most spirit in the 2022 Eblen Charities 'Hoops Against Hunger Hotel Challenge.



In this year's Hoops Against Hunger food drive, efforts and contributions exceeded expectations. With help from staff, guests, and other donations from community members, Hilton Garden Inn was able to donate over \$2,300 worth of food for the children in the Asheville area.

General Manager of The Year

Congratulations to Logan Kessinger, General Manager at Hampton Inn Christiansburg, VA. She was presented the award of Top General Manager in the Hampton brand in 2021. By directing the hotel's operational performance, she supported her team as they delivered an exceptional product and guest experience. These factors represent our customer promise to deliver the most reliable, friendly service. We are so proud of Logan's achievement! Thank you for all your hard work and dedication!

again, we landed in 1st place! Hotel staff won tickets to the Southern Conference men's basketball championship game and were recognized at halftime.

This continues to be a fun event for the team at HGI for a cause they love. Congratulations and a huge thank you to everyone who contributed to the efforts to support those in need in the Asheville community. We can't wait to see how you follow up this win to give back in 2023.



technology corner >>>

Insights of IT Support

The IT Team started the New Year at a quick pace. On top of a heavy retail upgrade that we will be working on through the summer, we are managing to complete some internal projects to position us well for 2022 and beyond.

1. We deployed a new IT support ticketing system with increased functionality to replace Spiceworks. A key feature allows employees to create tickets from a computer, tablet, or phone without being directly on the corporate network (<https://www.QOCITSupport.com>).
2. We started up a Wiki for a consolidate IT knowledge base (standards, processes,

- troubleshooting, and training documents, etc.).
3. The team is actively working through a site labeling project with 52 of 160+ sites (QM/QP/GOGAS, Reliable, Hotels, and Dealers) completed in the first 3 months. It is happening in conjunction with our site visits related to the retail upgrades, store remodels and ongoing break/fix situations.
4. Microsoft is pushing users toward upgrading from Windows 10 to Windows 11, so we are proactively testing with several QOC team members from various departments before we deploy to the rest of the company.
5. We deployed wireless access for the corporate



- network in the home office buildings using the existing access points that we also have the guest network configured on (no more Netextender needed while at the home office). QOC Corp uses your windows login credentials to authenticate.
6. Lastly, we started and continue to build out the new Retail Training and Testing Room (in the previous IT Conference room). Once completed, it will have Independent, Shell, and BP store POS configurations including Self-Checkout, Credit Card generator/randomizer for testing, along with pump connectivity.



Peruvian Fish Ceviche

- 1 1/2 lb. very fresh and high quality fish filets (corvina, halibut, escolar, mahi mahi)
- 1 red onion thinly sliced
- 1 cup freshly squeezed lime juice from 35-40 key limes, or 15-20 Peruvian limes
- 1-2 habanero peppers cut in half, without seeds and deveined
- 2-3 sprigs of fresh cilantro, finely chopped
- Salt to taste

To serve

- Lettuce leaves
- Fresh boiled corn
- Sweet potato: thinly baked chips or boiled thick slices
- Fried green plantain chips
- Lime slices

1. Cut the fish into small cubes, place in a glass bowl and cover with cold water and 1 tbsp of salt, and refrigerate while you prepare the onion and juice from the limes.
2. Rub the thin onion slices with 1/2 tbsp of salt and rinse in cold water.
3. Rinse the fish to remove the salt.
4. Place the cubes of fish, half of sliced onions, and hot peppers in a glass bowl and pour lime juice over the ingredients. Sprinkle a bit of salt. To minimize the acidity of the limes.
5. Cover and refrigerate for about 15 minutes.
6. Removed the cilantro sprigs and the hot pepper from the mix. Taste the fish and add additional salt if needed.
7. Serve ceviche in a bowl, add additional sliced onions, sprinkle with cilantro.
8. Serve immediately with your choice of side garnishes.

we are family >>>

40 Years of Experience

Happy work anniversary Haywood Stroupe! Haywood has been part of the Quality Oil family for 40 years, but time has flown by.

That was a fast 40 years! It seems like it was just yesterday when I started my journey with Quality Oil as a part-time associate at QM#9 in Greenville, NC. I had a work permit and started working when I was 16 years old. I have seen so many changes throughout the years, from doing handwritten paperwork, changing prices on each individual gas pump by hand, to calling in your grocery order item by item, using a rotary phone.

The one thing that has not changed is the enjoyment I have experienced through the years. Working for a down to earth family run business like Quality Oil. In this journey, I have met and worked with the best of the best, in the office and out in the field. I have formed some amazing relationships that I will cherish for a lifetime.”

- Haywood Stroupe



dealer corner >>>

Success in First Quarter

In March, we were proud to be part of the 2022 SE Petro show in Myrtle Beach. It was great to see many of our operators when they stopped by the QOC Booth. This show gives us opportunities to meet other independent operators and introduce them to what makes QOC the best fit for independent operators.

We were finally able to bring all of our dealer/operators back together for our yearly Dealer Conference/Award ceremony in April. While we've given out awards and celebrated success via email or personal site visits the last 2 years, nothing beats all of us together and celebrating these wins as a team! During these conferences, our operators are able to learn more about the latest updates in the gas/C-store industry. We closed out the day by

celebrating many of our operators previous years of success with an award ceremony.

For 2021, we're happy to celebrate:

- * Eastgate Shell: John and Bill Carrington Smith for Overall Gallon Improvement.
- * Konnak Shell: Amarjeet (Sonny) Singh as Rookie of the Year.
- * Farmington Road Shell: Scott Whitaker for most overall Total Gallons and Operator of the Year.



Off The Clock...For Good

From left to right : Mary Tilley - Site Analyst, Sue Anderson - QM Associate, and Shirley Doctor - QM Manager



Mary Tilley started her journey at QOC on April 29, 1987. She was a cashier at QM#3 in Stanleyville. She then was promoted to assistant manager. Two years later she was hired at the corporate office, for what was then called Reports Processing. Years later the title changed to Site Analyst. 35 years later and she is still here!

Mary says "What I enjoyed the most is, working with a team I can count on in a time of need. We laughed and cried together. I consider myself blessed to have been part of Quality Oil for 35 years. This has been the best job I have ever had! It's been a pleasure working here, I will miss it. I take the fond memories with me deep in my heart." - Mary Tilley
Thank you, Mary for all these years! We are so happy and excited for your retirement.

Sue Anderson has been a Sales Associate at QM #32 in Kernersville for 29 years. She has provided amazing customer service, dedication, and hard work. Sue began her career by walking into QM #32 as it was being built. She suggested that she should be the first person we hire since the store was practically in her backyard, and she could walk to work even if it snowed.

In 29 years of walking to work, Sue says her favorite people to work with have been Lee, the manager, and fellow co-worker David, who has retired twice and come back. She has loved making friends with customers and watching their children grow up to become regular customers. Sue has been a great asset to Quality Mart all these years and will be missed by all her coworkers and customers.

Shirley Doctor has officially ended her service of 38 years as manager at QM #12. Shirley began her career as an associate at QM #15 in December 1984. She quickly made her way up to Assistant Manager position in 1985 and in 1986 became Store Manager after impressing Mr. Lowman with her excellent and dedicated work ethic, and customer service skills.

Shirley was so amazing at what she did that in 1998 she was given the task to run and manage two locations, QM #12 and QM #15 (these locations are about 2 miles from each other). Shirley will be very missed by her customers, vendors, and fellow team members with whom she built strong relationships with and will always be remembered for her favorite saying "I ain't studying you!". We wish you the best in your retirement journey Shirley.

human resources >>>



Action Steps To Your Future

Are you taking advantage of all that Principle has to offer? Do you need help with financial planning or day to day financial guidance? Use the benefit of financial planning, resources and education from Principal.

Principal has resources for employees to use to address situations from tackling debt, planning for retirement, estate planning and last wishes planning, money management, Medicare and more. If you have any questions please feel free to contact Principal 1-800-547-7754 or your Human Resources Department.

Principal Check-list

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- Designate a beneficiary
- Take advantage of Principal offers
 - Use the Home tab to review account information.
 - Use the Insights tab on your app to get articles, videos, and webinars.
- Find the Planning Resources



2022 SERVICE AWARDS

5 Years

Angel Roberts	QP/GOGAS	Kenneth Gonka	QP
Ben Demarest	CORP	Kyle Alexander	QP
Cherell Mooney	HOTEL	Michael Powell	QM
Claudia Maria Munoz	HOTEL	Roshanda Devone	QP/GOGAS
Devin Case	HOTEL	Serafina Pardo	HOTEL
Greg Spillman	QM	Stephen Allen Brown	RTL
Heather Hickman	HOTEL	Taareka Johnson	HOTEL
Jennifer Lowery	QP/GOGAS	Taylor Byrd	QP
Jesus Lee	HOTEL	Terri Marks	QP/GOGAS

10 Years

Andrew Bell	CORP	Linda Spielman	QM
Jeffrey Higgins	RTL	Tammy Killy	QP/CORP

15 Years

John Munoz	RTL	Steve Lawson	CORP
Paul Holleran	QM		

20 Years

Maria Noyola	HOTEL	Veronica Torres	HOTEL
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35 Years

Mary Tilley - CORP

40 Years

Haywood Stroupe - QM/CORP

Thank you!

For all of your years of dedication to us.




SAVE 10¢ PER GALLON*

*offer subject to change without notice

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