

Weekly Newsletter

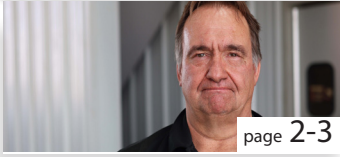
THE KENT COMPANIES

Making your life
easy

March 13, 2025

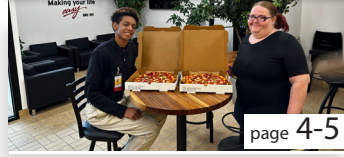
Period 3, Week 3

Kent Lube/Prince Signs



page 2-3

Training/Bountyland



page 4-5

Tom Thumb/Safety



page 6

DC/WesTex



page 7-8

KENT KWIK NEWS



This week a Guest left Michael, 412, an amazing review. Way to go, Michael! This is amazing Guest service! You can read their message below:

I would like to acknowledge Michael at store 412, I believe it is in Big Spring, Texas. My family and I stopped in for a restroom break and drinks. There was a gentleman in front of us looking at lottery tickets and taking his time. Michael very politely asked the Guest if he could wait on us while he continued looking at tickets. He checked us out and in the process was able to upsale us on the promotional drinks which were 2 for 5 instead of paying the normal 3.29 for each one. Then he suggested the \$1.00 candy bars that were also on sale. Upon leaving he then suggested if our young son could have a free sucker, which he gladly accepted. He went above the basic Guest services that most convenience store cashiers offer these days. I am the Assistant Manager at a convenience store and if I would have worked in Big Spring, I definitely would have tried to recruit him. Lol! Thanks for the great Guest service Michael. I do hope that this does get back to him for not many cashiers hear of their good doings. Thank you!



Thank you, Erick, 317, for training Albertina, Manager In Training, and Caroline, visiting from France!



Mr. Tom stops by Kent Kwik 215 daily to pick up a Dr. Pepper Slushie for his wife that resides in a local nursing home.



Jarell Houston, 211, is always ready to lend a hand. This week he rushed out to assist a Guest whose car had run out of fuel, helping push it to safety.



Happy Birthday to Lisa Meier, 440!



Happy Birthday to Shareena Silver!



D5 would like to congratulate Nellie, 467, on her seven-year anniversary! Congratulations, Nellie!

KENT LUBE NEWS

Meet Ron Sisson, Pit Technician for Kent Lube!



You may not see him frequently because he's the man behind scenes — well the man in the pit. Ronald Sisson has worked with Kent Lube off and on for years, most recently three.

Ron is a Pit Technician, responsible for draining oil, checking gearboxes and changing vehicle filters to name a few of his duties. He's been in this business for more than 30 years, and he'll tell you it's a true passion.

"I can't pick one part of the job — I love it all," Ron said.

He previously worked in roofing, but when business started slowing down, a friend who worked with us encouraged him to give this job a try. Originally, he thought it would be temporary, but Ron quickly fell in love with the work and decided to make it his career.

At The Kent Companies 2025 Annual Awards Banquet, Ron was honored as Kent Lube Team Member of the Year!

"This is a huge honor for me, it was amazing," Ron said. "I have an amazing Team that works with me."



Thank you, Ron for all your hard work and dedication to Kent Lube.

PRINCE SIGNS NEWS



Who says she's just our Prince Signs Sales Manager? One of our Prince Signs Leaders, Barbara Griffey, reaching new heights LITERALLY! She was helping Oscar Rivera install at Hilton Garden Inn on a swing stage. "The sky's the limit!"



The Prince Signs Team in Alabama, led by Jose "Homero" Mederos, is working sunup to sundown, seven days a week, converting Quick Shops to Kent Kwik! Next, they will head to South Carolina for Kent Fuels rebrands. WAY TO GO TEAM!



Layne's Chicken and Lowe's were two of the many Houston jobs that completed last week.

TRAINING NEWS



Our new hires in orientation last week! Welcome aboard!



Kent Companies new hires, Isaiah Walls and Katie Williams, living the cheesy life after making their pizzas during day three of orientation. It's giving Home Alone vibes, "Ahh, a lovely Kent pizza, just for me."

Internal Promotion Opportunity



The Training Department is looking for the perfect internal candidate to join the Team! The Training Specialist would help design, develop and deliver engaging training programs for our Team Members. This role is crucial in ensuring our Team Members have the skills and knowledge to excel in their roles and contribute to the company's success.

The Training Specialist would develop and deliver new hire training programs, create and maintain comprehensive training plans and materials, collaborate with various departments to design training curricula, utilize the Learning Management

System to track and manage training activities, oversee new hire Team Members to ensure they're on task and more!

This position requires regular computer use, occasional travel to various locations and may involve some irregular hours including nights and weekends.

If you're interested in this position or more information, submit your resume and a cover letter to gwheelus@kentoil.com after discussing with your immediate supervisor.

BOUNTYLAND NEWS



We are excited to welcome four new Team Members to our Team in Highlands, North Carolina. We look forward to watching you all grow with us. Welcome to the Team Isaac, Sarah, Susan and Debbie!



MR. PAYROLL NEWS

Meet Vikki Volz, Mr. Payroll Store of the Year Winner!



Vikki is the manager of 2202. She takes pride in her work and loves working with her Guests. She says getting this honor has been a lot of hard work by showing up, being friendly and having fantastic Guest service.

Her favorite memory with The Kent Companies is winning this award. She says it has been a goal of hers or a very long time and when her name was called she was ecstatic!

Vikki has three children who are all grown up now and nine grandchildren. Outside of work, Vikki can be found swimming at beaches or pools with her grandbabies or enjoying quiet time at home with the dogs.

Thank you, Vikki for everything you do! Congratulations on winning Store of the Year!

TOM THUMB NEWS



Tom Thumb and Valero proudly sponsored the Marathon Seafood Festival this past week!

SAFETY NEWS

Keeping Safety in Sight

Nothing is too Small!

Safety Definition: to ensure safe and healthful working conditions for TEAM MEMBERS by setting and enforcing standards by providing training, outreach, education, and assistance.



Priscilla, 215, did a great job wearing her safety vest and properly disposing of the trash. I was thrilled to see someone following all the necessary safety precautions.



Any Idea of what our Policy and Procedure for spills are at our Kent Kwik Stores? What about at Travel Centers? What about Chemical Spills in General? EPT? Kent Lube?

Please consider looking at your Emergency Procedure book and being familiar with the full Policy and Procedures.

A brief description of our process is as follows:

1. Operate safely!
2. Keep GUESTS away from large spills.
3. Absorb the spill and put the material in the approved container.
4. Call the Maintenance Dept. or Fuel Maintenance Dept.
5. ONLY call the Fire Department if there is a large spill (over 25 gallons) or if you believe the safety of the Guest, yourself, or the store is in jeopardy.

Following this procedure will keep us in compliance with Federal regulations and allow us to operate our locations in a safe manner. Do you Have the Proper Equipment?

DC NEWS



Thank you, Jerry and Trinidad from the Distribution Center, for all you do! Making sure our stores are stocked and ready for Guests is so important and y'all are a crucial part of that. Again, thank you!

WESTEX NEWS



Dr. Hunter Atkins, MD Internal Medicine, shared important medical information with the WestTex Urgent Care Team as part of the Distinguished Lecture Series. He spoke both with the Team present at the meeting and many online.

Dr. Atkins serves the Midland community in many capacities, and is a staff physician with Midland Memorial Hospital, Hospice, Manor Park and other entities. Thank you, Dr. Atkins, for your extremely valuable insights you shared.



REVIEWS OF THE WEEK! WESTEX 9112

“Quickly got me into a room, directly from my car. Everyone was kind and efficient. Even with testing for Flu, Strep and Covid, I was in and out in less than an hour.”

“Our experience here was hands down amazing! They got us in quickly, ran plenty of tests and actually listened to me when I said something was wrong. They did more for my son in the one visit than his doctor has in months. They were so polite and made my son feel comfortable. I would definitely recommend this place to others.”



WesTex Urgent Care Celebrates March Birthdays!!!



Brooklyn, Medical Assistant, celebrated with Nurse Practitioner, Stacey.



Alma, Family Nurse Practitioner.



Caroline, Family Nurse Practitioner.



Stacy, Family Nurse Practitioner.



Tricia, Administration.



Cynthia, Director of First Impressions.

HQ NEWS



You can now view the photo gallery and video from the 2025 Annual Awards Banquet! Everything can be found on the Making Your Job Easy website at this link, <https://makingyourjobeasy.com/2025-awards-banquet/>.

Thank you for a stellar evening!