

Success Stories



Johnny Pointer, newly promoted SMS Lead/Supervisor at Top Golf in Nashville, TN.

Johnny Pointer began working at Top Golf as a Temp Employee with Next Generation. Although Johnny was not officially a Service Management Systems employee, he showed commitment and leadership ability from the very start. After months of working at Top Golf, our SMS Leadership and the Top Golf Management took notice of Johnny's dedication and attention to detail. On October 17, 2018, Johnny was hired into the SMS family permanently as a full-time Lead/Supervisor.

Whenever possible, we here at SMS look to identify talent that is ready for the next step in their career within Service Management Systems. That is why many of our management started off as frontline employees within our company. Johnny is no exception! His potential shined through from day one, and we were ecstatic to welcome him into the Lead/Supervisor position at Top Golf! SMS would like to take this time to thank Johnny for the time and effort he puts into his work, and we look forward to seeing what else the future holds for you within our company!

Moments That Matter

On October 31, shortly after his promotion, Johnny was recognized by Todd Havron, one of the Associates at Top Golf. He was acknowledged for going above and beyond in his daily work, but more importantly for being consistent with his care and attention to detail.

Similar to SMS's Whatever It Takes program and our Core Values, Top Golf has a program called "Moments That Matter." Within the award, employees are presented with a card, showing Top Golf's Core Values, Service Targets and Rally Calls. Johnny received recognition for Caring (Core Value) and Thoughtfulness (Service Target). He also received redeemable Top Golf coupons, which are good for discounts, a free round of golf and free food.

