



# James River Carey-er

DECEMBER 22, 2008

NUMBER 14

## Christmas at James River Bus Lines

For the past few years at this time of year, the company has "adopted" a deserving family to help them have a little merrier Christmas. All the offices contribute to this endeavor; and as usual, our employees gave freely. This year Christopher and Sarah will be receiving new bikes, clothes, and other toys that were on their Santa list. Their grandmother picked up the gifts earlier this week, and the family was overwhelmed with our generosity. Thanks to all employees who were Santa's elves!

*One aspect of being a professional is to express cheerfulness, enthusiasm, interest, and contentment.*



Once again the company participated in the Ukrop's Christmas parade that was held on December 6. This year about twenty employees and family members dressed in green sweat shirts and Christmas tree hats to guide two of the helium balloons down Broad St. Like last year, we guided Mr. and Mrs. Santa down the street letting them "kiss" periodically to the delight of the parade viewers.

The holiday party was held at the AMF Bowling Lanes in Williamsburg on Sunday afternoon December 14. It is unclear whether or not anyone bowled a perfect game, but no matter; for everyone seemed to be having a great time bowling, snacking, and visiting with each other as these pictures show.

*Customer service involves knowing how to...*

1. ...go just a little further.
2. ...solve problems.
3. ...maintain a positive attitude.





**CAREY**  
Transportation



Stephen Story,  
President



President Steve Story (with the help of some cute elves) gave out door prizes.

And let's not forget the food...A wonderful holiday dinner was held in Norfolk on Dec. 19, and a delicious pot luck was held in Richmond on Dec. 22.

### **New Carey Employees in Training**



On December 16, new Carey employees participated in customer service training. Discussions were held on professionalism and what that means, as well as the impact of diversity in the work place. The employees have also been receiving training on various safety matters and other procedures while ODU is closed for the holidays.

### **WOW Factor Winners for October and November**

The company's WOW Factor initiative is generating a number of nominations, at least a dozen or more each month. Andre Barrett and Darryl Johnson won in October for the professionalism they displayed during four trips to Mooresville, North Carolina. The customer was very impressed and said he'd request us in the future.

Three Carey employees won in November for their teaming effort in providing a wonderful Thanksgiving dinner for all their fellow employees. Darlene Mathis, Phyllis Baker, and Ed Styron went above and beyond to ensure everyone had a wonderful meal, even if it had to be delivered to them (picture above with Diane Hall).

### **The President's Corner**

It's hard to believe that we will celebrate Christmas this week; although, of course, my children can't believe it's taken this long to get here. At this holiday time of year, we all look forward to spending time with friends and family and sharing food and good times with each other.

This year marked the eightieth anniversary of our company. James River Bus Lines is a company that is firmly established. As we move forward into a new year that will most likely pose some economic challenges, be assured that we will manage our resources carefully to ensure the company's continuing longevity.

Whichever holiday you celebrate at this time of year, the entire Story family wishes you and those dear to you a wonderful holiday and continued prosperity in the coming new year.

# **Season's Greetings!**

