



James River Carey-er

MAY 26, 2009

EDITION 16

It's not success that drives people; it is people who drive success.

CAREY
VIP Chauffeured Services



Changes to the "WOW" Factor Award Program

The company's "WOW" Factor Award program that recognizes excellent customer service started in September 2008. Since then, monthly awards have been made to individuals or groups of individuals. The Managers' Team has been happy with the great response to this initiative, and now is adding something new to the program.

After every six month period, the nominees will be reviewed to see if any non-monthly winners have been nominated at least three times. Any who have been will win ten dollars to have lunch on the company. For the period from September 2008 through February 2009 four non-winners received three nominations: George Bloomfield, driver for James River; Bonnie Miles and Rose Parrish of the Richmond sales office; and, Juliet Lewis, a driver for Carey. Congratulations to these individuals! Please get your money from Diane Hall or one of the accountants.

In March Hope Newcomb in the Williamsburg sales office won the monthly award for the many positive comments she has received from clients. Hope has shown that she is more than willing to go above and beyond to help the customer. A team of Carey drivers, Robert McKelvie, Juliet Lewis, and Lou Maher earned the monthly April award for their work with the Virginia 40 Off group. The client praised their professionalism in helping to make the event successful.

Below is a picture of the plaque of the monthly winners that is posted in the Richmond training room. Once completed, it will be posted in both the Norfolk and Williamsburg offices for a period of six months each while a new plaque is started.



CONGRATULATIONS to JRBL Driver Merv Gettman!

On Tuesday, April 28, 2009, Merv received the **Salute to Excellence** Award from the Richmond Police Department for **Meritorious Service to Law Enforcement** on their trip to Washington, D. C. during the Inauguration. Merv "WOW"-ed the group with his driving abilities as well as his customer service. By their own admission, "Police officers are whiners" and Merv succeeded in keeping them happy on their multi-day trip. Way to go, Merv!



Meet "Safety Dave" also known as Dave Clark. He's the company's new Safety Officer since March 2009. He comes to us with over 26 years working in safety. Dave served 21 years in the U. S. Army and retired in 1990 from Ft. Bliss in El Paso, Texas. He is currently the President of the Virginia Society of Safety Engineers, as well as serving as the President of the Virginia Good Sams Club, which is a camping club. He and his wife Fran have a son and a daughter.

Carey and WAVY TV 10 "On Your Side" to the Rescue

Twenty-four students from Grassfield High School were stranded without transportation to their prom when the company they'd originally contracted with was unable to provide it. So, they turned to WAVY TV 10's "On Your Side" for help. Carey stepped in to help out by providing a shuttle bus for the students. Their teacher wrote that the most important lesson the kids learned was about the human spirit and how good people and good businesses (Carey and WAVY 10) will help when times are tough. Look at those happy faces!



The President's Corner

It's been a while since we talked about our safety and training program. It is a nice reminder how successful our program is when we get the annual report back from our insurance company. Last year we had the lowest expense ratio in decades.

Safety is one of our corporate values, not because it saves money but because it is "the right thing to do". The program is successful because everyone works together to make it successful.

"Safety Dave" and the rest of our leadership team are taking the program to a higher level with increased training, more efficient simulator sessions, and frequent communication with each of you. When we interviewed Dave, he impressed us with his belief that a safety system needed to include everyone in planning, teaching, and implementation. Teamwork is also one of corporate values.

I want to personally thank everyone for their commitment to our passengers, the community, and each other. Be careful, and keep up the good work!

