



# James River Carey-er

FEBRUARY 22, 2010

EDITION 18



## The President's Corner

Hi Everyone,

I just got back from meeting with other transportation companies throughout North America. This group compares financial numbers and operating procedures to help each other improve. The group talked about the difficulties that our organizations and employees have faced during the past year. We are blessed and fortunate that we have weathered the storms as well as we have. Other companies were not so lucky.

As the recession approached in 2008, we set up a plan to get us through a very tough time. We would have to maintain the absolute best customer service available to our clients and reduce our cost. Passengers have many choices in transportation service, and competitors have been offering cheap, cheap prices.

We did it! We maintained our low customer service issues rate; problems occurred on less than ½% of all trips. We kept key clients that themselves were suffering through the bad economy and avoided major layoffs of our team members.

Congratulations on successfully taking care of each other and our clients!

We are beginning to see some positive signs in the economy, not big increases in our business yet, but some stability in the travel industry. We will continue to focus on our sales processes, continue our training and maintain our outstanding quality. Thank you for your help.

Stephen W. Story

## WOW! Talk About Great Customer Service...

Congratulations to the JRLB employees who received recognition for "WOWing" their customers this past quarter!

Our October recipient was **Lamaas A. Simmons – EL** who was nominated by 18 of his co-workers for doing such a GREAT job of cleaning the buses. When no one else was available to do it, Lamaas stepped up and offered to take on the task even though it was not his responsibility.

**Ernie Martin** was the November recipient and had two nominations. The first nomination was for his trip with a senior group from the Monument Heights Baptist Church. Ernie went out of his way to accommodate his passengers by parking close to the curb, helping them on and off the bus and getting them as close as possible to limit their walking. His second nomination was from James Madison University. He got along very well with the students and even took the time to watch them perform.

The December recipient was **Edgar Ampy**. Edgar found a large sum of money in a wallet and a cell phone that had been left on the bus. He tracked down the owner and returned them. Needless to say, the customer was very appreciative of Edgar's honesty and integrity.



**CAREY**  
Transportation

**Bonnie Miles** started off 2010 as the WOW award winner for January. Bonnie helped coordinate and receive all of the applications (25+). She maintained a tight schedule, enabling us to complete the process in a timely manner. Bonnie was the first interviewer and her opinion counts. With that being said, we again, would like to offer Bonnie our warmest regards in helping us execute such fine successful hiring session.

## Fourth Annual "Souper" Bowl Celebrates Success

The Richmond office held its Fourth Annual "Souper" Bowl on February 1. Staff members met the challenge of bringing in their favorite homemade soups, stews, dips and desserts to compete for the honor of being voted by co-workers as having the most popular recipe. Although three recipes won prizes for receiving the most votes, everyone was a winner when it came to having such a delicious lunch. The top three recipes and their prize-winning cooks are:

### #1 - Italian Wedding Soup (Sheila Alexander)

#### Meatballs:

¾ # ground chicken  
½ # chicken sausage (or turkey) casing removed  
2/3 c. Italian or fresh white bread crumbs  
2 cloves minced garlic  
3 T. chopped fresh parsley  
½ c. grated Parmesan cheese  
3 T. milk  
1 extra large egg, beaten  
Salt & pepper

#### Soup:

2 T. olive oil  
1 c. finely chopped onion  
1 c. diced carrots  
¾ c. diced celery  
12 c. chicken broth  
1 c. small pasta  
9 – 12 oz. baby spinach, chopped

#### Directions:

Mix all meatball ingredients together. Make bite-size meatballs and set aside. Heat the olive oil in a large stockpot. Add the onion, carrots and celery; sauté until softened. Add the chicken stock and bring to a boil. Add the meatballs. Once the meatballs start cooking and bobbing up to the top, add the pasta. Be sure to stir to keep the pasta from sticking to the bottom. When pasta is tender, add the spinach. Serve with extra grated Parmesan to sprinkle on top.

### #2 - Taco Soup (Rose Parrish)

1 # hamburger  
1 pkg. Ranch Dressing  
2 pkg. taco mix  
1 can Rotel original tomatoes with chilies  
2 large cans diced tomatoes (do not drain)  
1 can black beans (drain)  
1 can dark red kidney beans (drain)  
1 can pinto beans (drain)  
1 can corn (drain)

Directions: Cook hamburger, add ranch dressing and taco mix. Add tomatoes, beans and corn. Cook for 30 minutes. Stir occasionally. Serve with shredded cheese, salsa, chips, sour crème, and green onions if desired.

### #3 - Shrimp Dip (Craig Treanor)

2 lb cream cheese  
1 lb cooked shrimp  
1 medium onion, chopped  
1 medium tomato, chopped  
3 to 4 tablespoons hot ground peppers

Directions: Put all ingredients together in a crock pot and cook on low for 2.5 hours. Stir occasionally, mixing well when warm enough. Serve with tortilla chips.



Enjoy!

