



# James River Carey-er

FEBRUARY 6, 2008

EDITION 9

## Name Change for Carey Chauffeured Services

Carey chauffeured services has had an official name change to Carey Transportation. This change is already in effect, and employees have been answering the phones with the new name for several weeks.

Along with notice of the name change, we also learned that Carey Transportation has again been nominated for Operator of the Year award. The winner will be announced on March 18, 2008, at the Limousine and Chauffeured Transportation Show held in Las Vegas, Nevada. Last year we were runners up, and we are hoping for the best. Whether or not we win, everyone should be proud of the effort that was put forward to help us achieve this recognition.

*Be in a full, clean, and neatly pressed uniform to add to the "WOW" factor for our customers.*

*A recent picture of chauffeurs taken at the Williamsburg office*



*Three Carey employees joined new James River drivers for customer service training. Welcome new drivers!*



**CAREY**  
VIP Chauffeured Services





Crock pots were the name of the game for the Richmond Office's annual "Souper Bowl II". Ten different soups/stews and four "other" foods competed for prizes. First prize went to mechanic BJ Baugh's corned beef potato soup with Bonnie Miles' chicken noodle soup coming in second. Randy Taylor, driver in training, won the other category with his sausage puppy biscuits. This is fast becoming one of our favorite events, as we had great leftovers throughout the week.

### **Free Computer Training Web Site**

Getting computer training has always presented a bit of a problem because our work schedules and inability to find a time when a group can come together for it. Now you can go to the following web site: <http://www.gfclearnfree.org>, and create your own free account to have access to computer training. There are lessons for Word, Power Point, Excel, etc. When you have a chance, take the opportunity to check out this free tool to help improve your skills.

***Congratulations to Laura Jones, accountant for James River, whose daughter Allyson was accepted at George Mason University in Fairfax, Virginia, and plans to attend after graduation.***

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

When reviewing last year's revenue figures, I'm happy to report that the company experienced a very good year in which all operations experienced growth over the previous year. This is positive news for everyone in the company, and I want to thank each of you for your contribution to this success.

In order to continue this growth, we want to explore more ways to increase our "WOW" factor through constantly looking for ways to enhance our customer service. The Leadership Team met on January 18 to brainstorm some ideas on what we could do to further bump up our level of customer service.

Some of the ideas that were generated involved formalizing a process to use for customer follow-up. Thank you notes could be sent to clients, and full length mirrors could be installed in the drivers' rooms to encourage looking sharp. We also discussed simple things like drivers smiling when meeting their group and being sure to introduce themselves.

On February 26, we're planning another meeting in Richmond to get more ideas from employees throughout the company on improving our customer service. Find out from your manager who will be attending and let them know any ideas you might have. While our customer service is good, through innovative thinking we can always find ways to improve.



**Happy Valentines Day!**