

# The Weekly Caller



## Barwood Drivers—Our #1 Customer

Blue Star Group,  
Inc.

Drivers, Drivers, Drivers!

Always calling wanting their personals, wanting No Shows granted, Requesting Voice, Having a problem with their MDT, needing a Tow, wanting to see their Manager, having an accident, having trouble booking in, wanting to be transferred to the Shop, complaining about a wrong address, going to get the customer and the customer has left, wanting a call out, needing directions, problem with credit cards, needing a loaner, complaining about dispatch, agents, supervisors, reception, cashiers, customers, you name it.

Next time you encounter a driver—SMILE and Be HELPFUL.

Our drivers are our #1 Customers. If we don't have drivers in our front seats, we won't have customers in our back seats. Drivers go through a lot



on the road. Every day they deal with traffic, weather, and every 15-20minutes they have a different customer in their back seat. They constantly have to be alert, friendly, helpful, business savvy, and above all be safe drivers. They need accurate information on their calls,

Accurate payment information that will help them serve their customer better. They also need courteous interaction when they come to the window for assistance. Take a minute-look at the driver at the window and put yourself in their shoes.

The time they are spending in the building is not paid for— they are losing money while they are waiting and customers are not being serviced. Make their time special when they come in. Smile and be helpful, tell them you are glad to see them and tell them to BE SAFE out there!



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**“Make their time special when they come in. Smile and be helpful, tell them you are glad to see them , and tell them to BE SAFE out there!”**

**Congrats to the Turkey Winners!!**

*630am Shift*

*Irene Fombu  
Aminata Camara*

*245pm Shift*

*Wanda Lyles  
Regina Teegarden*

*1030p Shift*

*Vernell Ferrell  
Erik Williamson*

## Training Update

I mentioned in my last newsletter that after the Thanksgiving Break I will be evaluating the quality and service of the Call Center. Already, I have had many opportunities to do that and have spent several hours on the

phones with our customers. I have observed the interactions of many of you with our customers. While some of you have pleasant, helpful voices, many of you adopt a harsh and unfriendly tone when speaking with

the customer. You set the tone for your customer, if you answer with an attitude, your customer will have an attitude. I can't wait to begin working with you all.—Change is in the air and its not just the weather!!! Be Nice!

## Welcome

We are pleased to welcome two(2) new agents to our Call Center., Yenny Hernandez(left) and Cesar Naveda(right) join the 630am shift .



Regina Teegarden has joined the 245pm shift along with Sheila Lunsford (Photo not available)

We are pleased to have you all at Barwood and look forward to working with you.



## Morning Coffee anyone?

The kitchen now has coffee, creamer, sugar and cups. Now you don't have to bring it with you and you can have it right here. A word of caution—In the past we have provided coffee for our staff but this privilege has been abused. Coffee has been spilt on the floors and not wiped up, that is why there are so many stains. Please enjoy the coffee on us but keep it in the cup!



## Customer Service

On November 10, 2005, our Barwood Driver, Gale May received the Taxi, Livery, Paratransit Driver of the Year Award for 2005. We are proud of Gale and know that she has exhibited excellent customer service to her customers.

We will celebrate Gale's success this Friday ,Nov 25th at noon. Please congratulate Gale and enjoy some cake.



## Happy Thanksgiving to Everyone in the Call Center

You can feel it in the air when you come to work, its like a big machine starting to warm up. Traffic patterns are changing and people are in a bigger hurry than usual. People have made plans to be with loved ones and sadly some won't be with loved ones but will be thinking of those who are no longer here. I wish you all a happy Thanksgiving and remind us all to be Thankful. We should be thankful that we have

good health, great friends, a place to work and a beautiful country to live in. Wish all your customers a great Thanksgiving, end your call with a smile, a thank you and Have a wonderful Thanksgiving. The Call Center will be busy throughout the Thanksgiving weekend. Please be on time for your shift, your co-workers are depending on you, our drivers and our customers also.

Mr Barnes and I wish you all a Happy Thanksgiving and want you to know we appreciate all that you do. As we have always done in the past, we will be serving again, a Thanksgiving dinner with all the fixins for all three (3) shifts. We hope you all enjoy it and wish you a blessed day.

