

November 2, 2010

Priority News

Red News Updates:

"Priority PIE"

- Nov. & Dec. more Assoc. Testimonials
- 11/23 "Associate's Day"

Associate Testimonials

- "While training, I learned that as our company evolves, we always strive to improve our service." – Kelly King
- "When my mom was placed in a nursing home for rehab, we had to rely on a courier service to bring her medication in a timely manner. That is when I realized how we, as a company, do more than just pick-up and deliver." –Becky Stidham
- "I received a call from a customer at 3:30 & needed a pickup at 4. CVG Ops made it happen!"-Nathan Reed

Top of Mind:

Service – Superior

Customer Service will be best achieved when we stay committed to two priorities: High Quality Performance & Personal Commitment.

Efficiency – We will

continually strengthen our performance to ensure better execution.

Growth -- We will maintain

steady, sustainable, profitable growth for our Customers & our Company.

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Human Resources...STAR & ACE Training --CLE is ringing a Sales Bell



Guy Cook



Kathleen Grady



Vickey Gaskins & Geri Rouse

HR Department Representatives for STAR & ACE Training

The Human Resource team provided all associates with an opportunity for **Professional Growth**, one of our core values. Every associate received an invitation to attend one of three sessions of "Learning the Differences in Workforce Classification". These sessions were tailored to the job roles of each associate within the company, depending on how they interface with Independent Contractors. The information presented provided insight to Priority's approach, which is the gold standard, and gave an overview of the information and knowledge everyone needs regarding current legislation that affects our industry.

Those who attended heard Jeff Thomas share the mission of the Ohio Same-day Transportation Association (OSTA) and learned Jeff's role as President of that Association. Guy Cook applied his legal expertise and provided insight into current legislation by researching and reporting on two recent Ohio cases. Kathleen Grady explained the measures that Priority put into place to ensure compliance in the past, as well as for future possible requirements. Geri Rouse provided proofing, editing, structural flow and end listener insight. Vickey Gaskins served as the project manager, producer and provided end listener logistics for the training. Thank you HR Team!

Ring the bell for that Team up North!



Dan Nutaitis, Dan Walter, Tonie Willoughby ringing the CLE Sales Bell

On November 1, Cleveland Operations began service for a CLE payroll office in Warrensville Hits. This is the culmination of a long sales cycle to bring on an account, which we are currently serving in other locations, up north. After a change in management, Dan Nutaitis was able to propose the advantages of Priority's service mission to the new decision-maker. Now the Cleveland Distribution Team, IT and Accounting are preparing to initiate and track the start-up. You can depend on each member of the team to demonstrate to this new CLE account our successful Delivery Event Management™ in action! Great job...CLE! Keep ringing that sales bell for all to hear!

Priority