

March 25, 2011

# Priority News

## Upcoming:

April is Anniversary Month  
• "What's Happening" at  
Priority 38 yrs. later

## Helpful Gas-saving Tips:

- Buy gas or fill up your car or truck in the early morning when the ground temperature is still cold. Gas will be denser in cooler temps.
- When filling up, do not squeeze the trigger of the nozzle to a fast mode. Pumping on low minimizes vapors.
- Fill up when your gas tank is half full. More gas in your tank means less air occupying its empty space. Zero clearance minimizes evaporation.

## 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.

[www.prioritydispatch.com](http://www.prioritydispatch.com)

## Priority's own Julie T and the latest Julie C

Tracking our two Julie's who are now on board....



The invaluable Julie Chambers.... And....The irreplaceable Julie Thomas....And....Inimitable Ernie the puppy

We now have two very special blondes who are both named Julie. Let us introduce, Julie Chambers ICC, CMH, and reintroduce, Julie Thomas, Priority Vice President. Of course, Julie T. has been a part of Priority most of her life. She is very accomplished in the areas of Human Resources, strategic planning, and process improvement. In comparison, Julie C. recently joined Priority as an Independent Contractor Coordinator in CMH. Eventually, she'll integrate into Julie T.'s team and organizational development training. Meanwhile, Julie T. will keep everyone challenged and inspired with her irrepressible spirit and guidance. Our past and future moving synonymously together is making Priority better and more complete.

### Julie Chambers:

1. *What do you like about your position/job assignment in CMH as ICC? So far I love my position! I like how I am able to watch them (the IC's) become successful, and I am always here if they need a helping hand or question... plus, my tootsie roll dish gets a lot of attention!*
2. *What is your business goal this year? My business goal is to get all Columbus expirations to 100% compliant.*
3. *If you gave a 10 minute speech at a high school, what would it be about? I would give a 10 minute speech on the Dr. Seuss book, "Oh! The Places you'll Go!*
4. *Who do you admire? I admire my Dad, he raised my sister and me; what a GREAT job he did!*
5. *Which is your most cherished childhood memory? When Dad would take the three of us camping out West.*
6. *Which is your favorite time of the day, are you a morning person or a night person? My favorite time of the day is in the evening. It gives me a chance to wind down and get ready for the following day.*
7. *What is your taste in music? I love Country music!!*
8. *If given a choice, which animal would you want to be? Why? I would want to be a cat... my cat Tator is so lazy, he gets back rubs all the time and always has fresh clean water and a bowl filled with food. Better than being a dog, I wouldn't have to go outside in the wet rain, or cold snow... EVER!*

### Julie Thomas:

1. *Can you describe your new role at Priority? For several years, I have been spending the majority of my time consulting, coaching and counseling with other organizations and individuals. This year, my time will be dedicated to Priority Dispatch to develop and implement a "Culture of Quality". The strategic team spent a year developing a new business strategy and mission and vision. In order to achieve these objectives, everyone in the organization needs to understand what these are and how they can contribute. My role will be to lead and facilitate this process.*
2. *What do you like about this new position? I enjoy (actually love) teaching and working with people. I am going to be doing a lot of both. Organizational development is a lot like coaching and counseling. You observe, listen to both sides and then find the best solution to give both parties what they want. The "Culture of Quality" will facilitate the delivery of "superior customer service" to our customers and associates.*
3. *How do you feel you can best contribute to Priority's superior customer service? Training and Development.*
4. *If you were assigned to another Priority Delivery Center, Position or Department for one day, which one would you choose? Why? 24/7. I am a people person and I enjoy solving complex problems. Sounds like the perfect job for me!*
5. *Do you have a prediction for 2011? That my puppy Ernie will actually learn how to bring the ball to me — it's called fetch! (Ernie the puppy pictured above)*
6. *What is your business goal this year? Developing people, improving processes and defining the culture*
7. *What traits in others are you attracted to? A person that is adventurous, fun and can think outside the box. Sounds like a good time to me! Oh wait...that is me!*
8. *How do you want to be remembered? My life's mission statement is Galatians 5:6: "The only thing that counts is faith expressing itself through love."*

 Priority