

SPECIAL POINTS OF INTEREST:

- Russ T.

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MARCH 3, 2017

Russ T.

All,

It seems like the weeks are flying by, it's already March.

The focus this week was to continue to collect what we call the Voice of the Customer (and to fix the phones, messages, emails, etc. which has had a lot going on).

So who is the customer? Some of us may seem certain they don't deal with any customers. However . . . we all do. If I'm in the shop the Drivers and the Operations teams are my customers, why? Because the Shop provides a service that is integral to them to be successful to do their jobs. If I'm a Driver Manager, Planner, or CSR, then I have my external customers that we haul freight for but our Drivers are also your customers, why? Because the Drivers provide THE integral service that you rely on. If they don't deliver the freight, nothing else matters. If I'm a Driver I have the external customers that I deliver freight for but the DM's, CSR's, and Planners are also my customers, Why? Because you rely on them to provide you with the loads and information so you can do your job.

We all have customers, and as I mentioned in my prior article you will be surprised how much more your Customers will do for you if you treat them with respect and be crystal clear on what the expectations are. I had a lot of feedback on why you go to certain restaurants, car dealers, barbers, etc. It was because they treated you and your family with respect.

So anytime you want to improve your company, or your life, you start by collecting the Voice of the Customer, all the people that I mentioned above. Because they will tell you where you are good and where you need to work and that sets your priorities on how to get better. You want a fun experiment? Go ask your wife, husband, or kids, how you can get better - Yes, they are your customers too. Be sincere and listen to what they say.

In the coming weeks and months, I want to talk about each of our departments and what their Voice has been say-

**"...Treat
them with
respect..."**



Russ Thompson, Exec. VP

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ing. As we celebrate March as **#DriverObsessed** month, this week I want to talk about our Drivers and what their comments have been.

Our Drivers have a very tough job. We expect them to cover thousands of miles per week accident free and on time. We expect them to stay away from their families for weeks at a time. They are the face of our company and when they show up at a customer with the wrong information . . . well, they take the \$#%#. They are also out there on their own and they expect us, need for us, to deliver to them clear and concise information on what they need to pick up and when it needs to get there. They are our customer, and yes, we are their customer.

I have spoken and received many comments from our Drivers, and we have a great group of people driving these trucks. They care; they want their company to be successful. I condensed 77 of their comments into 5 bullet points;

- Treat me with respect, I am not 5 years old
- Clean up the messaging, way too much coming over the Qualcomm

- Fix the phones
- Get me home on time and care about it
- We sit excessively, how does the company make any money?

Importantly, note that I've also had several Drivers tell me that because of some frustration over the messages and phones the last few months, they reacted in a way they're not proud of, and have gotten a little heated with the Op's people on the phones. They sincerely apologized and will do better. Perhaps we can take a moment, a breath, and accept a blanket apology where needed knowing that our Drivers are as passionate about their work as the Office staff is about theirs.

So for this week, and ongoing, I invite you to be Intensely Driver focused and provide great customer service so they can do their jobs . . . and perhaps be a little more **#DriverObsessed**

Insight from the Editor



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THINK!

When using Drive Axle to submit documents make sure your picture is **CLEAR** not blurry. This will speed up processing.

Drive Axle

This week's newsletter is the launch of **#DriverObsessed Month!** I am so excited for this month and this theme. We want all of our Drivers to be aware of how important you all are to us and to our company.

We are so lucky to have the best Drivers in the country! You are our frontline and our physical connection to our customers. Here in the office we can all talk to our customers via phone and internet all

day long, but you guys are actually visible to them, and we are so proud that you make such a strong effort to represent our company with dignity and class.

As you will see on the back page of this week's newsletter, we received some gorgeous pictures from our Drivers. I can't believe all of the beautiful scenery you guys get to experience while on the road. Keep those pictures coming! Also, if anyone

has had a great experience at a customer, we would love to hear about it and publish it in the newsletter. We know you guys are doing a great job, but we love hearing about our customer's appreciation for what you do. Thanks for being an integral part of the TSMT TEAM and please be safe out there!



Department Highlight: CUSTOMER SERVICE (Joplin)

Meet the TSMT Customer Service department in Joplin, Missouri: Leslie Martin, Sherrie Johnson, Carrie Cornwell, Gary O'Dell, and Mike Bruton. We are talking about 100+ years of combined experience right here at TSMT! This team is committed to providing top tier service to our customers world wide.



L/R: Gary O'Dell, Leslie Martin, Mike Bruton, Sherrie Johnson, and Carrie Cornwell

When speaking to our Customer Service Representatives (CSRs) it is easy to see the passion they have for what they do. You hear words like GRATEFUL, PROUD, IMPRESSED, and THANKFUL.

There is a common chord that rings true when you ask our CSRs about

working with our Drivers—they'll tell you we have the Best of the Best! The pride our Drivers have in this company is unmatched.

Our CSRs agree that day to day, year after year there is always more to learn, and that this career continues to be an adventure! Not to mention the book of funny stories they have to tell, including many from our own Charlie Pittman's hunting adventures! The question has been asked, "Has he ever shot anything?" followed by roaring laughter!

Bottom line, we are family.

Happy Anniversary! - March

Congratulations, Hats off, and Happy Anniversary!!! We appreciate you!

26 years: Phil Thompson

23 years: Keith Stroup
Roger Larkins

21 years: Jennaro Miserendino

13 years: Joann Matthews
Johnnie Matthews

11 years: Joey Fowler

9 years: Joyce Queen
Charles Queen

5 years: Randall Knickerbocker
Charlotte Knickerbocker
Ronda Thompson
Hyrum Thompson
Ritchard Summers

2 years: Jeremiah Thibeau
Donise Thibeau

1 year: Patrick Bush
Joe Carbeno
Terri Carbeno

Scott Nelson
Cheri Nelson
Joe Pineda
Matthew Warneke
Lisa Brandon
Jennifer Hranac
Robert Christen
Mark Stonebreaker-Kaplon
Theresa Channell
Joe Bain
James McCampbell
Stanley Davis, Jr.
Terry Pratt
Ruth Renfro
Edward Renfro
Arthur Quick

Driver Q & A: Anniversary? Bonus?

Question:

"My anniversary date is March 14th. When will my bonus be paid?"

Answer:

All bonuses are paid the first payroll of the following month . . . so in this case any bonuses due would be paid April 7, 2017



Email your Driver questions to:
Michael.Fisk@roadmastergroup.com

#DriverObsessed

Meet: Chuck & Jackie Hensel



The story of "Chuck & Jackie Hensel" is really a trucking love story. In 2008, as the US economy struggled, Chuck found himself retired from Lockheed Martin while Jackie was downsized from a civil engineering firm. Too young to retire, they wanted to figure out how to spend more time together - so they both went to trucking school and got their CDL's, got married, and then started TEAM driving together.

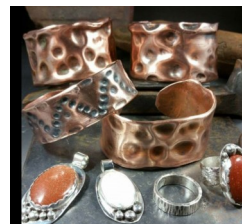
In 2009 they qualified to drive with SLT/TSMT and have spent the majority of their marriage as a TEAM together and with us! They are committed to serving the military and the nation as Drivers, and passionate about being a part of this company! They love our country, love TSMT, and see similarities with and are optimistic about both. While recognizing the nation and company continues to improve, they love the people they work with, and are confident in the vision and leadership to do great things in the future.

The Hensel's are part of the Owner Operator fleet, with their own 2015 KW T680. They are passionate about everything they do, and love trucking. Jackie says if they spend more than a week at home they both get restless and eager to get

back on the road. Part of the reason they love the road is because of all the comforts they bring on the truck with them, including DISHTV, SIRIUSXM, and at least a month's worth of food . . . to sustain their Vegan lifestyle. Their favorite place TSMT sends them is to Salt Lake City, UT.

Chuck & Jackie feel lucky and blessed to be able to "work with their best friend".

Jackie makes custom silver and gold jewelry, Chuck is licensed to build his own fire-works! They plan to drive five more years and then will so Jackie jewelry will make based on fingers he semi-retire can open a store. Chuck a decision how many still has!!



They're happy to help and can be reached at their email: jackiehensel@gmail.com

Human Resources: Days of Construction!

Sharing our construction mess with you— Here in Glendale we've got additional office space that's being added! Areas are being gutted and new walls are going up!



Photo taken by Lindy Link

Email:
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Stay tuned!

On the Move. . .

Mike Bruton has been with Tri-State for 38 years, recently reassigned to the Customer Service Dept. after Cathy Paith's retirement. Prior to this move Mike was the Project Mgr. in our Brokerage dept. for 13 years.

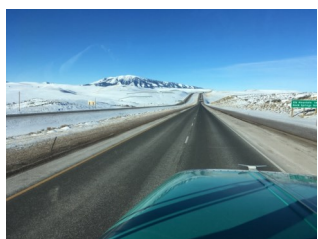


Mike Bruton, Customer Service

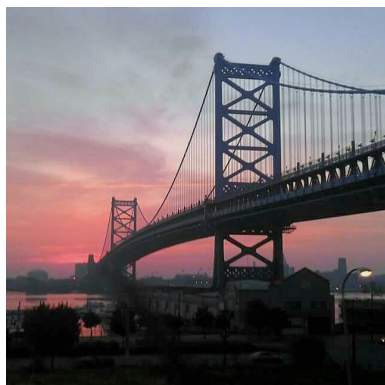
Email: Mike.Bruton@tsmtco.com

Thanks for all you do Mike!

Over-The-Road Scenery



The pictures you see here were taken by our very own Over-The-Road Truck Drivers. Traveling coast to coast and then some, our Drivers have so



many opportunities to see first hand some of the country's most vivid and breath-taking scenes.

Thank you to those who submitted:

Donna Dobbs
Jackie Hensel
Tammi Lund
Phil Thompson



DELISH ~di 'liSH

SPICY CHICKEN CORN DIP

Submitted by: Kyla Jewsbury



Ingredients:

2 tubs Philadelphia Spicy Jalapeno Cream Cheese Spread
2 cups rotisserie chicken shredded
½ cup chopped onions
½ cup chopped tomatoes
¼ cup chopped jalapenos – seeds removed

(more or less depending on how spicy you want it)

Juice of two limes
1 cup of frozen corn
1/2 cup shredded Velveeta cheese
½ cup shredded jalapeno cheese

Directions:

Spread cream cheese in bottom of microwaveable dish.
Mix together onion, tomatoes,

jalapenos and lime juice. Season with salt and pepper

Add frozen corn
Add shredded chicken
Add jalapeno cheese
Spoon over cream cheese
Sprinkle Velveeta cheese on top

May be served cold, or microwave for 2 minutes on high and serve warm. Serve with corn chips.