



Quality Scores

I'VE BEEN HERE HOW LONG?

A few of us were hired on during the early years and have seen the company “excel” through its growing pains to become one of the best not only in the nation, but worldwide. Then, there are those who have only been with the company a few years, but have become an invaluable addition. Not to mention, our newest additions to our team, who are constantly learning and striving to contribute to the name that Excel Moving & Storage has withheld throughout the years. Each and every one of us have contributed to the success of Excel Moving and Storage and has helped to make it what it is today.

In each newsletter, we will be listing those employees who have celebrated their anniversary during the last quarter and have been with us for five years or longer.

We hope to see the same names each year and add many new names as the Excel Moving and Storage family grows. Take a moment to congratulate (or console) those of us who have been here for five years or longer.

Jim Dorsett - October, 1997 (10 years)

Jody Hatley - October, 1997 (10 years)

Jennifer Hopko - October, 2000 (7 years)

Francisco Villa - December, 2002 (5 years)

Fofa Kabasele - December, 2002 (5 years)

EXCEL RECEIVED THE EAGLE AWARD FROM EXXON MOBIL!

In November, Excel Moving and Storage was awarded the Eagle Award. Exxon Mobil was very impressed with our scores and our dedication to giving their employees EXCELlent service.

Jim and Jody would like to Thank all of the employees for working together to receive yet another tremendous award!!!

Scores for Oct-Dec. in 2006

Raleigh 2006:

Booker: 4.50
Origin: 4.39
Hauler: 4.74
Customer Service: 4.45
Packing: 3.88
Sales: 4.63
Overall: 4.60

Greensboro 2006

Booker: 4.85
Origin: 4.42
Hauler: 4.71
Customer Service: 4.54
Packing: 4.63
Sales: 4.29
Overall: 4.70

Scores for Oct-Dec. in 2007

Raleigh 2007:

Booker: 4.50
Origin: 4.47
Hauler: 4.49
Customer Service: 4.42
Packing: 4.53
Sales: 4.43
Overall: 4.49

Greensboro 2007

Booker: 4.63
Origin: 4.50
Hauler: 4.58
Customer Service: 4.50
Packing: 4.35
Sales: 4.54
Overall: 4.58

Allied Standards for Excellent Quality:
4.45-5.00

THOUGHT YOU SHOULD KNOW...

WELCOME

Carrie Wilder is a new addition to our Sales and Marketing team in our Raleigh office. **Carrie** is a sports fanatic from Henderson, NC, who enjoys spending time with her fiancé Rich, and daughter Haylie. She is excited to have begun her journey here and appreciates everyone being so nice and helpful!

Phil Arana is a new addition to AVL Dispatch in our Raleigh office. **Phil** is a huge Patriots, Red Sox, and Tarheels fan and has played lacrosse and basketball his entire life. He enjoys playing the guitar, fishing and playing golf.

He was also employed here in the summer and winter from 2003 to 2005.

WELCOME BACK Phil !!!!

David Micheels our new Relocation Specialist in the Greensboro office. **David** is originally from Wisconsin, but has lived in Arizona, Myrtle Beach and Chicago; although he and his wife of seventeen years have been here for three years now. He is a father of two who enjoys music and golf.

He was even a lead singer in a rock band named "EXCEL" twenty years ago and is very pleased to come and work for a company with such a great reputation.

David says, "I appreciate the helpful and warm reception that I received from everyone at **EXCEL!**"



Sienna Jolie Gamber

November 5, 2007

8 lbs 6oz

The beautiful granddaughter of our very own, **Perry Wood** from our Greensboro office



Caden Day

October 3, 2007

8 lbs 6 oz

The bouncing baby boy of **Jeff Day**, our loyal Raleigh driver



BIRTHDAYS

Rita Carter (Jan 3)
Orlando Maldonado (Jan 3)
Sackett White (Jan 5)
Mike Ingram (Feb 6)
Cristian Cruz (Feb 8)
Daniel Ingham (Mar 7)
Jody Hatley (Mar 7)
Michael Barron (Mar 10)
Shannon Roberts (Mar 13)
Randy Peirce (Mar 16)
Carrie Wilder (Mar 30)
Stan Miller (Mar 31)



In December 2007, **EXCEL** recognized the following employees for their hard work and dedication. Jim and Jody were pleased to present these awards!!!!

And, The Award Goes To.....

Company Driver

Francisco Villa & Santiago Lozano

Independent Contractor

Rick Moore & Susan Barr

Packer

Glen & Rita Carter & Matt Smith

Administrative

Jennifer Hopko & Perry Wood

Customer Service Rep

Kris Rizzo & Shannon Roberts

Best Attitude

Laura Martin & Tony Ortiz

Sales

Josh Chapman & Bryan Jones

Local Driver

Wilfredo Bermudez & Kenny

Wells

Best Attendance

Richard Eberhardt & Larry Inzar

Operations- All Purpose

Sean Stephens & Fidencio Davila

Manager of the Year

Stan Miller

Team Player

Grant Sharp & Dean Osborne

Employee of the Year

Dwight Staley



EXTRA! EXTRA! READ ALL ABOUT IT!



NO COMPLAINING

The object is go 21 consecutive days without complaining. How do you do this? First you receive a bracelet and begin wearing it. Every time you catch yourself complaining, gossiping, criticizing, you move the bracelet to your other arm and start again. If you hear someone else who is wearing a bracelet complain, you may point out their need to switch the bracelet to the other arm; BUT if you're going to do this, **you must move your bracelet first!** Why? Because you're complaining.

Stick with it. It may take many months to achieve your goal, but when you reach 21 days you will find that your entire life is happier, more loving, more positive and more abundant. When you reach 21 days, let us know. We would love to acknowledge your success in the next newsletter.

Getting to Know Jeff Hatley

Q: What are your hobbies?

A: I like to play golf, grill and play with my two boys.

Q: As a kid, what did you want to be when you grew up?

A: I wanted to open a pet store, minus the snakes and fish. As I got older, I wanted to be a politician.

Q: What is your favorite restaurant in Raleigh?

A: We have a lot of favorites, but taking the kids out for dinner we like the Sawmill Tap Room. On date night, I would say Stone-wood or Winstons.

Q: Where do you like to go when you travel?

A: Sunset Beach- where I can also golf and fish.

What is your favorite sport?

A: Football! I've been a Colts fan since I was 5!!

Q: What is your favorite song of all time?

A: I really just listen to talk radio, but if I had to chose I'd say "Greatest American Hero". I do have some rockin' work-out music on my Ipod though.

Q: Who do you look up to and why?

A: There are so many people who I have looked up to in my life that I cannot possibly pin-point one. I have been lucky to have had great parents, brother, wife, friends and coaches. I've always appreciated their strong character.

Q: What about you would others be surprised to hear?

A: I sawed off my cast with a hacksaw to play the last football game of the year. The coach was surprised and my mom was pissed!

WOW!!! Look what others are saying about you.....

Thanks to everyone for doing an excellent job! Our companies quest to impress and it really pays off. Look what they had to say about you.

Gary & Amy Desjardins said, "**Glen & Rita** are a great crew, they did a nice job and were very flexible and accommodating."

Jennifer Cowman said, "**Rita & Tiffany** were very pleasant to work with. I enjoyed the moving process much more by using this service. Thanks for the help- it was invaluable."

Corey & Mara Stillman said thanks to **Laura Martin & Roosevelt Leggett**, their move went very smoothly and with top notch professionalism.

"I called my realtor and recommended Excel and the driver." This comment was made by Karen & James Jones- thanks to **Mike Ingram!**

"**Marco and Wesley** were great!"- were the thoughts of Mrs. Helms, who also gave thanks to **Laura Martin** for doing an excellent job coordinating her move!!

Mary Kim gives thanks to **Willie & Dan**. She said "They were extremely efficient and very pleasant!"

Congratulations to "Jeff Day"

In September, **Jeff** was awarded the **Short Haul Excellence Award**. This was also his second consecutive time winning this award.

Way to go, Jeff and keep up the good work!!!!





Memories of 2007



AHOUHO

Excel-ence



Leah Trow



Appreciation



F2F