



## EXCELLING TOGETHER

I would like to thank all of our employees for helping us achieve our goals in 2006 and most of all congratulations on being named Allied Van Lines Agent of the Year. Everyone worked hard and we did a great job not only growing at a very fast pace, but also excelling in the service we provided for all of our customers. As we look to 2007 and new challenges, we must continue to strive to be the best in the business. We are truly a great company and we must focus on getting better everyday. It took hard work to get to the top and it will take even more focus to stay there. Our goal of 15% growth while maintaining an excellent quality rating will be met if we continue to do as we have done. Let's all focus on our customers and how we can service them better. With that attitude we will grow. I look forward to a very productive and profitable year. Thanks again for all you do and let me know what I can do for you. We are in this together.

Very Sincerely,

Jody C. Hatley

President

Excel Moving & Storage Companies

### When the temperatures climb past 90 degrees this summer, here are some tips to beat the heat....

- Dress for the heat: Wear lightweight, light-colored clothing to reflect some of the sun's energy and allow your skin to breathe. It is also a good idea to wear hats and sunscreen to protect your skin.
- Drink water: Carry water or juice with you and drink continuously even if you do not feel thirsty. Avoid caffeine, which dehydrates the body.
- Eat small meals: Eat smaller meals and eat more often. Avoid foods high in protein which increase metabolic heat.
- Avoid using salt tablets: Avoid using salt tablets unless directed to do so by a physician.
- Maintain your energy level: Limit your intake of fat and sugar; focus on carbohydrates, fruits, and vegetables.



## Quality Scores

### Scores for January –March in 2006

#### Raleigh 2006:

Booker: 4.66  
Origin: 4.65  
Hauler: 4.70  
Customer Service: 4.53  
Packing: 4.41  
Sales: 4.77  
Overall: 4.67

#### Greensboro 2006

Booker: 4.94  
Origin: 4.86  
Hauler: 4.88  
Customer Service: 4.75  
Packing: 4.86  
Sales: 4.82  
Overall: 4.86

### Scores for January– March in 2007

#### Raleigh 2007:

Booker: 4.63  
Origin: 4.48  
Hauler: 4.64  
Customer Service: 4.42  
Packing: 4.63  
Sales: 4.39  
Overall: 4.61

#### Greensboro 2007

Booker: 4.72  
Origin: 4.59  
Hauler: 4.53  
Customer Service: 4.71  
Packing: 4.67  
Sales: 4.54  
Overall: 4.58

Allied Standards for Excellent Quality:  
4.45-5.00

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



A great attitude from customer service representative, Laura Martin, pleases her customers.

" I have moved several times and I must say this was the best experience I have ever had".

**Thanks to everyone for doing an excellent job! Our companies quest to impress our customers is paying off. Look what they had to say about you.**

Mr. and Mrs. Cantelli said, "I just wanted to take the time to commend the outstanding moving team we had. We were working with Mario, Jimmy, and Wilson and they gave the true VIP treatment. They worked hard and were conscientious about my furniture and home. I have moved several times and I must say this was the best experience I have ever had". Congrats to Sarah Carpenter as well for keeping things running smoothly for her.

Shelly Feam said, "I can not say enough about my crew. Christian Cruz and Steve Molina were the nicest men to work with. They were helpful and cared about my belongings. Josh Chapman and Laura Martin were on top of things and did a great

job of communicating with me".

John Rankin of Cary said that he could not have asked for a better crew. Thanks to Wilfredo Bermudez, Steve Molina, Rogene Newkirk, and Sean Stephens.

Brian Reece raved about his move as well. He said, "I have moved 7 times with Excel, and would never use anyone else. Christian Cruz and Lix Valle were in charge of the last relocation and they were wonderful. Dave Santschi and Kris Rizzo were also amazing in getting things set up for me".

Cheri Young from Raleigh had a local move in the beginning of March. She said, "It was a wonderful experience, and I was very happy". Josh Chapman was the estimator, Laura Martin was the customer service representative, and Randy Peirce and his crew did an outstanding job as her crew. Josh Chapman has booked two more moves

from Mrs. Young's referrals. This is definitely the way to book more business!!!

Ben Huger said, "Rachel Opperman, George Molina and crew were fantastic! I will be sure to refer Excel to anyone I know needing relocation services".

Samuel Riggs a shipper who relocated from Greensboro had a wonderful experience with his crew; Scott Smith, Larry Inzar, and customer service representative Shannon Roberts. He gave all 5's and was very happy with his service.

David and Carol Green of Greensboro also gave everyone involved in their move 5's. They said, "Our Crew was great".. Thanks to Fidencio Davila and Gerardo Perez. Their customer service representative, Renee Freeman, also received a 5.

**Great Job Everyone!**

## Race for the Cure June 9th at Meredith College



The NC triangle affiliate of Susan G. Komen for the cure is dedicated to creating a world without breast cancer. Join the Excel Team and make a difference. Excel plans to form a team to walk for the Susan G. Komen Foundation this upcoming summer. We encourage all employees and family members to walk with us,

but it is not mandatory. We will be meeting at Meredith College on June 9th at 9:15 a.m. for the 5K recreation walk. Excel will provide a t-shirt to each participating employee. Please register in advance so that we can order shirts in time. The cost to walk is \$25.00 per person if you pre-register and \$30.00 per person on

the day of the race. If you would like to participate, please contact Jennifer Williams in the Raleigh office at 919-532-1978.

*This is a great chance for everyone to participate for a great cause and show the community what a fantastic team Excel really is.*

## Employees News

### Going to the Chapel...

Congrats to Toni Crandon in the Raleigh office on her upcoming nuptials. Toni will be marrying Dan Fredette on April 28th. We wish them both the best of luck in their life together and we know she will make a beautiful bride.

### For Sale

Looking for a New Truck? 2000 Dodge Ram, for sale, in great condition. If interested contact Sarah Carpenter in the Raleigh office at 919-532-1975.

### Baby News

Congrats to Grant Sharp in the Greensboro office. Who get the bull's-eye award for baby number two. Grant and his wife Meghan are expecting a bundle of joy in October.

Congrats To Perry Wood in the Greensboro office on her first grandchild. Her daughter Jennifer is expecting a bundle of joy on November 9th.

Congrats to Randy Peirce and his wife Hope on their new baby girl Gracie Lynn

Peirce born at 6lbs. and 13 oz. on March 17th.

Congrats to Jeff Day and his wife Jessica who are also having a baby. Their bundle of joy is due October 2nd.



Toni Crandon will marry Dan Fredette on April 28, 2007.

What news do you have? Submit your upcoming news to [wjwilliams@excelms.com](mailto:wjwilliams@excelms.com)

## Getting to Know Jody Hatley

*I sat down with Jody Hatley for our first news letter and learned some interesting things.*

### **Q: What are your hobbies?**

A: Playing golf in the summer and ice hockey in the winter. Also, hanging out with my Wife Laurel and my kids Griffin and Tatum.

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

A: An architect.

### **Q: What is your favorite restaurant in Raleigh?**

A: Sullivan's. It has great food and a great atmosphere.

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

A: The beach.

### **Q: What is your favorite sport?**

A: Hockey.

### **Q: What is your favorite song of all time?**

A: "Under the Bridge" by Red Hot Chili Peppers.

### **Q: Who do you look up to and why?**

A: Bill White. He is a nice honest businessman with high morals.

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

A: I was an extra on an episode of Full House when I was in college. It was the Sea World episode.



## 2007 Better Together

The Allied Agents Association in partnership with Allied Van lines is pleased to announce the 2007 "Better together" initiative. The goals of this are to greatly improve our agency network, achieve outstanding customer satisfaction, and obtain 100% agent commitment.

We are asking you to treat all agents and drivers as your most important customer. By doing this, the product will be greater than the sum of the parts. We will be **Better Together**. I am sure we have all heard these frustrating non-solutions to problems in the industry: "I don't have labor to give

you", "I can't pick up your R-19", "I am too busy to be your origin agent". This type of attitude does not get the job done, and it certainly does not help make our customer happy. If we all work together as a team and have a "can do" attitude we will have 100% customer satisfaction. Not only with Excel but building on Allied as a whole to have the number one respected van line. What better way to accomplish our goal than by having a program that gives full support to all agents. How much easier would all of our jobs be if we could depend on one another for a smooth operating experience.

2612 Discovery Drive  
Raleigh, NC 27616

Phone: 919-532-1978  
Fax: 919-873-9254  
E-mail: jwilliams@excelms.com



**Suggestion Box:**

**Please provide suggestions of what you think should be included in our next newsletter. Or maybe you have some news you would like to share. Return to Jennifer Williams before June 30th.**

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**Rizzo's Cooking Section**

**Sausage Queso**

- 1 lb. of Neese's Hot Sausage
- 2 8 oz. cream cheese (softened)
- 1 8 oz. jar of Cheese Whiz
- 1 can of Rotel ( blue can– Mexican Fiesta)



Brown the sausage, crumbled small and drain. Mix in the 2 blocks of cream cheese until they are melted good with the sausage. Then mix in the Cheese Whiz. Once everything is melted and blended smooth, add the can of Rotel. Mix it up and serve hot with Tostitos tortilla chips! Serve it over heat so it stays hot and melted for the best flavor!

Cooking by Kris Rizzo

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Special thanks to Jennifer Hopko for all your help and proofing. JW