

The Super Service Newsletter

“The Truth”

We sure live in a crazy world. I was at Costco on one of my rare days in town having my \$3.34 cent lunch when I heard a man ask his wife if she was, “taking a mental health day or just called in sick?” She said she called in sick because she was behind on Facebook. Shame on me for listening in!

We have talked about Facebook before. Super Service LLC has a Facebook page and at times it gets a lot of use. We use it to keep associates and “friends” up to date on what is happening. You’d think a website would be enough; however no longer with social media taking over the world. One of the problems with social media is folks don’t always tell the truth. Winston Churchill, 75 years ahead of his time said, “A lie gets halfway around the world before the truth has a chance to get its pants on.” Sometimes people post things on our page which aren’t accurate. When this is the case we have to remove their postings.

At Super Service LLC we’ll keep telling you the truth and abide by the great leader Jack Welch (of General Electric Fame) who said, “Speak the truth, even to the point of brutal candor. Expect others to do the same.” Our second company building block is based on internal customer loyalty. We will treat you with respect and we expect the same thing from you.

By the time you read this message some of our new 250 tractors will have arrived. We are quite excited about the new equipment. This \$30 million dollar commitment by our board of directors indicates the confidence they have in Super Service LLC to perform. It will give our professional drivers a smoother ride, provide us lower maintenance costs and better fuel economy, and provide confidence in the shipping public we are here to stay.

Thank-you for all you do for Super Service LLC

- Dan Strong, CEO

Welcome Our New Employees:

Janelle London - Recruiter (GA)

Quote of the Month

“Attitude is a little thing that makes a big difference.”

- Winston Churchill



Seven Ways to Foster Employee Motivation

Employee motivation is a continuing challenge at work. Particularly in work environments where employee motivation is difficult to achieve. Supervisors and managers walk a tough road.

On the one hand, supervisors and managers recognize their power in drawing forth the best employees have to offer; on the other, they feel unsupported, rewarded or recognized themselves for their work to develop motivated, contributing employees.

My word to supervisors/managers? Get over it. NO work environment will ever perfectly support your efforts to help employees choose motivated behaviors at work. Even the most supportive workplaces provide daily challenges and often appear to operate at cross purposes with your goals and efforts to encourage employee motivation.

No matter what climate your organization provides to support employee motivation, you can, within the perimeters of your area of responsibility, and even beyond, if you choose to extend your reach, create an environment which fosters and calls forth employee motivation.

Specific Actions To Increase Employee Motivation

These are seven consequential ways in which a manager or supervisor can create a work environment which will foster and influence increases in employee motivation—quickly.

1. **Communicate responsibly and effectively any information employees need to perform their jobs most effectively.** Employees want to be members of the in-crowd, people who know what is happening at work as soon as other employees know. They want the information necessary to do their jobs. They need enough information so they can make good decisions about their work.
2. **Employees find interaction and communication with and attention from senior and executive managers motivational.**
3. **Provide the opportunity for employees to develop their skills and abilities.** Employees want to continue to develop their knowledge and skills. Employees do not want jobs that they perceive as no-brain drudge work.
4. **Employees gain a lot of motivation from the nature of and the work itself.** Employees seek autonomy and independence in decision making and in how they approach accomplishing their work and job. Provide more authority for the employee to self-manage and make decisions.
5. **Elicit and address employee concerns and complaints before they make an employee or workplace dysfunctional.** Listening to employee complaints and keeping the employee informed about how you are addressing the complaint are critical to producing a motivating work environment. Even if the complaint cannot be resolved to the employee's satisfaction, the fact you addressed the complaint and provided feedback about the consideration of and resolution of the complaint to the employee is appreciated. The importance of the feedback loop in addressing employee concerns cannot be overemphasized.

6. **Recognition of employee performance is high on the list of employee needs for motivation.**
Many supervisors equate reward and recognition with monetary gifts. While employees appreciate money, they also appreciate praise, a verbal or written thank you, out-of-the-ordinary job content opportunities, and attention from their supervisor.
7. **Employees appreciate a responsive and involved relationship with their immediate supervisor.**
Avoid cancelling regular meetings, and if you must, stop by the employee's work area to apologize, offer the reason, and immediately re-schedule. Regularly missing an employee meeting sends a powerful message of disrespect. Talk daily with each employee who reports to you. The daily interaction builds a relationship and will stand for a lot when times are troubled, disappointments occur, or you need to address employee performance improvement.

The interaction of an employee with his or her immediate supervisor is the most significant factor in an employee's satisfaction with work. Practice just listening. Encourage the employee who brings you an idea or improvement. Even if you think the idea won't work, the idea has been unsuccessfully tried in the past, or you believe your executive leadership will not support it, this is not what the employee wants to hear from the supervisor.

It's not in your best interests for employee motivation to put the kibosh on employee contributions or ideas. You'll tick them off, deflate them, and make their thoughts insignificant.

Remember your non-verbal communication communicates more expressively than your words. Lose your reactions: shrugged shoulders, rolling eyes, partial attention (using the computer or your phone when an employee is talking to you). This is insulting and degrading.

The supervisor's relationship to reporting staff is the single most important factor in employee retention. Stay on top of what your staff needs and wants to provide a work environment for employee motivation.

Employee motivation is a common interest from supervisors and managers who are responsible to oversee the work of others. You can increase your efforts to improve employee motivation. The above 7 actions can help to increase employee motivation. I'm willing to bet that if you pay constant attention to these significant factors in employee motivation, you will win with motivated, excited, contributing employees. Can work get any better than that for a manager or supervisor?

Submitted By: Steve Maat, Director of Human Resources



Need Some Extra Money? We Need Trainers!!!!

Super Service is looking for qualified drivers to train student drivers. I have sent several Qualcomm messages and have had few favorable responses. However, we need more. As a trainer, you will receive \$250 per week in addition to your mileage pay. We have students waiting to learn the trade. Your knowledge and experience is needed. Please contact your Driver Manager if you are willing to train someone to be a professional truck driver.



Teams Needed!!!

We have new opportunities for team dedicated freight. We need drivers that live near Memphis, TN, Guntown, MS, Dayton, OH, San Antonio, TX, Louisville, KY, or Chicago, IL. These lanes average close to 5,000 miles per week and home weekends. It doesn't get any better for a professional driver. Team Up!!! Contact your Driver Manager.

Roger Waddle—Chief Operating Officer





Speeding

Is it worth taking large risks for the small benefit of possibly reaching your destination sooner?

Rush hour doesn't have to be. Slow down and live. When it comes to speeding and your own personal safety, the laws of physics are far more important than the laws of government.

The faster you go:

- **The farther you travel after detecting the need to stop or slow.** By then it may be too late to avoid a collision.
- **The longer your stopping distance.** If a car stops suddenly in front of you, if a pedestrian should step in front of you, if a deer darts out of the woods onto the highway, the faster you're going, the less chance you have of stopping in time.
- **The less time you give yourself to react to any road hazard just out of sight around the next bend or over the hill.**
- **The more severe your injuries in a collision.**
For example: A frontal impact at 35 mph is 33% more violent than a collision at 30 mph, even though you've only increased your speed by 16.6%. The energy released in a collision at 60 mph is 200% greater than 40 mph, even though you've increased your speed by only 50%.
- **The harder it is to take evasive action,** and the more likely the car/truck will turn over if you do.

Submitted by: Chuck Creekmore, Safety Manager

Thank You Renee!!!

Renee Farber, a 9 year veteran driver for Super Service, LLC cooked some of his award winning Chili for a lucky bunch of employees at the Grand Rapids office. He is a great driver and phenomenal Chili Chef which was clear from the taste! His chili won awards in 97, 98, 99, 2000, and 2008 in Chili competitions throughout West Michigan. He gave pointers on how to make a good bowl of chili and trained a select few in the art of Chili stirring. Thanks so much Renee!!!!



Renee scooping some chili



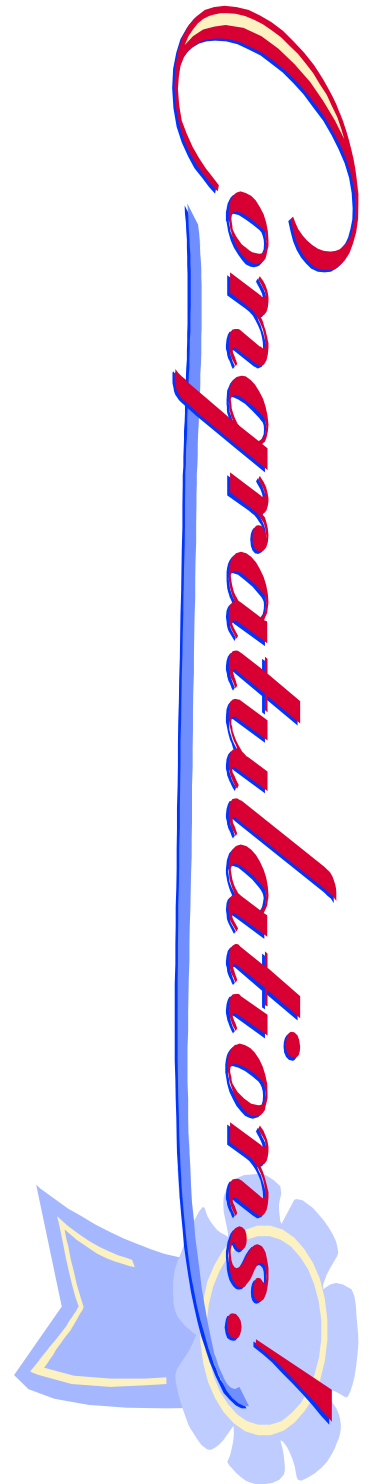
Todd Hayataka (left) is the first one to the chili bowl!!!

November Driver Years of Service Recognition—Thank you!!!

Name	Years of Service	Name	Years of Service
Carruthers, Brandon	1	Keitt, William	2
Cochran, Eugene	1	Herren, Larry	2
Coleman, David	1	Troncoso, Eric	3
Dean, Thomas	1	Brooks, James	3
Johnson, Carlos	1	Edds, Bruce	3
Kogler, Rodney	1	Rainwater, Robert	3
Loventhal, Robert	1	Foxx, Byron	3
McGlinchey, Jeffrey	1	Faughnan, Thomas	4
Miles, Kirk	1	Givens, Edward	5
Montgomery, Mark	1	Hurd, James	7
Nelson, Brian	1	Suarez, Dixon	8
Radford, Marlee	1	Johnson, Vance	10
Schuett, Bruce	1	Young, Marvin	11
Shivers, Mozell	1	Bolin, Larry	15
Stanley, Gerald	1	Miranda, Rafael	15
Stephens, Gary	1	Henson, Michael	18
Stroad, Timothy	1	Terry, Alan	18
Villalpando, Joe	1	Andrews, Joel	21
Watson, Larry	1		
Bland, Ernest	1		
Harris, Justin	1		
Johnson, Shirley	1		
Orr, Andre	1		
Cox, Todd	1		
Hart, Justin	1		
Julian Martin	1		
Walker, Wallace	1		
Russell, Richard	1		
Ballinger, Anthony	1		
Riffle, Francis	1		
Dudley, Gary	2		
Becker, Richard	2		
McDonald, Charles	2		
Robinson, Terry	2		
Simon, Angelo	2		
Tauscher, Michael	2		
Tucci, Sonja	2		
Vikstrom, Tom	2		
Williams, Armin	2		

Nov. Non-Driving Years of Service Recognition—Thank You!!!

Name	Years of Service	Position
Dodge, Matthew	1	Mechanic—FL
Nauss, Thomas	1	Mechanic—FL
Pinder, Steve	1	Driver Manager—GA
Korodan, Isaac	4	Driver Manager—MI
Cromwell, Steve	5	Mechanic—MI
Mounce, Tim	6	Body Shop Tech—KY
Bracken, Mauriece	6	Fuel Manager—MI
Hinkle, Cindy	6	Accounting Analyst—MI
O'Connor, John	6	Shop Manager—GA
New, Sherry	7	Customer Service—KY
Creekmore, Chuck	8	Safety Manager—KY
Pack, Bryan	8	Driver Manager—TN
Evans, Earl	10	Asst Shop Manager—TX
Kiander, Brian	11	Accounting Manager—MI
Venoy, Greta	11	Maint. Admin Asst—KY
Argueta, Joe	12	Mechanic—TX



Upcoming Events

- Safety Meetings every Friday at Super Service terminals. Join us for some good grub and important safety information. Safety will be available to answer questions.

Great Job Samantha Oakes!!!



Lisa Oakes is second from the left. Samantha Oakes is in the middle

Congratulations to Samantha Oakes (daughter of Lisa Oakes)! For the second year in a row, she was the top fundraiser for the Annual Walk-N-Roll for Spina Bifida. This year Samantha raised \$3,005 for the Spina Bifida Association of KY. Thanks to all of you that donated to her team!

Samantha was born with spina bifida. Spina bifida caused her to have paralysis below the waist which resulted in her being confined to a wheel chair. Even though she has this physical disability, she in no way lets it be a hindrance to living her life to the fullest. She graduated high school this past June and looks forward to enrolling in the local community college in the spring. Samantha is a special young lady and displays a wonderful attitude despite her circumstances.

Samantha is the daughter of Lisa Oakes, maintenance clerk in our Somerset shop. Lisa spends her time, when not at work, making sure that Samantha enjoys everything that all 19 year old girls enjoy.

Refer Safe, Qualified Drivers and Earn \$\$\$\$

As we all know, one of our seven company goals is “number of manned trucks”. The success of our company is commensurate with our ability to attract Safe, qualified drivers to our company.

Remember, we do offer a generous \$1000.00 recruiting bonus for each Safe, qualified driver *you* refer when they complete orientation and deliver their first load! And now, we offer the recruiting bonus for owner-operators as well!

Contact recruiting for all the details! Refer drivers & owner-operators and start earning \$\$\$\$ today!

- Super Service LLC Recruiting

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