

# MEARS IN MOTION

## “SOAR IN '24” MONTHLY AWARDS

CONGRATS TO THESE OUTSTANDING TEAM MEMBERS  
FOR THEIR JANUARY ACCOMPLISHMENTS!

### **BIG BRAIN AWARD**

CINDY P., MC OPERATIONS

### **EXTRA MILE AWARDS**

ARIUS G., CALL CENTER

NATASHA L., CALL CENTER

### **HAPPY CUSTOMER AWARDS**

ERICKA M., SPECIAL ACCOUNTS

FELIX M., MC OPERATIONS

JOSE U., SALES

LOURDES S. C., CALL CENTER

LUIS C., CALL CENTER

MARIA G., SV OPERATIONS

RACHEL B., SALES

SANDRA B., SPECIAL ACCOUNTS

SANDY T., SPECIAL ACCOUNTS

TERI D., SPECIAL ACCOUNTS

TRUDY M., SPECIAL ACCOUNTS

### **NEXT-GEN MENTOR AWARD**

NATASHA L., CALL CENTER

### **PENNYWISE AWARD**

ARIUS G., CALL CENTER

## **SOAR IN '24**

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### **PILLAR AWARDS**

ARIUS G., CALL CENTER  
GAIL O., ACCOUNTING  
JANECIA H., CALL CENTER  
LOURDES S. C., CALL CENTER

### **RISING STARS**

BIANCA J., CALL CENTER/DISPATCH  
GLENDA T., SPECIAL ACCOUNTS  
NADJENEBA "JENNY" K., CALL CENTER  
SARA S., CALL CENTER/DISPATCH

### **SERVICE HEROES**

ANGEL L., MC OPERATIONS  
CADER H., SV OPERATIONS  
CHARLENE B., MC OPERATIONS  
DAVID S., MC OPERATIONS  
EXIE S., MC OPERATIONS  
GREGORY M., MC OPERATIONS  
JEAN L., MC OPERATIONS  
JOHN D., SV OPERATIONS  
JOSE D., MC OPERATIONS  
KASEY S., MC OPERATIONS  
TOM M., MC OPERATIONS

### **SUNSHINE AWARD**

KACEY T., CALL CENTER/DISPATCH  
NELSON B., JR., CALL CENTER

**WELL DONE!**



# *Soar* **IN '24**



**CONGRATS TO THESE  
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**TEAM PLAYERS / BRIDGE BUILDERS**

BRADY M., IT/DEVELOPMENT  
CLIFF M., MC OPERATIONS  
DAN H., MC OPERATIONS  
DEBBIE V., ACCOUNTING  
GUS P., MC OPERATIONS  
JUNE J., CALL CENTER  
JUSTIN L., IT/DEVELOPMENT  
KACEY T., CALL CENTER/DISPATCH  
LINDA C., CALL CENTER  
LOAREAIN B., CALL CENTER/DISPATCH  
NATASHA L., CALL CENTER  
NATE S., MC OPERATIONS  
NELSON M., MC OPERATIONS  
RENE M., HR  
RENEE M., CALL CENTER/DISPATCH  
TERESA H., CALL CENTER  
TERRENCE M., FIELD OPERATIONS  
YVETTE B., ACCOUNTING



# IT'S OFFICIAL...

## WE HAVE TWO NEW NOTARIES

**Assistant Human Resource Manager Melissa P. and Field Operations Safety and Resort Manager Rita J.** recently completed the State of Florida Training and Certification process necessary to become a NOTARY PUBLIC for the State of Florida.

Notaries are an important component of any business, to certify and authenticate legal documents. A notary public is a public officer who serves as an impartial witness to the signing of vital documents and confirms their authenticity.

Active Mears employees and contractors can **request free notarization services** by calling HR at 407-254-0550. Melissa can schedule your notary appointment (subject to availability).

You'll need to bring your documents and a state-issued ID to M-8 at your scheduled appointment time.

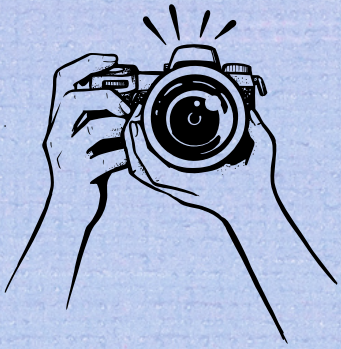
Here are some examples of documents that Melissa and Rita are authorized to certify and sign:

- ✓ Deeds and Mortgage Documents
- ✓ Powers of Attorney
- ✓ Wills and Contracts
- ✓ Adoption Papers
- ✓ Advance Medical Directives



## CONGRATULATIONS!





**Check out this month's  
"Best Shot"  
Photo Contest Winners**



**Motor Coach Operator  
Galo R. described  
his recent photo of a Mears  
motor coach set against the  
backdrop of a vibrant  
city skyline:  
*"On a charter  
with a beautiful night  
in Downtown Orlando."***

**Travel Sales Coordinator  
Jose U. was  
on his way across  
the parking lot  
between M4 and M2  
when he took this  
snapshot of the view.  
He says if he  
had to name it,  
the caption would be:  
*"Mears never sleeps  
in Orlando."***





# Together We'll Soar in '24

As we continue celebrating employees throughout the Mears company, which of the ***Soar in '24*** award categories are you most excited about?

## Happy Customer Award

Given when an employee receives a documented and verified compliment from a guest/external customer. Accompanied by \$25 service award.

## Team Player/Bridge Builder

An INTERNAL shout-out or thanks from a Mears co-worker. Often this award acknowledges an employee who demonstrates helpful collaboration with other departments, teams or colleagues.

## Pennywise Award

Recognizes an employee whose work shows they're mindful about saving money/time/resources on the job.

## Big Brain Award

Given in recognition of an employee who comes up with a great idea or solution to a problem or challenge.

## Service Hero

Celebrates an employee who skillfully turns a negative customer service experience around and achieves guest recovery.

## Sunshine Squad

Given for demonstrating a positive attitude, lifting the mood of teammates, offering encouraging words, boosting department morale.

## Big Heart Award

In recognition of an employee in good standing who is also making a significant positive impact in the Central Florida community (outside of work).

## Next-Gen Mentor

Awarded in recognition of a trainer who shows exceptional effort/results in teaching/coaching new employees.

## Rising Star

Recognition of someone who is newly hired (in the past three to six months) and already making a significant mark in the company.

## Extra Mile Award

Given to someone who demonstrates extra effort above and beyond the expected norm. Recipients of this award often demonstrate creativity in handling an unexpected situation that comes up on the job, perhaps something that couldn't be anticipated in a training program.

## Pillar Award

For the employee whose consistency and reliability contribute to the overall success of the team. Often this person is the "unsung hero" working quietly in the background.

## Safety First Award

Recognizes on-the-job safety (all roles, not just drivers).

## Loyalty Club

Initially given at the one-year anniversary of employment, and annually thereafter. Employees first become members of the 1-Year Loyalty Club, then the 2-Year Loyalty Club, followed by the 3-Year Loyalty Club, etc.

*For more information about Soar in '24 recognition, please talk with a department leader.*

## GOOD NEWS

We've created a Facebook page just for YOU! "Mears Transportation Employees News" is the place to go for the latest company happenings. The group is live on Facebook now, so join TODAY.



**Mears Transportation  
Employees News >**

