

# MEARS IN MOTION



**Congratulations to this dedicated group of newly-certified *Motor Coach Field Trainers* who recently completed our in-house Train-the-Trainer class:**

**Alvin J. M. III  
Aracely S.  
Arthur D.  
Dacoya B.  
Evan V.  
Felix M.**

**Frank O.  
Galo R.  
Max P.  
Max R.  
Nonnie B.**

**As role models and peer coaches for new drivers, our Motor Coach Field Trainers are selected for their exemplary customer service skills, safe driving record, encouraging spirit, integrity and enthusiasm on the job.**





# "SOAR IN '24"

## MONTHLY AWARDS

CONGRATS TO THESE OUTSTANDING TEAM MEMBERS  
FOR THEIR FEBRUARY ACCOMPLISHMENTS!

### **EXTRA MILE AWARDS**

ANGEL G., MC OPERATIONS  
BEN A., MC OPERATIONS  
BOYD R., MC OPERATIONS  
DAN H., MC OPERATIONS  
DERON D., MC OPERATIONS  
GUS P., MC OPERATIONS  
JOHN M., SV OPERATIONS  
LUIS R.-B., MC OPERATIONS  
NATE S., MC OPERATIONS  
NELSON M., MC OPERATIONS  
NICHOLAS P., MC OPERATIONS  
RICKEY S., MC OPERATIONS

### **HAPPY CUSTOMER AWARDS**

BRIAN M., MC OPERATIONS  
ERIN L., SALES  
JANECIA H., CALL CENTER  
JEAN L., MC OPERATIONS  
LOURDES S. C., CALL CENTER  
RUBEN C., CALL CENTER  
TERI D., SELECT DISPATCH  
WILLIAM R., MC OPERATIONS

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

PETE T., MC OPERATIONS

### **PENNYWISE AWARD**

ARIUS G., CALL CENTER



**SOAR IN '24**

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**SERVICE HEROES**

ANTHONY C., MEARS CONNECT  
JOSE R., MC OPERATIONS  
NELSON B., JR., CALL CENTER  
TOM M., MC OPERATIONS

**SUNSHINE AWARDS**

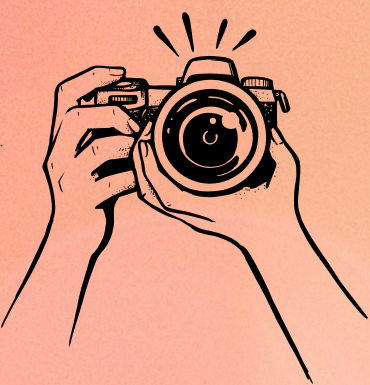
CLIFF M., MC OPERATIONS  
DEBBIE V., ACCOUNTING  
JOANNA L., MC OPERATIONS  
TAM G., MC OPERATIONS  
TANESHA B., SV OPERATIONS

**TEAM PLAYERS/BRIDGE BUILDERS**

ANGEL A. L., ACCOUNTING  
ANGEL L., MC OPERATIONS  
ERIC M., MC OPERATIONS  
JONATHAN M., MC OPERATIONS  
JORDAN M., MC OPERATIONS  
MARIA C., MC OPERATIONS  
NATASHA L., CALL CENTER  
RALPH F., MC OPERATIONS

**WELL DONE!**





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



**Motor Coach Operator  
Gerardo R. sent this image of  
our newly-wrapped SuperStar  
Shuttle. He says,  
"A clean bus is a happy bus!  
We are guest-ready at Endless  
Summer Dockside resort."**

**Motor Coach Operator  
Olga V. recently sent  
this photo taken at  
Busch Gardens, also sporting  
a new vehicle wrap.  
She calls it, "A day in paradise!"**





# 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 >**

