

# The Coach Connect

## KUDOS

### Paul Schneider

GLS received a call on February 11th. It was Cheryl Grant of the Explorer Community School. She and her 5th and 6th graders had JUST gotten back from a trip to Olympia. Paul was their driver. Here are some of the wonderful things they said about Paul:

- He went the extra mile for everybody! He drove safely, and "gave us his cell phone number, which was of great help when we had to find him in a parking lot filled with charter buses".
- The kids loved him! There were eleven chaperones and they were ALL singing his praises.
- "He absolutely made this trip fun, safe and enjoyable."

GREAT JOB PAUL!!

## SKI WITH GRAY LINE!

New to the Tour and Sightseeing Department this year is the opportunity for us to take locals and visitors skiing at the Summit at Snoqualmie or Stevens Pass. We've had a few hiccups due to the heavy snow, but have received great feedback from condo dwellers and University students alike.

## NEW UNITED TRANSPORTATION UNION OFFICERS

Here is the complete list of UTU Officers. Please offer them your complete support and congratulations.

Bob Duggan	Chairman	Brian Donald	President/Delegate
Chuck Fox	Vice Chair	Rodney Overgaard	Vice President
Lem Austin	Vice Chair	Lem Austin	Alt Delegate
Norm Wherrett	Vice Chair	Bill Barnes	Board of Trustees
Gary Scott	Vice Chair	Sam Esayian	Board of Trustees
Patty Snell	Vice Chair	Howard Simonson	Board of Trustees
Logan Brenden	Vice Chair - Shop		
Larry Gregg	Sec/Treasure		

## CHARTER DEPARTMENT NEWS

As you may or may not know we are in the process of hiring for the upcoming year. We are replacing Brenda and Alberto as they both have moved on to different companies not affiliated with Gray Line or Holland America. This is an interesting time as we are also waiting for the new computer system, and timing with the hiring is paramount. The hiring process should be done by the end of February (if not sooner) if all goes well.

Our biggest client right now is ski (in its various forms) and on behalf of all of us here in Charters, **Thank You** drivers for braving the elements and the winter road conditions to get all the snow sliders up to their favorite resort for a day of sliding! Also thank you all for your patience with the weather and thanks to the charter department for all of your work on the changes that take place on a weekly basis. The fact that we are having a good year is due in no small part to drivers stepping up and providing the best customer service.

With Ski, we decided to do a raffle for the drivers, with a lot of great prizes. The prize that will be drawn next is #5 so get your tickets in. (Make sure that you are putting your name and the prize that you want to enter on the back. If you don't win, your name will be put in the **grand** prize envelope for a chance to win. All other prizes must have the specific name on them.) The best part about the raffle is the prizes only get bigger and better. If you have any questions or want to know when the next drawing is, the list of prizes and dates of drawings are posted on the wall across from the Dispatch window. Good luck drivers! - Josh G.

CONTACT: Please contact Jamie Peterson with any questions or comments on this newsletter and the information on it. Ext. 5227

## SHOP NOISE

### Dead Battery?

Three things to check before you call for help.

- 1...Be sure the **battery master switch** is all the way on. Halfway between on and off will not work.
- 2...Make sure that the gear selector is in **Neutral**.
- 3...Check that the **rear switches** in the engine compartment are in the correct position.

If the coach has still not started, call the shop for assistance.

## GO GREEN CAMPAIGN

GLS is launching our environmental campaign. The marketing department has been working to get a "go green" page up on our website. It will be up starting this afternoon! Go take a look and educate yourself on what our company has been doing for the environment. The marketing department will also be developing a couple "go green" binders (to be distributed throughout the office) to keep you informed on our efforts, contributions, awards, etc.

The primary message of the campaign is that GLS has had environmentally high standards prior to "green" becoming trendy. We have set the standard for the industry, and we want to be very clear on our facts and contributions...no smoke and mirrors. Take a look at the new link on our website, educate yourself, and be proud! - Jamie