

MEARS IN MOTION

MVP '23 MAY AWARDS

Congrats to these outstanding team members
for their recent accomplishments!



Extra Mile Awards

Delroy D., SV Operations
Richard M., SV Operations

Next-Gen Mentors

Lourdes S., Mears Connect Call Center
Nancy K., Accounting
Peri-Marie S., SV Operations



Rising Stars

Loren S., SV Operations
Walmarie R., SV Operations

Pennywise Award

Osman I., SV Operations



Pillar Award

Jeffery H., SV Operations

Service Heroes

Cader H., SV Operations
June J., Call Center/Customer Service



Service Shout-Outs

Shuttle Van Driver Laurena S.

received these words of thanks from a customer:

"I want to send a BIG shout out to Mears transportation for such an easy booking, smooth transport AND being flexible with my requested pick-up time changes! Everything was perfect. I also want to recognize our driver Laurena who saved the day when my daughter left her sling bag and phone on the shuttle! Laurena found the bag/phone and drove it all the way back to the airport before we boarded our flight. She was amazingly friendly!"



Call Center Customer Service Supervisor Simone B. sends KUDOS to Call Center Customer Service Agent June J.:

"June always goes above and beyond to track down our lost and found items and get them back to guests. She was commended for a job well done recently on a phone claim."

"The item was inadvertently returned to an incorrect hotel, and June was able to track down the item and successfully return it to the correct location for the guest prior to their departure."



Customer Service Supervisor Nelson B.

made a young guest very happy when he was able to locate 'Angel,' her Lilo and Stitch plush. The guests were on their way to Scotland when Nelson went above and beyond to find the item and ship it to them.

The customer wrote, *"I would like to say a huge thank you for sending my daughter's 'Angel' to us. She arrived today and my daughter is delighted. Fantastic customer service from you. Thanks again!"*



EMPLOYEE SPOTLIGHT



Airport Operations Manager Marisol B. joined our airport team 10 years ago as a boarding rep and has served in various roles since, most recently as a Mears Connect Lead Dispatcher before her promotion to her current position.

Marisol has excelled in every job she's held at Mears. As she has continued to grow and gain even more knowledge, she has used it to inspire and uplift her peers along the way. She's a shining example of how hard work and dedication can propel every one of us to do great things. Here's what we learned during a recent interview with Marisol.

Q: Where are you from, originally?

A: *Puerto Rico*

Q: What's the best part of your job?

A: *Meeting and interacting with people from all over. I also enjoy leading and teaching others and having the ability to drive positive change.*

Q: What is something you wish other Mears team members knew about your team?

A: *We help represent the "face" of Mears. The airport staff depend on other departments for support to meet and exceed our shared guest expectations. By all departments working together we can move Mears forward. We are a close-knit team which is more like a family. We have our ups and downs, but we manage to overcome and grow. I am proud of our department and the talent it holds. It's one of the most dynamic and diverse teams I have ever worked with!*

Q: What's a Fun Fact about you that might surprise people?

A: *I love horses, and I would ride all day if I could. Just being in their presence is uplifting. They represent strength, grace, and beauty, but also emotional intelligence; that's what truly draws me to them.*

Q: Do you have a favorite quote or philosophy that you live by?

A: *The past has taught me that in life it's always better to live now and never wait, because tomorrow is not promised.*

*"Don't put off until tomorrow what you can do today."
- Benjamin Franklin*

MVP '23

MAY AWARDS

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Happy Customer Awards

Alberto T., SV Operations
Ali E., MC Operations
Cader H., SV Operations
Charles R., MC Operations
Danny C., MC Operations
Darrell G., MC Operations
Delroy D., SV Operations
Donald M., MC Operations
Ericka M., Special Accounts
Gary L., MC Operations
German R., MC Operations
Hank S., MC Operations
Iran R., MC Operations
Janice J., MC Operations
Jeffrey B., MC Operations
Jesus D. V., MC Operations
John D., SV Operations



John O., MC Operations
Judi A., Mears Connect Call Center
Lisa B., MC Operations
Maria G., SV Operations
Marisabel R., MC Operations
Mark S., MC Operations
Nelson B., Call Center
Peggy N., Sales
Priscilla D., MC Operations
Roberto L., MC Operations
Roland M., MC Operations
Sammie P., MC Operations
Sarah W., MC Operations
Tanesha B., SV Operations
Travis M., MC Operations
Will T., MC Operations
William K., MC Operations

Sunshine Awards

Cory D., SV Operations
Curlet S., SV Operations
David T., LV Operations
Llwella F., Accounting



Team Players

Angel D., SV Operations
Aolani R., SV Operations
Enitzia M., Mears Connect Call Center
John D., SV Operations





It's a Girl!

**Call Center Dispatcher
Luviaya M.**

welcomed a daughter
on February 25, 2023.

Liviaya S. J.

weighed 6 lbs., 13 oz.
and measured 19.1 inches.
Congratulations, Luviaya!

Check out this month's BEST SHOT...

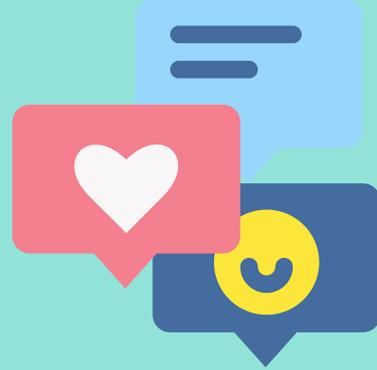


Client Service Manager Janis D. captured this sweeping panorama on the tarmac at Orlando International Airport on a crystal-clear morning.

Janis noted: *"Dreams Take Flight is an amazing adventure on a DC-9 aircraft from Canada that takes children with special needs on an all-expense paid trip-of-a-lifetime to Walt Disney World."*

"Our experienced drivers provide a safe, comfortable, and exciting round-trip ride each time these families visit. Witnessing their dedication is truly inspiring."

Be sure to Like and Follow
Mears Transportation
on social media...



<https://www.facebook.com/MearsTransportation/>



https://www.instagram.com/mears_transportation/



<https://www.youtube.com/@mearstransportation4128>



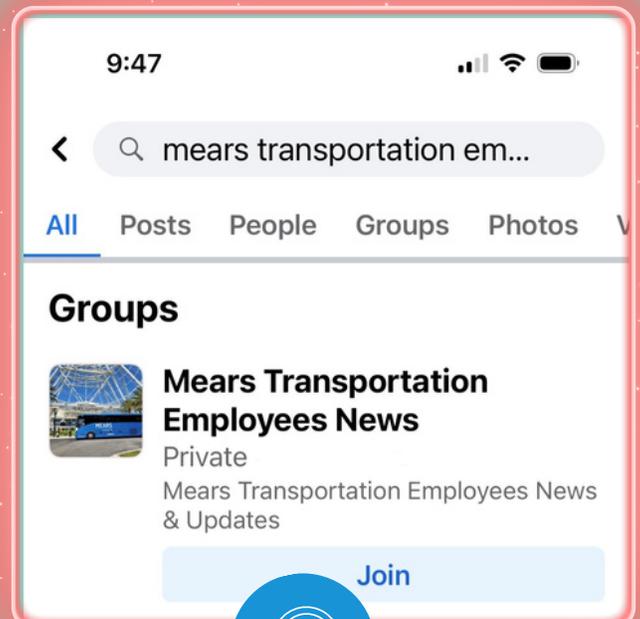
<https://www.tiktok.com/@mearstransportation>

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 now,
so join TODAY.*



Send Us Your *Best Shot*

As we continue our photography feature in the *Mears in Motion* newsletter, “Best Shot” showcases YOUR photos of the great work we do at Mears throughout Central Florida! Here’s everything you need to know:

DO's:

- Photos must be related to Mears Transportation operations, for example a Mears taxi with a stunning Florida sunset in the background, or a lineup of Mears motor coaches framed by colorful fireworks in the night sky.
- Photos may include co-workers and/or yourself.
- Capture work-related images that are beautiful and unique.
- Submit photos to motion@mears.com, and be sure to tell us your full name, job title, and where and when the photo was taken. If there's a story behind the image, share that in your email, too.
- Make sure your image is attached as a high-resolution JPEG file.
- Enter before the monthly deadline: 11:59 p.m. on the 15th day of each month.
- Limit two photo submissions per employee per month.



DON'Ts:

- Taking photos while driving is a big DON'T. NEVER take a photo while driving any vehicle.
- Do NOT take photos of customers, clients or guests, and do NOT ask customers, clients or guests to take photos of you.
- Photography is not permitted to interrupt your work.
- Please don't digitally manipulate images to create scenes that didn't actually occur.



We can't wait to see your Best Shot!



Open to all Mears employees (part-time and full-time).

Photo selection is at the discretion of the Mears employee engagement team.

A photo chosen for publication also gives the employee one entry into the next quarterly recognition raffle drawing.

By submitting your photo, you agree to its use, distribution and publication by Mears Transportation Group, and release all related rights & claims.