June 2019





**The Face of AAT!**

**Providing Great Customer Service**

Our goal at AAT is to provide great customer service to our clients from the first hello, to dispatch, accounting and billing and to you as a driver. You are the face of AAT. A driver’s behavior on each customer’s site can either leave a great impression or ruin a business relationship. Some steps to a positive relationship with our clients:

***Read the contract sheet carefully*** ***for special*** ***instructions***. One example is for the driver to contact the customer a certain number of hours ahead of time. This is not only a courtesy but often required by the customer. When we follow thru, on time, as requested, it shows we are committed to providing the best service possible.

***Accurate paperwork***. Please make sure the paperwork is not only accurate but also presentable. Keep all paperwork protected, unwrinkled and unfolded. The customer should be able to read anything written on the paperwork.

***Courtesy****.* Please treat others with respect and kindness. If there is an issue or concern, contact dispatch and they can help resolve the issue. Follow all rules or guidelines for the customer’s yard or delivery area such as speed limits, parking, etc.

***Cleanliness.*** Make sure that the vehicle is cleaned, presentable and ready for their inspection.

***Look Professional.*** Take a momentto check yourself before meeting with a customer. Don’t chew gum or eat in front of a customer. AAT apparelis required anytime you are in contact with our customers—at pickup and delivery.

**International Roadcheck**

**June 4-6, 2019**

On average 17 trucks and buses will be inspected every minute during a 72-hour period.

**BE PREPARED!**

Our driver meeting held May 4, 2019 at the Machine Shed was a success.

We had two speakers sharing information on distracted driving & defensive vs aggressive driving along with great food and prizes.

Thank you to all who came!

**AAT Apparel**

*We listened!* Drivers shared that they would like a more affordable, classic polo to wear as an AAT apparel choice. We have found a black polo with white trim that is a 65/35 poly cotton blend that is wrinkle-resistant. A sample is hanging in the driver’s area and will be available after June 1st.The cost will be $15.00. A variety of sizes will be ordered and available.

Reminder…Per our client contact requirements, every driver must be wearing AAT identifying apparel at pickup and delivery. An AAT shirt or coat is acceptable.

**This N That**

**TURN IT IN!**  I-Pass and Nebraska plates need to be turned in *after* each trip.

**After hours support line**— is for *urgent* calls only.

**Availabilit**y—accurate driver availability means more trips for all drivers. Thanks!

**GPS** --Information was shared at the drivers meeting regarding this issue and Scott has been exploring options. He will be getting news out soon!

**Daily check-in calls**—by 8:00am and 1:00pm.

**WORK ZONES**

In our April newsletter we posted

information on work zones and the importance of slowing down, avoiding distractions, planning ahead and sudden stoppages to name a few. PLEASE slow down—we have already had a number of work zone related claims.





**Summer is here…Enjoy!!**

Scott, Debra, Penney, Jackie, DJ,

Donna, Kara and Patti