

Drivers to be recognized for providing extraordinary service

Howell receives inaugural *Extra Mile Award*

Sheehy Mail Contractors recently unveiled a new award program for its drivers. Jim Howell was chosen to receive the first *Extra Mile Award* in recognition of the exceptional service Howell provides to Sheehy Mail Contractors and its customers.

“We recognize that our drivers often go out of their way to accommodate the needs of our business,” said Operations Manager John Sheehy in announcing the establishment of the *Extra Mile Award* Program. “We feel it is important to let these drivers know their contributions are recognized and are valued here at Sheehy.”



Driver Jim Howell proudly wears the *Extra Mile Award* jacket presented to him by Jim Sheehy at the Waterloo office.

Sheehy says the award will be presented on an irregular basis to drivers who go “the extra mile” in the service they provide. According to Sheehy, the contributions made by these drivers are essential to maintaining Sheehy Mail Contractors’ reputation for exceptional service.

“It’s the nature of our business that we cannot always anticipate what demands might be made of us,” Sheehy states. “Quite often, unforeseen events or extraordinary developments can create a demand for immediate action. It’s at these times that we must often rely upon our drivers to ‘pull our fat out of the fire,’ if you will. Our ability to respond to our customers’ needs – no matter how unreasonable or difficult they might be – sets us apart from our competition. It is our drivers who make it all possible, and the *Extra Mile Award* is our way to say ‘Thank you for a job well done!’”

A Driver can be nominated for this award by any supervisor or member of management at Sheehy Mail Contractors. Ultimately, Sheehy Mail Contractors’ President Jim Sheehy will decide who will be presented with an *Extra Mile Award* and will present the honoree with a

jacket or other appropriate article that identifies the driver as a recipient of Sheehy's *Extra Mile Award*.

“Choosing Jim Howell to be the first recipient of this award was a natural decision,” says President Jim Sheehy. “Jim has consistently been available as a ‘trouble-shooter’ for us, ready to jump in and help out at a moment’s notice when needed.”

Howell has been especially helpful by stepping in as needed at Sheehy’s outlying domiciles. When an illness or other emergency threatens to disrupt a delivery schedule in Omaha, Galesburg, Des Moines, or elsewhere, Dispatch knows they can generally rely upon Jim to travel and ensure that the affected loads get delivered on time. For his efforts, Howell was presented with a varsity style jacket with the Sheehy logo stitched on the back and the words “Extra Mile Award” over the breast.

“Jim’s willingness to cover loads for us in this fashion, and to otherwise ‘go the extra mile’ for us and our customers, is precisely the type of effort we hope to recognize with this award.” says John Sheehy. “It will be a pleasure to present these drivers with a little something special to let them know their extraordinary efforts are appreciated.”