



Hidden Treasures

An Update from 49er President Tristen Griffith

What an honor it was to have our troops stop at our location! I would like to thank each employee in

every department

that had an opportunity to serve them.

The troops were extraordinarily courteous, patient, respectful and thankful. I truly hope they will make our location their No. 1 stop when passing through Sacramento in the future.

Some of you may be aware that we are still working on getting our monument sign approved.

We continue having meetings with the county and hope to finalize all approvals and permits in the coming months. We are

hopeful this sign will help bring additional business to the 49er Travel Plaza.

Have you checked out and liked

Jhonathan will continue to work on these accounts, so if you have any suggestions for posts or fun offerings, please let him know.



49er Travel Plaza owner Terry Rust stopped by to personally thank the troops.

We will soon be upgrading our diesel canopy lights to LED. We hope to reduce the energy consumption as well as enhance the overall appearance and light output at night.

As trucks become more and more efficient, gallons will drop so we must find creative ways to make up for that loss.

Always share your ideas and let's

continue to work together so the 49er is the primary choice for drivers.

Thank you all for your teamwork and for organizing a seamless experience. ■

our Facebook page, website, Twitter, Instagram, Pinterest and LinkedIn accounts? Jhonathan Angus is responsible for our social media presence and I think he has done a fantastic job thus far.

Excellence at the 49er - You've Been Spotted!

Congratulations to the winners of "You've Been Spotted!"

These employees achieved "Success through Service" by treating each and every guest like family.

Have you spotted a fellow employee going above and beyond? Give your colleague a verbal compliment and then fill

out a "You've Been Spotted" form and turn it in to your manager. Let your outstanding coworker know 'you've spotted' his or her hard work.

The 49er thrives because of the men and women who take the extra time to provide our guests with extraordinary service.

Remember to always make that extra step at showing everyone

you serve why the 49er is the best place for truck drivers, families...everyone! ■

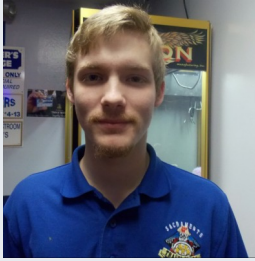
Jan. - Feb. Winners:

- ★ **Richard Byers**, Maintenance
- ★ **Patricia Gonzalez**, Maintenance
- ★ **Shane Lawson**, Service Center
- ★ **Jeff Ebner**, Service Center

TRAVEL TALK

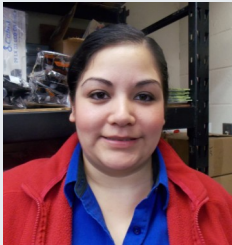
Is the Customer Always Right?

What is good customer service?



JD Travis, Maintenance

"When people ask you where something is, you take them to it. It's going the extra mile and making conversation with the customer."



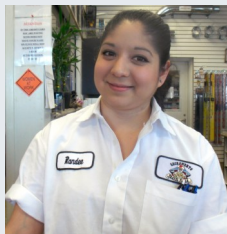
Mayra Saavedra, C-Store

"Making the customer feel comfortable, and it means you're willing to fulfill their needs."



Galen Humes, BBQ

"Good customer service is making sure your customer is happy and satisfied at all times."



Randee Maderos, Service Center

"It means to be knowledgeable, friendly and willing to answer questions."

By Henry Shabir

I have been working for our company since 2006 and have been the Store Manager for a little over a year now.

Just the other day I was thinking, 'who came up with the slogan, "The customer is always right?" ' Is the customer always right?

Rowdy brought something to my attention a few days ago. I was called up to the front and a guest had a key that we cut for him over a month ago and he stated that it never worked.

When I got up there, I told the guest that though he had the receipt, I could only give him store credit because it was past 30 days.

He agreed and just bought a few things from the store with the store credit.

After the guest left, Rowdy brought to my

attention that any time a guest has an issue and asks for a manager, I go up there and always take the guest's side and not the employee's side. He explained to me how the company has certain policies in place, and we count on employees to enforce those policies and I should not just override them.

I went home that day thinking about the conversation with Rowdy, and he is right. After an employee has gone over a certain policy with a guest and the guest is not happy, that guest will ask for a manager in hopes of getting what they want because they know the manager has the power to give it to them.

On the other hand, the employee will call me thinking I will side with them and explain to the guest what the policy is, why we have it in place,

and so forth. I have learned that taking the guest's side in these situations is wrong. Yeah, the guest may leave happy but now you have a loyal employee that you work with everyday that is unhappy. They will feel that they are not valued and they will lose motivation, which will lead them into not performing at full capacity.

So the slogan, "The customer is always right," is not right. It completely favors the guests, which is not fair to the employees.

Value your employees. If they think that you will not support them when a guest is out of line, even the smallest problem can cause resentment.

I'm glad Rowdy brought this to my attention.

Every day here at the 49er is a learning process for me and I value the knowledge I gain here. ■

Looking Back: A Reflection of 2013

By Paul Millette

I would like us all to reflect on the past year together. The people working side-by-side with you, day in and day out, have become a part of your extended 49er family.

We, as managers, have grown proud of the family we share. "The whole is greater than the sum of its parts," meaning that our combined strengths can accomplish more

than that of any one individual or department.

From Maintenance, the Silver Skillet, Travel Store and Office, to the Shop, Truck Wash, Trash Detail and Exit Gate—no job is any less significant, and we are all necessary to be successful. I would like to thank all of you for making our team what it is today.

I would like to *personally* thank my Truck Wash employees for going above and beyond, in an

already demanding position, to ensure that our guests are always pleased with their service.

Even if you must deal with an unhappy guest, you have the opportunity to brighten up their day, and that could go a long way in building a continuing professional relationship.

Keep up the good work this year, just as you have done in 2013 and every year. ■

Steve Coffey: The 49er's Resident Trucker

Steve Coffey started at the 49er in Oct. 1993, and, along with Phyllis Meyers, is one of two people who've worked for the company the longest. Steve wanted to be a trucker, but he also wanted an opportunity that would keep him local, and allow him to go home at night. The tanker driver position was the right fit. He also spends a lot of his time working the exit gate and says this is the best job he's ever had. *Hidden Treasures* is grateful for your service and thanks you for all your hard work. ■



"I love the independence and sense of freedom that comes along with being a tanker driver."

- Steve Coffey

"I've always had an excellent manager who believed in and supported me whenever I needed it." - Steve Coffey



Employee Spotlight: Share Your Story!

Hello, I'm Sarah Wilson! I am your new HR and Payroll person. I want you to know that you can always approach me with questions regarding paychecks or other HR-related concerns. I want you to be successful at work and in life.

With the help of my husband, a journalist, the 49er Newsletter has been redesigned to focus on you—the employees.

I'm in need of content for future issues. I want to learn who you are as a person, outside of work.

Would you like to share a recent accomplishment with your peers? Perhaps you attended an event or reached a milestone with your spouse or partner? Whatever your story is, we'd like to read about it.

Please submit your content via email or to me directly. *As an example, here is a story about me:* In December 2013, I was



The Meet & Greet of a lifetime! Me with the Backstreet Boys.

extremely fortunate to have the opportunity to meet my favorite music group, the Backstreet Boys, at a winter concert at Ace of Spades, located in downtown Sacramento. The venue is tiny

when compared to the massive arenas the band usually plays, so I knew obtaining tickets would be difficult, if not impossible. My husband bought me tickets as a surprise and I was beyond excited!

I had been a fan of them for some 15 years and saw them in concert several times, but had never had the opportunity to meet them. I anxiously waited in numbing 30-degree winter weather for some three hours before we were allowed to go to the Meet & Greet.

Seeing the Backstreet Boys in person was surreal, overwhelming and remains one of my happiest memories.

The concert afterward was equally exciting. I loved dancing and singing along to the music, and overall, had a blast enjoying my favorite band. ■

Norberto Guterrez Bids Farewell

By Sarah Wilson

The 49er is proud to report that Norberto Guterrez, a dedicated busser, retired on Feb. 28, after 15 years of service.

Norberto began working at the 49er in Oct. 1999, primarily as a busser, but he also served as an occasional dishwasher whenever The Silver Skillet needed the extra help. He says he originally became interested in working for the Silver Skillet because his cousin, who also held the same position, told him about an opening in the restaurant and recommended him to the manager.

Norberto fell in love with the Silver Skillet because it provided him with a stable and long-term income, and provided benefits for his growing family.

His strong work ethic made him an example for his fellow restaurant employees. He was named MVP three times throughout his career for consistent and excellent performance and attendance.

He says that he appreciates the value of hard work and felt proud and accomplished at the end of each shift. He hopes that future bussers will have

the same motivation and commitment to the job as he did.

On his last day at the 49er, Norberto sat down to chat with *Hidden Treasures* to reflect on his experiences and memories over the past 15 years. He adds that he enjoyed interacting with the wide range of people that a truck stop serves.

Most importantly, Norberto was never bored and felt like he was truly part of a team. Although he says he will miss the people he worked closely with, he's thoroughly looking forward to retirement. Most notably, he's looking forward to having more free time and less pressure. Norberto also

intends to travel to Mexico for a vacation once his kids are on break from school.

Once again, the 49er recognizes and thanks Norberto for his dedication and commitment over the past 15 years.

The Silver Skillet benefited greatly from his efforts, and he will surely be missed.

We wish Norberto only the best in the future, and wish him a happy retirement.

Congratulations Norberto! ■



Silver Skillet says goodbye to Norberto with a cake.

Happy Birthday!

March:

3/1 Martiniano Davalos
3/5 James Johnson
3/7 Thomas Cummings
3/10 Richard Byers
3/17 Patricia Gonzalez
3/24 Renard Franklin
3/24 Enrique Martinez
3/27 Shane Lawson

April:

4/18 Rowdy Short
4/26 Galen Humes

Happy Anniversary!

(In years)

Thomas Cummings (1)
Carlos Perez (1)
Raj Rajiv (1)
Randee Maderos (2)
Jhonathan Angus (3)
Michael Raven (3)
Mayra Saavedra (5)
Gerardo Hernandez (6)
Rosa Hernandez (6)
Anita Corsbie (7)
Christina Coloretti (9)
Alvaro Tovar (9)
Patricia Roff (13)
Lisa Layton (16)

Welcome to the Family!

Andrew Englund
Luke Grif
Roberto Gudino
Liberty Hamm
Humberto Hernandez
Corey Koetsier
Enrique Martinez
Juan Martinez
Judy Perez
Joy Sobredo
Sarah Wilson

Did you know?

- ★ You can set up Direct Deposit and/or have your paystubs emailed to you! Ask the Administration Office for details.
- ★ You can find the Travel Plaza and Silver Skillet on Facebook!



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