



# THE DIRCKS Insider

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We would enjoy your feedback!  
E-mail your comments, questions or news to [newsletter@dircks.com](mailto:newsletter@dircks.com).

You can also view the online version of this newsletter at [Dircks.com](http://Dircks.com).

#### INSIDER STAFF NATALIE MCDONALD

## BRINGING HOME THE HARDWARE, AGAIN

Thanks to the incredible team we have here in place at Dircks, we have once again been recognized as a multi-award-winning agent at Mayflower's annual meeting.

### Customer Choice Award

The Customer Choice Award recognizes Mayflower agents who are the top achievers nationally dedicated to quality service performance. Dircks was chosen for this award based on our customers' survey scores and a number of quality measures. Our goal is always to deliver peace of mind to each and every one of our customers, so we are most proud of our customer service awards!



### Fleet Safety Award

The Fleet Safety Award recognizes agents whose drivers best comply with Mayflower's fleet safety policies and requirements put in place to fulfill the van line's responsibility to protect van operators, local agent packers and drivers, and the public. Dircks was recognized as a top fleet safety performer in the one million to three million miles driven category. All the credit for this award goes to our drivers, who are among the best and safest in the industry!

### Admiral's Club Award

Dircks was awarded the Second Place Residential Admiral's Club Award for being named as the second largest residential moving booker in the country, and the Second Place National Account Admiral's Club Award for being named Mayflower's second largest national account moving booker in the country.

Receiving these significant accolades would not be possible without the hard work, commitment and talent of the entire Dircks team. It is truly a testament to their unbelievable efforts to be awarded in almost all categories - customer satisfaction, safety, and sales. Thank you for allowing us to share our successes and heartfelt gratitude to our wonderful staff!

- **Chip and Rick Dircks**, President & Executive Vice President

# EMPLOYEE NEWS

## RICK DIRCKS APPOINTED TO ASU BOARD OF TRUSTEES

Congratulations to our Executive Vice President, Rick Dircks, for being appointed to the Arizona State University Board of Trustees! As a trustee, Rick will serve as an ASU advocate and advisor committed to ensuring the success of the university.



## GET TO KNOW...



### GINGER MACHALA CUSTOMER SERVICE COORDINATOR

Ginger has helped hundreds of families move in her seven years as a Residential Move Coordinator. As the main point of contact for her customers during their move from start to finish, Ginger listens to the customer's needs and concerns, and keeps a close eye on their move while paying attention to details specific to each particular move to ensure peace of mind for her customers.

Because our customers love working with Ginger so much, she is also leading a brand new service offering called Dircks Move Concierge Services. Dircks has partnered with companies across the country to help guide their employees throughout their relocation, especially when they are given a lump sum amount and are not sure of the next steps. That's where Ginger comes in! She works with the employee to identify their relocation needs based on their specific requirements, and then counsels them on how to utilize their lump sum funds most effectively. Ginger also helps the employee to learn their new home city by providing them with information on topics such as housing, schooling, local entertainment and activities, or anything the employee may want to know about moving to the Phoenix area!

Ginger is a Chicago native and loves spending her free time cheering on the Chicago Bears and the Chicago White Sox with her family. She is a proud hockey mom, and enjoys spending time with her husband and their two sons, especially at one of the kids' many sporting events!



# NEWSWORTHY

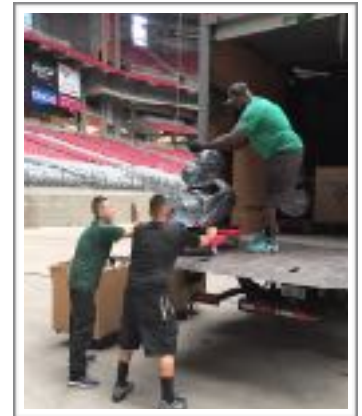
## MOVING UP THE LIST

We are very proud to announce that Dircks has been recognized by Phoenix Business Journal as one of the Largest Family-Owned Businesses in Phoenix once again this year! The PBJ comprises its list by ranking the number of full-time, local employees. After another year of growth, Dircks has achieved our highest position yet at #31 on the list!



## THEY BRING HOW MUCH?!

Football season keeps us extra busy here at Dircks! With ASU Football and the Arizona Cardinals traveling to away games on many of the same weekends, our Dircks teams have been on the road quite a lot this fall. Our longest trip of the season this year was to East Lansing, where the Sun Devils took on the Michigan State Spartans. Did you know that the equipment alone takes up a 26 foot truck and a semi-truck?!



Speaking of equipment, the Arizona Cardinals are no exception to having a ton of it, either! All of the team's equipment can fill the entire underbelly of a 757 plane! While the team heads out to their away game destinations this season, the Dircks team will be busy behind the scenes making sure everything they may need while on the road makes it there and back safely.



## DIRCKS MOVES FOR HUNGER

Dircks was proud to support our friends at Move for Hunger by saving nearly 4,000 pounds of food at the Tempe Triathlon! After participants finish their race through Tempe, they are provided with snacks and drinks to rehydrate and refuel, however, often times far more food is ordered than can be distributed and the leftovers are thrown away. With more than 600,000 people facing hunger in Maricopa County, we at Dircks wanted to prevent this from happening. We rescued nearly 3,800 pounds of food and beverages and delivered them to Andre House of Arizona, where they were then distributed to the community.

## PUP-DATE

Dircks and the puppies were back at this year's Arizona Society of Human Resource Management Conference! We teamed up with Follow Your Heart Animal Rescue once again to talk employee relocations and dog adoptions with a great network of Human Resources professionals. We are happy to report that all of the dogs that were at the conference this year have found homes!

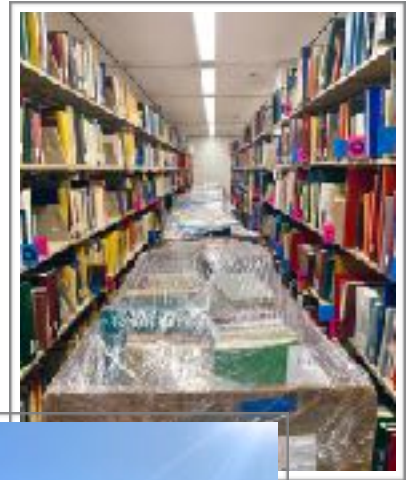


# GOOD MOVES AND THE BAD

## GOOD MOVE

Dircks' Commercial Moving Division has been busy working on many unique projects this fall! Over at Arizona State University, our crews assisted with their library renovations and moved 175,000 books from the Tempe campus to their new home at the Polytechnic Campus.

Dircks also recently completed a move for aerospace and defense company Northrop Grumman, which included moving over 1,200 employees' contents, PCs, and office furniture. There were many fragile pieces to move, including 10 foot tall model rocket replicas!



## BAD MOVE

We think there may be a better way to pack up the summer gear for the season!