

IN THIS ISSUE

TABLE OF CONTENTS

PAGE 2 EMPLOYEE NEWS

Brandon Stephens Named
CRN President
Get to Know Steve Hook

PAGE 3 NEWSWORTHY

Recognizing Hometown
Heroes
Getting Back into the
Swing of Things
Happy Founders' Day,
ASU!

PAGE 4 GOOD MOVES & THE BAD

University of Arizona
Supplier Showcase
Look Closely

We would enjoy your
feedback!
E-mail your comments,
questions or news to
newsletter@dircks.com.

You can also view the
online version of this
newsletter at Dircks.com.

INSIDER STAFF NATALIE MCDONALD

OUR "BEST OF THE BEST" TEAM

We are only a few months into 2019, and already, it is proving to be another outstanding year for Dircks and our sister company, Horizon, and the individuals who make them up. It is because of the hard work of both our "best of the best" Dircks and Horizon teams that both companies have seen such success. With that said, we are extremely proud to have multiple members of our team recognized for their personal achievements at the American Moving & Storage Association (AMSA) 100 Conference and at UniGroup's national sales and operations conference.

As we announced in our last edition of the Insider, we are so proud to have two of the best Van Operators in the country here with us at Dircks, as Dircks Van Operators Gary and Donna Eaves have been recognized as Mayflower's Van Operator of the Year for the Western Region Household Goods category and Joe and Ruth Sorholus have been recognized as Mayflower's Van Operator of the Year Runner-Up for the Western Region Household Goods category! Both Gary and Donna and Joe and Ruth were chosen to receive this outstanding achievement based on meeting a wide range of criteria, including claims prevention, an exceptional safety record, remarkable customer satisfaction, and overall superior performance. Visit Dircks.com for a video with more information on Gary and Donna, and the prestigious award!



Following their recognition at the UniGroup conference in St. Louis, Gary and Donna Eaves headed to Houston for the AMSA 100 Conference where they were then honored for receiving one of the highest honors in the industry, the AMSA Lifetime Achievement Award! This award recognizes Van Operators who are the best of the best in providing safe, reliable and customer-oriented household goods truck transportation, and is based on criteria including miles driven, lifetime driving record, financial responsibility, community involvement, customer service, driving awards, and outside interests and activities.

In addition to our top-of-the-line Van Operators, our top-notch sales team was also recognized at the UniGroup conference. We are so proud to be represented in both Mayflower's Masters Club and Masters Club Inner Circle. David Johnson, Lynette Wells and Steve Hook received Masters Club status this year. The Masters Club is a reward and recognition program for agency sales representatives for exceptional sales achievement during the past year.

Within the Masters Club, a "best of the best" group, the Inner Circle, honors the top salespeople in each of their business segments. Rick Dircks has been awarded this prestigious honor for the National Account Household Goods business segment.

Congratulations to all our team members receiving awards – our team is truly the best of the best!



EMPLOYEE NEWS

BRANDON STEPHENS NAMED CRN PRESIDENT



Congratulations to our Director of Corporate Services, Brandon Stephens, for being named President of the Commercial Relocation Network (CRN)! The CRN is a membership organization comprised of the industry's highest quality office and industrial movers.

Brandon has been an industry leader throughout his career, and has been one of the nation's leading salespeople with Dircks for almost 19 years. Congrats, Brandon!

GET TO KNOW...



STEVE HOOK CERTIFIED MOVING CONSULTANT

Our loyal Insider readers will definitely recognize the name Steve Hook! Steve has been a Moving Consultant with Dircks for almost Dircks' entire history! He joined the team in 1991, just one year after Dircks was founded. He oversees a wide variety of moving projects, including many moves for professional athletes in the Phoenix area. Some of his most memorable projects include moves for professional golfer and U.S. Open winner Steve Jones, hockey players Wayne

Gretzky and Teppo Numminen, baseball players Joe Garagiola, Randy Johnson and Luis Gonzalez, basketball players Stephon Marbury, Tom Chambers and Mark West, and basketball coach Jeff Hornacek. He even helped move professional wrestling legend "The Ultimate Warrior"!

Steve's professional achievements include Mayflower's 2017 Salesperson of the Year, a multi-year Mayflower Masters Club and Masters Club Inner Circle award recipient, and a multi-year Dircks Salesperson of the Year award winner. In his free time, Steve is a self-proclaimed BBQ nut and avid *Seinfeld* fan.



Steve receiving the 2018 Dircks Salesperson of the Year Award, with Rick and Chip Dircks.

NEWSWORTHY

RECOGNIZING HOMETOWN HEROES

Dircks was proud to wrap up another basketball season as the Proud Partner of ASU Athletics. This year, Dircks was part of something special as the Hometown Hero presenter at home basketball games. The Hometown Hero feature honors military and emergency response personnel that share a connection to Arizona State University at each game. Hometown Heroes included inspiring stories from people like Tempe Police Department Detective Liliana Duran and U.S. Air Force Technical Sergeant Ramsay Tandal.



GETTING BACK INTO THE SWING OF THINGS

When baseball season begins each spring, Dircks is there to help our MLB friends get back in the swing of things! For over 20 years, Dircks has been a proud service partner and sponsor of teams such as the Arizona Diamondbacks and the Oakland A's. Dircks is entrusted to move the teams' baseball equipment and players' luggage to and from away games. Good luck to all of our MLB partners this season!

HAPPY FOUNDERS' DAY, ASU!

Founders' Day is Arizona State University's signature event in recognition of the university founders and honors those who have made significant contributions in solving the challenges that will shape the world's future. Rick Dircks had the honor of chairing this year's Founders' Day and presenting the awards to honorees. With quite a few Sun Devils on our team, we were proud to sponsor and participate in this event!



Rick Dircks presenting two honorees their awards alongside President and CEO of the ASU Alumni Association Christine Wilkinson and ASU President Michael Crow.

GOOD MOVES AND THE BAD

GOOD MOVE

Dircks is proud to be a preferred moving partner of all three state universities in Arizona. We had a great time talking employee relocations and office moves at the Supplier Showcase with our partners and friends at the University of Arizona!



BAD MOVE

At first glance, you may not have noticed what's wrong with this picture!