

All American *TIMES*

Issue 1 – Fall 2008



this issue

AA Wins President's Quality Award
New Agency in Fayetteville, NC
Thanksgiving on the Mayflower
Driver of the Year Award

SERVICES

Residential Relocation
Commercial Relocation
Employee Relocation
Large Equipment
Handling
Laboratory Relocation
Design & Space
Planning
Storage/Warehousing
Office Furnishings
Furniture Installation
Tradeshow and Display
Storage & Warehousing
Asset Management

RALEIGH

Headquarters
5101 Trademark Drive
Raleigh, NC 27610
919-790-8809

CHARLOTTE

5433 Wyoming Avenue
Charlotte, NC 28273
704-927-0310

FAYETTEVILLE

810 Tom Starling Road
Fayetteville, NC 28306
910-438-0820

Moving Up

Congratulations to Kim Woods
for her promotion to Local
Dispatcher at the Raleigh
location

Thanks to our Customers for Voting us #1

Brett Plummer and John Potts were all smiles at the UniGroup, Inc. convention held November 5–9 in Palm Desert, Calif. For the second time, All American received the prestigious 2008 President's Quality Award for exceptional customer service. Our Charlotte and Raleigh locations won the IMPACT Leader Award recognizing excellence in claims performance. "We have worked hard on our customer service initiatives, and we are glad it has paid off", says Brett Plummer, co-owner. "Our customers are the real winners", says John Potts, co-owner. Our thanks to all of you for making us the BEST OF THE BEST!



They could not stop grinning! Brett Plummer, (left), and John Potts, (right), proudly display their four awards.

Our Family is Growing

We are pleased to announce the addition of All American Relocation in Fayetteville, N.C. As an agent for United Van Lines, we will be offering local, national and international relocation services to families around the world as well as commercial relocation services. Need to move? Call 919.438.0820 and ask for Bill or Connie Connor.



Students Enjoy Thanksgiving Lunch on the Mayflower

A great time was had by all at Kidworks when a 53' trailer arrived. The trailer would serve as the Thanksgiving table for 30 eager pre-school children who enjoyed turkey sandwiches and played games.



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SAM**
(Store and Move)
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**Proudly
Representing
These Quality Van
Lines**



**“WHATEVER
IT TAKES”**

Water Cooler News

It must be the water...

Congratulations to David
& Bridget Strickland on the
birth of their triplets.

Congratulations to Jessie
and Kim Swain on the
Birth of twin boys

**Welcome New Office
Personnel:**

Bill & Connie Connor
Molly Ferraro
Holly Clontz

**Award Winning
Service Excellence**

All American Takes First and Second Place for **DRIVER OF THE YEAR**



Samuel Alvarenga and his wife, Lissette, receive the Van Operator Year Award from Rich McClure and Dan McCollister.

All American made history this year by winning the coveted Mayflower Transit Van Operator of the Year awards. Never in the history of Mayflower Transit has one agent had the top two drivers. A big round of applause to Sam Alvarenga for winning Van Operator of the Year and Terry Jones for winning first runner up.

David Strickland **SALES ACHIEVEMENT AWARD**

David Strickland was awarded the very prestigious Sales Achievement Award by Mayflower Transit. The award was not only given for high Mayflower sales but also for his contribution in moving industry organizations and community involvement.

Executive Note:

“It was great in 2008 and we will be moving fine in 2009”

They say with growth comes change and that is exactly what All American has done in 2008. This has been a year of great successes as judged by the awards we received for customer service and excellence in quality. Winning these awards tells us we are doing something right. We hope that you, our customers, feel you are getting the best relocation services and we thank you for your continued support. Some of our growth comes from our deliberate focus on our All American Office Solutions, our commercial moving, furniture sales and installation division. With many successful projects under our belt, we can say with confidence that we are a top commercial relocation company in addition to being the best residential moving company in the country.

A special thanks to our employees. We could not have accomplished this without their commitment to great customer service.

Brett Plummer, CEO & John Potts, COO



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