

## TAKE A ROAD TRIP WITH ROSE ROBERTSON

BY HEATHER GREEN

We are excited to spotlight one of our employees in our monthly feature Take a Road Trip. For February, we are taking a road trip with Rose Robertson.

Rose joined MRTW in December of 2020.

She has been excited to work and meet everyone at MRTW. If you haven't met her yet, please stop by to introduce yourself and welcome Rose to the MRTW team!



WHAT IS YOUR BIGGEST ACCOMPLISHMENT TO DATE?  
Raising two children!

WHAT'S YOUR FAVORITE COLOR AND WHY? Purple because it always makes me smile.

WHAT'S YOUR FAVORITE KIND OF MUSIC? I like all music... except twangy country.

FAVORITE BAND: Van Halen

WHAT DO YOU DO IN YOUR FREE TIME? Spend time with Family and Friends, especially outdoors

PERSONAL MOTTO?  
It is what it is! LOL

WHO HAS BEEN THE BIGGEST INFLUENCE IN YOUR LIFE?  
My husband. He makes me smile, he is such a hard worker and he is always so positive.

WHAT IS YOUR GUILTY PLEASURE?  
Cheezits and wine

WHAT DO YOU LIKE MOST ABOUT YOUR JOB? I love how positive and welcoming everyone is! And helpful!

WHAT'S YOUR DREAM JOB?  
Retirement!

FAVORITE THING ABOUT MRTW?  
That the employees come first!



### SAVE THE DATE TEAM MEETING

THUR, 2/4 AT 1:30PM

MAKE SURE TO SAVE THE DATE FOR OUR UPCOMING TEAM MEETING. HERE ARE SOME OF THE TOPICS WE WILL DISCUSS.

- ✓ Ensure everyone checks their vehicles for needed winter items
- ✓ Uniform expectations
- ✓ Calendar downstairs review
- ✓ Training
- ✓ Use proper radio communication
- ✓ Refueling and DEF – your responsibility to ensure the next shift is set up for success
- ✓ On-site movement
- ✓ Welcome new hires
- ✓ Kudos to the team rocking the first big storm of the year!



### HAVE YOU SEEN NEW FACES AROUND THE YARD?

We would like to welcome all of the new team members to MRTW! This month, we are welcoming **KARLEE PUCKET!** If you see a new face around, introduce yourself and let them know we are happy to have them on the team!

### HAPPY BIRTHDAY & HAPPY ANNIVERSARY!

Georgia Schostag	2/2	Marzena Gunn	3yrs	2/6
Denna Gardner	2/8			
Edward Trammel	2/12			
Terry Johnson	2/22			
Deidra Montgomery	2/23			
Stephanie Aschenbach	2/27			

### GET OUTSIDE AND PLAY!

We are all looking forward to the day when events are back on our schedule but until then, take some time to enjoy some of the awesome snow this year! Make sure to make a reservation this year!!

- SKIROSE.COM
- SKIHEAVENLY.COM
- SQUAWALPINE.COM

# MAINTENANCE MATTERS

BY TERESA AQUILA, FLEET MANAGER

What is effective communication? Simply put, effective communication is when a message is clearly articulated and accurately received. Mixed, unclear, or mistaken communication is when your written or spoken words do not meet your intent, or are not interpreted correctly by the given audience.

For example, think about a time when you were texting someone, emailing, chatting on the phone or in person, when halfway through the conversation you realized you're talking about completely different things. You were saying what you assumed were clear, meaningful words, yet you didn't get through to your conversation partner, or vice versa. It happens to all of us, but that doesn't mean it's acceptable — especially in the workplace. That's where it can make a huge difference in your working relationships.

Why is communication important to maintenance? I can think of three reasons to share with you!

## 1. CLEAR COMMUNICATION HELPS TO RESOLVE BREAKDOWNS QUICKLY.

It's essential to a cohesive workplace, and communication skills are recognized as some of the most important soft skills in the workplace. When explaining your buses complaint in detail, it helps to eliminate confusion and misunderstanding.

## 2. CLARITY GIVES MOTIVATION AND DIRECTION.

I'm sure you can recall a time where you were given an assignment without a clear understanding of the end result. Or, when you completed an assignment only to learn it wasn't what your boss wanted. Frustrating? Absolutely, and it probably made you less motivated to try again, since it was a communication error, not your actual fault. Unfortunately, this situation is not at all uncommon.

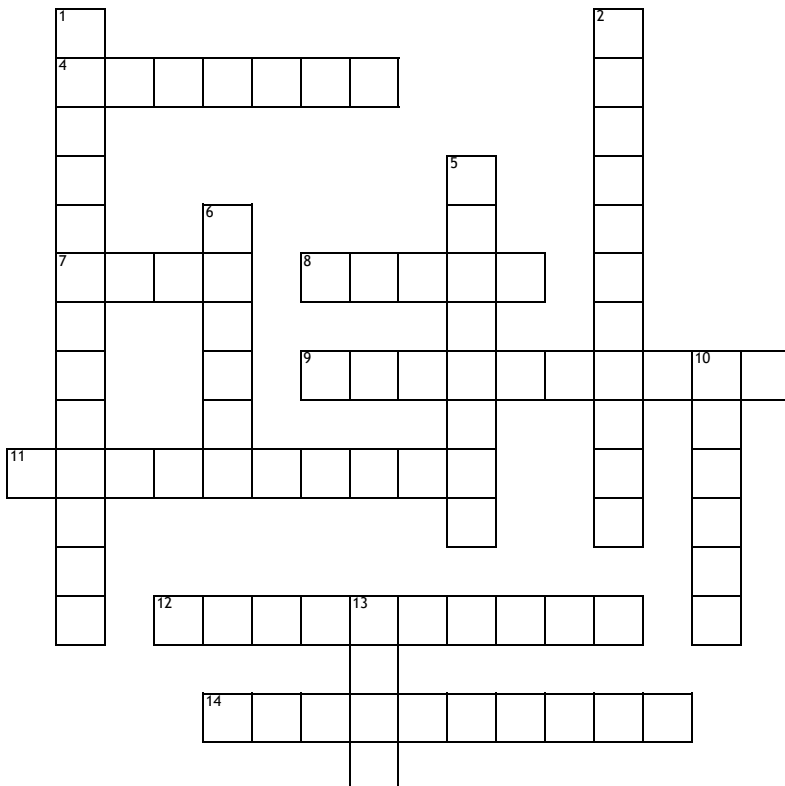
Clear communication would have prevented the situation in the first place. When you outline your intent and deliver the message to the necessary parties and ensure that it's understood, everyone can execute their duties and get things done to satisfaction, the first time around.

## 3. GOOD COMMUNICATION INCREASES PROFIT.

If we communicate well internally and externally, we succeed. If we send mixed messages, whether it's through emails, bus write-ups, or hoping that maintenance knew about the bus issue from another employee, we all lose out in the long run from a lack of effective communication.

If effective communications is not clear to all parties involved, the expectations are disappointing.

## SHARING THE ROAD crossword



### Across

- blind spots also called \_\_\_\_\_
- motorcycle should ride to the \_\_\_\_\_ of the lane.
- it two or three wheeled device with pedals that has an automatic transmission
- crossing the street without regard for traffic rules or signals
- drivers must give the \_\_\_\_\_ to any pedestrian crossing the street
- the any person who used or crosses a roadway on foot.
- a \_\_\_\_\_ is any two or three wheeled motor vehicle having a seat or saddle for riders.

### Down

- most collisions between vehicles and pedestrians occur in or near.
- \_\_\_\_\_ occurs when a truck drive swings wide on a turn.
- bicycling is a popular form of \_\_\_\_\_
- bicyclists ride on all types of roadways except.
- while riding you bicycle always wear a safety \_\_\_\_\_
- never pass a bicycle if the street is too \_\_\_\_\_ for you to pass safely
- when following a school bus and they turn red light on you must \_\_\_\_\_

*\*Need a little help you with the answers, the dispatch office has the answer key!*

CREDIT: <https://wordmint.com/puzzles/2794299>