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Gary Sayers

Joseph Berghof

Kevin Joyce

2011

All-Stars

2011 All-Star



Expedited delivery superstars make the difference in the day-to-day operation of three courier companies in different sectors of the country.

Each year, *Courier Magazine* strives to profile several members of the courier/messenger industry who truly make a difference in their market. While we haven't technically presented an "all-star" team in a previous issue of the magazine, we wanted to showcase this team of professionals who go above and beyond their courier calling. The trio's clients and bosses shared each employee's impact on their business. Additionally, each professional shared their tips for success, so you can incorporate their behaviors into your own business, improving efficiency and customer service.



Gary Sayers

Sayers' Tips for Courier Success

As a driver, Gary Sayers is on the front line of the courier industry. Drivers are the final connection of a company to the customer and any interaction can reflect on a business. What makes Sayers so valuable to Xcel is that he completely understands that the customer always comes first, no matter what situation a driver might encounter.

"As a courier driver, you cannot get out of bed and be negative. You must simply look toward the positives in any human being," Sayers said. "Ignore the faults, because we all have them. If you dwell upon them then you mentally go downhill and your job performance suffers."

A positive attitude can go a long way in the courier industry where deliveries and conditions are constantly changing, Sayers added.

Uncommon Communi

Gary Sayers creates committed relationships with customers

Gary Sayers doesn't have a normal industry background. In fact, one could say there's nothing "normal" about the 62-year-old driver for Xcel Delivery Services (Tucson, Ariz.). After previous careers as a cook at a major motion picture house in Hollywood, a professional musician and even the owner and operator of a carnival sideshow, Sayers found his way to Xcel. When Xcel Owner Mark Spivack met him, Spivack immediately recognized "something special" about Sayers, despite his lack of time within the industry.

"When Gary came to us, he had zero experience in this business," Spivack said. "What really set him apart and made us say, 'Wow, we've got to hire this guy!', was his outgoing demeanor and the incredible way he communicated with us."

Communication skills quickly became Sayers' go-to quality in the field. Spivack said customers appreciated the way that Sayers handled himself, as well as his customer-service expertise. From the beginning, his communication expertise outweighed any shortcomings. "He's a good employee to have around, and he always makes the customer laugh," Spivack noted. "Customers always rave about him."

Avid Improver

For Sayers, his enthusiasm for the job began the moment he got behind the wheel of a courier delivery.

"This job isn't something that a lot of people would consider a 'mundane job,'" Sayers said. "I'm anxious to come to work every day to see who I might meet and greet."

Immediately after he was hired, Sayers's eagerness became a big selling point for additional business. According to Spivack, Sayers picked up the courier industry quickly and, soon after, began offering suggestions for improving Xcel. Each suggestion gave Spivack a new way to make his business run more efficiently.

Common Communicator

By Vincent Brennan

"It was really bizarre with Gary, but in a good way," Spivack said. "He is always looking for things that he can do better or that the company can do better."

"It's not totally intentional. He talks to people, and people like him, so they share their suggestions and feel comfortable about it."

That kind of service and dedication to the courier trade is hard to find. Customers know what they have in Sayers, and they are happy that he is in their market.

Leslie Vasquez, of Quiet Graphics (Tucson, Ariz.), said, "It is always my pleasure to have Gary deliver our jobs to our customers. He is attentive to detail and always has a cheerful, yet professional, attitude. Gary represents my company to our customers, and he does it very well."

Phyllis Rathbun, an administrative assistant with Sun Valley Masonry (Phoenix), agreed. "I have always found Gary to be quite professional, prompt and courteous. I consider Gary to be an asset for Xcel. He is a great person to work with and be around, and we here at Sun Valley hope that he can continue to come to our office for quite some time."

Staying the course

Due his on-the-job commitment, Sayers's novice status as a courier soon turned to consummate professional. And now, after seven years at Xcel, few drivers compare to the quality of service and dedication that Sayers incorporates into the job.

"This business is really great, and I've already told Mark (Spivack) that this will be my last job," he added. "I've had a lot of jobs, and I've achieved a high rank in all of them. But this job is something that is truly special to me."

About the author

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Sayers takes pride in his Nissan Frontier delivery truck, which has more than 480,000 miles on the odometer.



Sweet Ride

No question that Gary Sayers is a unique individual operating within the courier industry. It's only fitting that his ride compliments the same style. Sayers drives a Nissan Frontier with more than 480,000 (!) miles on it. Xcel Owner Mark Spivack said Sayers typically puts nearly 1,000 miles on the car per week during his daily deliveries. Sayers invests a lot of work in maintaining the car, but it has never needed any major repairs. When asked why he didn't get a new one, Sayers responded, "Why get a new one when this car is perfectly fine?"

"And I don't really like car payments," he added.