



2007 UPDATE

# METCALF

# Moving Storage

## MAYFLOWER TRANSIT

**MOVING FAMILIES AND BUSINESSES  
SINCE 1919**



**ROBERT "ERIC" BRITTAIN  
METCALF MOVING & STORAGE  
2006 MAYFLOWER VAN OPERATOR OF THE YEAR  
HOUSEHOLD GOODS DIVISION**

Metcalf M&S continues its tradition as an award-winning company. The highlight of the past year was when our van operator, *Eric Brittain*, was selected to receive the coveted **Mayflower Van Operator of Year** award.

Following are other special awards our company and staff received from Mayflower:

**\*Van Operator of the Month**  
*Jerry Anderson, Eric Brittain, Perry Horrisberger*

**\*2007 Master's Club**  
*Jeff Felten and Ron Bowen*

**\*2007 Heart of Quality Award**  
*Lisa Rosaaen*

I am pleased to note that both our St. Paul and Rochester offices have maintained high marks in the Mayflower customer satisfaction surveys. In the **"Willingness to Recommend"** category, our customers consistently indicate that they will recommend our services to others.

We look forward to being of service to you.

---Jon Archbold, President



**Laura and Eric Brittain, Mayflower CEO Rich McClure**

The above picture was taken at the Mayflower annual convention in Colorado Springs, CO in October 2006. Eric appeared onstage with his wife Laura to receive the 2006 Van Operator of the Year award. Eric was chosen to receive this prestigious award based on meeting a wide range of criteria, including claims prevention, an exceptional safety record, overall superior performance and superior customer satisfaction. Eric signed on with Mayflower Transit in 1988 after serving in the Navy, and in 1990 he joined the Metcalf organization. Prior to this award, Eric was recognized as Mayflower Van Operator of the Month 9 times, and was a runner-up to Van Operator of the Year in 2005. Eric and his wife Laura reside in Bemidji, MN with their four children. When Eric isn't out on the road, he enjoys snowmobiling, fishing, skiing and motorcycling.

**CONGRATULATIONS, ERIC!**

## METCALF MOVING & STORAGE

ST. PAUL  
ROCHESTER

651-484-0211 or 800-866-3113  
507-288-5255 or 800-356-7996

[www.metcalfmoving.com](http://www.metcalfmoving.com)

## 2006 TOYS FOR TOTS



The Metcalf sales team in St. Paul spearheaded a successful drive to collect toys for the annual **Toys for Tots** campaign here in Minnesota. Metcalf M&S was designated as a drop-off site during the November-December '06 campaign. Working in partnership with the US Marine Corps, hundreds of toys were collected at our facility and delivered to the Toys for Tots facility for distribution to deserving Minnesota tots and teens.

Looking over some of the donated toys are Metcalf sales team members (L to R) **Ron Bowen, Mark Tibbetts, Cas Prokop, Denice Gray and Trudy Fingal.**



## 2007 HUDSON HOT AIR AFFAIR

### METCALF LAUNCHES AGAIN!

Metcalf again participated in the February **Hudson Hot Air Affair**--during the



coldest weekend of the winter. Crew members for the annual hot air balloon event included **Jon & Sue Archbold, Cindy Borup, Betty Wirth, Dale Stomberg** and several Archbold family members, working under the expert supervision of Mayflower balloon pilot **Kevin Knapp.** Despite the frigid temperatures, the annual Torchlight Parade and Moon Glow events were a success.

## HAPPY ANNIVERSARY!

**Dale Stomberg**, our Operations Manager, celebrates **40 years of continuous service** with Metcalf M&S. We congratulate and thank you, Dale!



### INTRODUCING.....SAM!



Now available from our St. Paul office—**portable storage and moving containers** for rent. We will deliver our SAM portable containers directly to your home. For more info, give us a call.

## PLENTY OF GOOD NEWS FROM ROCHESTER!

The Metcalf office in Rochester, MN has had an extremely busy and successful year. Following are just a few of the highlights:

- \* Metcalf M&S sponsored the annual **Festival of Trees** charity event. Benefits from the event go to **Hiawatha Homes**, an organization that promotes and provides independent living for people with developmental disabilities. Metcalf has been a proud sponsor of this important event for 18 years.
- \* Jeff Felten was chosen as Mayflower Transit's **National Account Salesperson of the Month** and has been inducted into the Mayflower 2007 **Masters Club.** Jeff begins his **30th** year with our organization this year. Congratulations, Jeff!



**Lisa Rosaaen and Jeff Felten**

- \* Lisa Rosaaen has received Mayflower's **Heart of Quality Award.** This award is given in recognition of excellent customer service provided to our customers, based on the ratings from all customer satisfaction surveys. This is the **2nd year in a row** that Lisa has received this award for her superior care with our customers. Thank you, Lisa!