

Press Release



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GREENSBORO, NC, BUS DEALER RECEIVES TOP DEALER AWARDS FROM THOMAS BUILT BUSES

GREENSBORO, NC – Carolina Thomas has received top awards from Thomas Built Buses, a division of Freightliner and Daimler Trucks North America, at its recent Dealer Meeting held in Washington, DC.

“Being awarded as a top performing dealer by Thomas is a tremendous honor and recognition for the hard work and commitment of our entire team,” said Tom Schaaf, Vice President and General Manager of Carolina Thomas. “Just as importantly, it’s an acknowledgement of our close relationship with our loyal customers whose shared knowledge and feedback help us to improve every single day.”

Carolina Thomas received the award for Thomas Built Buses 2014 Southeast Regional Dealer of the Year and the 2014 President’s Club Platinum Award. Thomas awards its top performing dealers from among five geographic regions across the United States and Canada as part of its annual Dealer Meeting, which was held April 16 - 19, 2015 in Washington, DC.

“Only one award is higher than Regional Dealer of the Year - that’s the Thomas North American Dealer of the Year Award,” said Schaaf. “You can guess what our next goal is.”

Carolina Thomas was also recognized with awards for ten years of service as an independently owned Thomas franchised dealer, and for being one of the first three Thomas dealers in North America to receive Platinum Support Certification. “These awards represent

very important milestones for us as a company,” said Bob Price, Carolina Thomas’ President and CEO. “We’ve made significant investments into building the kind of company that we would want to do business with, and that our customers deserve. These awards say something about our long-term commitment to quality and excellence for our customers.”

Individual Carolina Thomas top performers were also recognized for their achievements.

Phil Loflin (Eastern Regional Sales Manager) and Roy Parks (Western Regional Sales Manager) were both recognized among Thomas’ top sales performers under its Sales Wings of Eagles Program. Loflin received the award for reaching Sales Eagle level. Parks received the award for reaching The Eagle’s Nest, Thomas’ highest level for its sales professionals. “Achieving these awards requires diligence in providing excellent customer service, sharing ideas with other sales professionals for development, sales training, and many other positive attributes,” said Schaaf. “We’re extremely proud of Phil and Roy for their accomplishments among Thomas’ elite sales professionals.”

Steve Connolly (Parts Manager) received the Silver Level award for Thomas’ Parts Excellence Program. According to Connolly, achieving this award requires attaining significant growth in parts sales, meeting training requirements and attending learning opportunity events. “This is a new award category for Thomas, and we have already reached the Silver Level,” said Connolly. “We’re one of only five dealers to reach this level in the entire Thomas organization. This is an awesome first-year achievement for our Parts team.”

Vinny Rivera (Service and Training Manager) was recognized as the Thomas 2014 Southeast Regional Trainer of the Year. “I really love training our customers,” Rivera said. “The feedback our customers provide about our training helps us continually improve in both our training classes and in the service we provide. That’s why we’re so serious about it.”

“Vinny’s achievement of this award places him among the five best bus trainers in all of North America,” Schaaf added. “Only one Thomas training award is higher, so we’re extremely proud of Vinny’s accomplishments.”

“I couldn’t be any prouder of our entire team,” Schaaf continued. “We’ve grown a lot over the past ten years as a Thomas dealer, in large part thanks to our loyal customers. They have consistently provided us with feedback, ideas, and suggestions for improvement of our products and our services. This continual feedback-improvement loop drives us to get better at what we do every day. Our customers help us improve so that we can in turn help make their jobs easier. That’s a win-win in my book.”

Carolina Thomas is a leading bus dealer in the Southeast, providing sales, service, parts and body shop services for a wide range of buses: activity, child care, church, commercial, healthcare and school. Visit <http://www.carolinathomas.com> to learn more.

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