# DRIVER RECRUITING AND RETENTION

(Shhhh! Here's the secret! Start Retaining so you can stop Recruiting!)



- A Sense of Belonging
- A Sense of Fairness
- Pay Scale



### **STEP ONE TO RETENTION**

Become a Consultant!



Or Hire One!



• LOOK, LISTEN, and LISTEN SOME MORE. DEFENSE IS IN FOOTBALL, NOT BUSINESS MANAGEMENT! (however, "catching" is)



LOOK in your Driver Room!
 (By the way, do you have a Driver Room?)



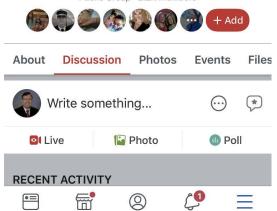
# SOCIAL MEDIA





#### Professional Motorcoach Operators ~

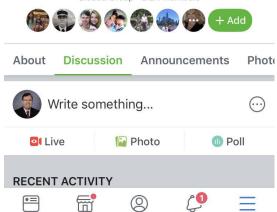
Public Group • 2.2K Members



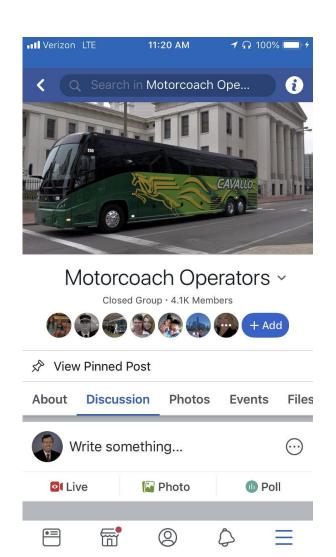


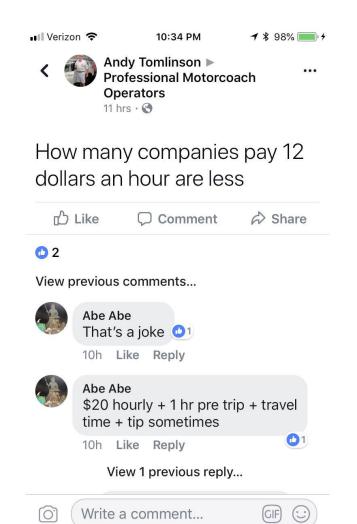
#### Tour Bus Drivers of North America V

Closed Group · 3.2K Members











- LOOK at Social Media!
- While you are at it, when was the last time you "Googled" your Business Name?
- "GlassDoor.com



- LISTEN to what is happening in Operations!
- REVIEW Dispatch Records.
- KNOW if there is favoritism for sure, or not
- KNOW how and when new drivers are put to work

 Consider having a "Driver Counsel" and LISTEN to them

—At least at big events.



# LISTEN to your office discussions

- How is anyone welcomed to your office?
- What does your staff talk openly about?



- KNOW how your training program for New Drivers works!
  - —Do you use the "Charlie" method?
  - -Onboarding is not just for passengers!



- "CATCH" can be a good thing!
  - -Onboard Cameras
  - —Drive to pickup points
  - —Watch for Pre-Trip
  - –Skills test/Rodeo?



- Management training?
- Sales person training?



- Birthday Recognition?
- Customer Recognition
- Donut day?
- Website?
- Facebook?



• Finally, and really Finally...



 So, now that you are a GREAT place to work at...



Recruiting becomes Easy!



- Here's that "Listening" thing again...
  - How did you get your top 5 drivers

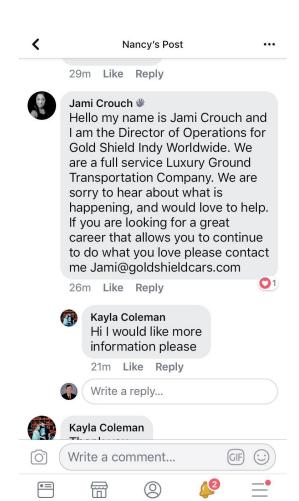


Oh that Social Media, Again!











To all MCO's out there, Arrow Stage Lines is offering a \$2000 hiring bonus with up to \$5000 extra in a relocation bonus. (Locations in Nebraska, Iowa, Kansas, Missouri, Colorado, Arizona, and Nevada)

I know there is a lot of great options out there, but we pride ourselves in pushing to be an industry leader in everything we do. We offer competitive pay/benefits/best equipment around. Message me if you have any personal questions, otherwise visit www.drivearrow.com to learn more.

I am sorry to hear about all that happened at Cavallo and we would love to hire great operators from there, but this "ad" is for all motorcoach operators! Thank you all.





Write a comment...





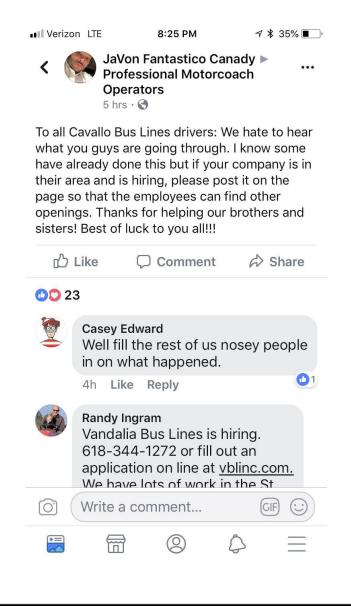












- www.Indeed.com
- www.Craigslist.com
- Facebook Groups



Job Fairs

Schools, Fire Departments,
 Military



- Referral programs
  - Don't cheat



- Grow your own
  - -Scholarships?



Of Course, Call Us!



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Let us get you to the finish line.

