

# In the Mood Newsletter



Autumn/Winter edition

November 2018

DELIVERING TRUST AND RELIABILITY  
• SINCE 1947 •

## MD TAKES TO THE ROAD



*Managing Director Caroline proudly showing off her HGV license*

Leading by example, our MD Caroline got behind the wheel back in September, challenging herself to pass her HGV license.

After an intense week under the guidance of Tyneside Training Services, Caroline was put through her HGV driving test and passed with flying colours!

We asked Caroline why she had this burning desire to tick this off her "bucket list", to which she responded, "The industries which

we operate in are largely male-dominated, or at least that is the perception of most people, so I was keen to lead by example and go through the rigours of what our dedicated team carry out day in, day out for our customers.

One day you may see me out on the roads in one of our vehicles!"

*We'll keep you posted if Caroline is going to be doing local deliveries in the near future...*

## BIGGER AND BETTER STORAGE FACILITY

Our 44,000 sq ft warehouse has just undergone a complete deep clean and has newly painted walls and floors.

With a combination of racking and floor storage space and the ability to segregate freight, our warehouse is highly secure with

modern 24 hour internal and external CCTV in operation.

Storing freight with us gives you access to a highly skilled team who have the capabilities to pick and pack your goods if needed.

*Call us today for any storage requirements 01670 710060.*

### Welcome to *In the Mood*.

So, it seems the clocks have gone back to the ice age rather than just an hour... absolutely baltic!

So the heating is on, darkness has set in and the countdown until Christmas is on.

Lots going on at Moody's HQ as usual, as well as our sister companies, so sit back with a cuppa and read the latest...

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READ ABOUT OUR **DRIVER WHO'S TRAVELLED THE WORLD MORE THAN 82 TIMES**

## PEGGY WINS BEST VEHICLE 2018

Over the summer, our beloved Bedford, Peggy, attended events across the North East.

The final event was 30<sup>th</sup> September at Beamish Museum, NECPWA Tyneside - Derek Cansfield Memorial Rally, where Peggy stole the show winning Commercial Vehicle 2018 after the judges were asked to vote



which vehicle they'd most like to take home.

Receiving the trophy Colin, our in-house vintage car enthusiast said, "I've thoroughly enjoyed taking Peggy to the events, and winning this award bears testament to the team effort that went in to restoring her."

## INCUBATOR OFFICES TO LET



We have two offices available which are ideal for small businesses that have products or goods requiring storage facilities

without the overheads or tie-in contracts that come with renting larger units. Our offices are in close proximity to our warehouse to give you easy access to your stock as and when required.

Aside from low overheads the benefits include access to trained warehouse staff with forklift trucks at your disposal - as well as the obvious transport links throughout the UK...

**Anyone interested get in touch!**

## DRIVER'S ACT OF KINDNESS

Dave Dickinson, made a little boy's day in the Summer.

Dave made time for Lewis to sit in the driver's seat after the 4 year-old showed great interest in the truck mid-delivery.

We received such a lovely message through Facebook shortly afterwards from Lewis's Dad, "I would just like to say a big thank you to your driver of Geordie Platinum. He gave up a few

minutes of his very busy day so my son could see the truck.

The driver even beeped the horn to say goodbye as he passed on the coast road in Newcastle."



## The road is long for David Blench

David Blench is like a myth.

Like Batman he swoops in on an evening to start his work, driving the night trunk to Pall-Ex in Leicester... as he's done for over 20 years!

Same route, same time, same delivery location – and then he makes the journey back to Moody HQ the next morning to offload the freight.

What's more, since starting with the company all those years ago, David has been presented with a string of annual business awards.

In his time served, it's phenomenal what he's achieved:



David Blench A.K.A. Batman



**Keeping your car in perfect condition**



## CUSTOMER FEEDBACK

It's not often people take time out of their busy day to thank us for a job well done.

So, we were thrilled to hear from Mr. Foster who had a delivery in September by our driver Dave Swan.

In his message to us, Mr. Foster praised Dave's professional attitude and expertise stating, "My drop took 2 minutes and was in perfect condition."

Continuing he wrote, "It was important I commented on this as most people don't pass on compliments. It's staff like this gentleman that companies should be proud of employing."

Dave only joined us as a driver in the summer – *well done and keep up the good work!*

## WELCOME BACK

November sees the return of two members of staff who have been enjoying time with their newborn babies.

Claire Dodd returns to her position as Sales Administrator, sharing the role part-time with Andrea Morton.

Rebecca Brown will re-join the Operations Team as POD Clerk.

**Welcome back ladies, we're delighted to have you back on the team!**

## LOCAL ACCIDENT REPAIR CENTRE

Do you know that Heathline Commercials has a subsidiary business called Heathline Accident Repair Centre just next door?

Based just off the A1172 (Station Road) behind Cramlington Ford, our team have over 30 years' experience and take an honest approach to free estimates.

Our workshop is equipped to a modern standard with a spray bake oven and our own water-based paint mixing facilities, so we're even doing our bit for the environment!

Our services include:

- ✓ Small area repairs
- ✓ Body repairs/accident damage
- ✓ Wheel refurbishment
- ✓ Re-sprays
- ✓ Full colour change
- ✓ Machine polish

Visit us Mon-Fri 8-5pm or call us 01670 590292.

You'll also find us on Facebook, where we often showcase some of our wheel refurbs and other repair work.



FIND US ON FACEBOOK: [@HeathlineARC](#)

## RHYS PASSES FORKLIFT CERTIFICATE

Our youngest member of the team, Rhys Common, who celebrated his 18<sup>th</sup> birthday earlier this year, has passed his forklift certificate.

Rhys has been with the business since September 2017, and will soon finish his Supply Chain and Logistics Apprenticeship with us at the end of the year.

Putting his forklift truck license straight in to practice, Rhys has been helping the warehouse team move pallets while the refurbishment has been underway.



"It's been interesting to see how a transport company works and learn on the job skills from the Operations Team," said Rhys.

"I'm over the moon to have this opportunity and am excited to see where my Apprenticeship takes me in the future."

## A SNAPPY DELIVERY DOWN SOUTH!

It's not every day you see a crocodile being hoisted onto a truck is it?!

Granted, the croc was wooden so not as terrifying, but it still caused quite a stir in Moody HQ and sent our Facebook banter into a frenzy!

It just reflects our ability to deliver pretty much anything for our customers, and at a pace that suits

you – from economy to premium, our service remains first-class.

That's how we've been delivering trust and reliability since 1947.

So why not put us to the test...

Can you top a crocodile as something bizarre for us to transport? We'd love to hear from you, or for any haulage requirements for that matter.



## MATTHEW'S TRIO OF APPRENTICESHIPS

Matthew Fretwell is the Production Supervisor for MCR Services, a sister company on our premises.

Since joining us 3 years ago, fresh-faced and straight from 6<sup>th</sup> Form, Matthew has completed two apprenticeships, with a 3<sup>rd</sup> in Business Management underway.

The three Apprenticeship schemes – all funded by the business – have helped Matthew learn "on the job" skills and gain extensive knowledge in the business world.

Matthew's eagerness to develop his business acumen has meant that he now manages the team at MCR Services and manages the relationship with clients including costings and project deadlines.

Working with big names like Next, Furniture Village, John Lewis and Joie, MCR Services has built up a fantastic reputation along with a portfolio of high-quality work.



Talking of his experience, Matthew says, "MCR Services is such a diverse business, from rework and quality control to re-packaging and swatch services."

"I've learned so much in a short time. The hands-on experience has really helped me understand how a business works."

"I'm looking forward to finishing my 3<sup>rd</sup> Apprenticeship scheme to really put things into practice."

## SPOTLIGHT ON...

### ALEX SKELTON



#### What is your role in the business?

Warehouse to Wheels Apprentice

#### What's better: certificates or experience?

Experience

#### Top of your "bucket" list?

Visit many places around the world

#### Describe yourself in 3 words.

Sporty, thoughtful, tall

#### What's your biggest fear?

Mike Ashley

#### Item you couldn't live without?

My car

#### Your last meal would be....

Enchiladas

#### You can have dinner with anyone – who would it be and why?

Rafa Benitez because we could talk about football over a paella.

## CHRISTMAS OPENING HOURS

DATE	ADMIN	OPERATIONS
24th Dec	CLOSED	8am — 3pm
27th/28th/31st Dec	CLOSED	8am — 4pm
2nd Jan	Normal hours resume	

More details about collections and deliveries over Christmas can be found at [www.moodylogistics.co.uk/ChristmasHours](http://www.moodylogistics.co.uk/ChristmasHours)