

## Robyn Murphy • You Go, Girl!

Robyn Murphy learned many things from her father. How to drive a truck really well was just one of them. "Dad owned equipment, and I started driving back home," says Robyn.

In a predominantly male profession, Robyn often surprises customers and those receiving shipments when she arrives. "I get a lot of comments," laughs Robyn. "Usually it's 'you go, girl!'"

Gender aside, Robyn is recognized for her driving skills, according to the Holland service center manager in Detroit, Mark Domako. Mark gives the example of heavy construction taking place at a customer's location, which made pickups and deliveries difficult. "The customer called to say he'd watched many men who couldn't back up to the dock due to the construction. Not the case with Robyn. The customer said she put that trailer right where it needed to be."

Robyn has been a professional driver for 23 years, the past 11 with Holland. "I just love my job," she says. "The customer always comes first for me, and I try to be helpful."

Whatever needs to be done, I try to take care of it." Maybe it's this enthusiasm for her work that prompted two of her three sons to follow in their mother's footsteps.

Robyn is just one example of the people and service that keep customers coming back. "We think the customer is king. We try very hard to work within their requirements and do what they want," says Mark. "Even when that means helping with unloading or scheduling late pickups or making deliveries on weekends or holidays, we'll do it and keep the customer informed."



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*"Hi, just wanted to drop a line to tell you how happy we are with your driver Robyn Murphy! She is WONDERFUL! Always a very pleasant person to work with. We could set our watches by Robyn! She is always on time! We never have any complaints when she is driving our route. We consider her 'our' Holland driver. Thank you, Robyn!"*  
– Receiving manager for large do-it-yourself retailer in Dearborn Heights, Mich.