

HRR NEWS

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SEPTEMBER/OCTOBER 1983

BANSTEAD SHOP OPENS

The Company is to open a new travel agency in Banstead High Street under the name of Epsom Travel on Monday, 21st November. To fall in line, Crescent Travel will become Epsom Travel, Leatherhead early November. All three travel offices will eventually carry maroon and cream as their dominant colour scheme to further promote the corporate image.

Colin Wyeth will act as Manager over Epsom and Banstead with Brenda Arter as sub-Manager at Epsom and Joy Easthope as sub-Manager at Banstead. Mrs Easthope joins us from Esquire Travel in Leatherhead.

Plans are currently in hand for a circular detailing the services offered by our travel offices to the public to be printed and distributed by the Post Office to about 60,000 homes in the Epsom, Leatherhead and Banstead areas.

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The circular will introduce key members of staff to the public and inform them of new developments on the holiday scene for 1984. In addition, there will be a photographic quiz with a holiday for two as main prize.

The shop at Banstead was formerly a dress shop so a complete re-fitting is required before opening on 21st November, in time for the main holiday booking period. It is hoped that the Banstead shop will gain full recognition as an A.B.T.A., I.A.T.A., National and British Rail agent.



KEN LIFFORD AND PEGGY MEYER

During September and October, we said goodbye to two valued members of staff - Ken Lifford and Peggy Meyer, having worked between them a total of 32 years for the Company.

Presentations to Ken and Peggy were made by the staff on their leaving. However, due to seasonal pressures, not everyone was able to be present to say goodbye and thank-you properly, something we hope to put right at the dinner-dance on 8th December when we look forward to welcoming Ken and Margaret and Peggy and Ron as our guests.

ONE IN A MILLION!

The following letter was received from Mr and Mrs Bunge of Morden:

"Our driver's name was Cyril (Pawsey), number N1,000,000, and he truly was one in a million! Nothing was too much trouble, and he literally went out of his way many times to show us more than just the itemised route and attractions, and was so pleasant and polite to all the passengers at all times."

COTSWOLDS COMPLIMENT

and from Mrs Dorrell of Sutton:

"On 21st September I travelled to the Cotswolds on one of your coaches. It was a dreadful day and would have been miserable had it not been for the excellent service rendered by your driver Martin (McGlynn). He was a mine of information and he made the day so interesting, remaining cheerful despite the awful weather.

People are all too ready these days to complain and so on behalf of all the people on the coach I would like to say thank you to Martin through you."

ATTENTION DRIVERS!

A message to drivers from The Bus and Coach Council:

Motorway speeds of tomorrow depend on drivers of today.



TOUR BOOKINGS

Day trips during the summer were up on last year. Holiday bookings are still unfortunately down on 1982 but there does seem to be a trend for people to take longer holidays. The signs for next year are encouraging with several registrations for 1984 holidays having already been taken.

1984 HOLIDAYS BROCHURE

The date summary for next year's holidays programme is already available. The 1984 holidays brochure is running to schedule and should be out in early November.

Planning has been taking place since March and more work than ever before has gone into this year's brochure. There is a choice of 90 different destinations totalling about 140 departures throughout the year. New tours for 1984 include Lake Constance and Black Forest, Road to the Isles, in addition to several special interest short breaks.

JANUARY-APRIL EXCURSIONS BROCHURE

The January to April Excursions brochure is presently in the ideas and setting up stage but will undoubtedly include some unusual and rather different-to-usual tours. There is a possibility of a Teddy Bears Picnic, a Bingo Special and a Bangers and Mash and Honky Tonk evening. The brochure is expected to be available in mid-November.

NEW COACHES FOR '84

Two 44-seater and four 50-seater Volvo coaches are on order for next year.

NEW TELEPHONE SYSTEM

A new telephone system is to be installed on December 1st to replace the present system with all its gremlins.

ON COURSE WITH VOLVO

Roy Miles and Graham Abrahall from the Workshops will be travelling to Scotland in November to attend a Volvo maintenance course.

WORLD PETROLEUM CONGRESS

The last word on the World Petroleum Congress comes from Sarah Storie-Pugh at Conference Services Limited, as follows:

"Just a brief note to say thanks a million for the superb coaching service which you provided and administered during the World Petroleum Congress.

I know how difficult it is to keep to timetable when dealing with London traffic, but by all accounts it worked remarkably well, and everyone was delighted with the service.

I would be grateful if you could pass on my thanks to all your drivers, who were courteous, friendly and cheerful at all times. It makes such a difference, and I do appreciate it - especially when they are having early starts, and difficult schedules."

VOLVO CONVERGE ON LONDON

The directors of Volvo in Sweden recently came to London to be entertained by Volvo Trucks (Great Britain) Limited. It was our pleasure to provide them with Volvo coaches during their stay in London. The following letter was received afterwards from John Dennis, Executive of Public Relations at Volvo:

"I just wanted you to know all the arrangements that involved Epsom Coaches went extremely well, the vehicles were in excellent condition and the drivers most helpful. I would appreciate your passing on my expression of thanks to all concerned.

CADBURY SCHWEPPE'S BICENTARY

Schweppes International Limited held a Bicentary Conference and celebrations in London at the end of September for which Epsom Coaches was called upon by Spectra to arrange transfers, etc.



COMPANY DINNER-DANCE

The Company will be holding a Dinner-Dance at the Burford Bridge Hotel on Thursday, 8th December. Details to follow.

MD'S MESSAGE

The past two months, since our last issue, has seen well above average activity within the Company. Every department has had its work cut out to meet the demands placed on it.

I know the workshop and bodyshop felt the impact of all this extra activity. The chart room has benefitted from the computer as reservations during August reached their peak. During this time the 1984 brochure has had its finishing touches and is ready for print. The World Petroleum Congress gave us a very good lift to our hire figures in August so that the poor start to 1983 has been overcome sufficiently to allow us to enter 1984 with more confidence.

We shall all miss Ken Lifford and Peggy Meyer who have retired after many years of service. Not all of us were able to say good-bye properly but no doubt this will be possible on the night of the Company's dinner-dance at the Burford Bridge.

Both travel offices have remained busy with a late booking season. A vigorous sales campaign is to take place during the middle of November to advise every household in the Leatherhead, Epsom and Banstead areas of our travel services and to announce the opening of our new branch in Banstead High Street where Colin Wyeth will be assisted by Joy Easthope who joins us as sub-Manager from Esquire Travel, Leatherhead. This publicity will be distributed by the Post Office in the whole of these respective areas and aims to give an up-to-date profile of the Company with its various activities.

Roy Richmond

TED COE

Ted Coe who was a driver with Epsom Coaches during the 1970's has died. Ray Houlton attended the funeral.

TRANSFER TO BANSTEAD

Sue Harvey is to join our Banstead shop from the Private Hire department.



Back on dry land, we made our way up to the Royalty and Railways Exhibition which has only been open since April and is already proving to be a worthwhile landmark on the tourist trail. Here, Madame Tussaud's has succeeded in capturing the atmosphere which surrounded the arrival of the Royal Party to Windsor with its lifelike waxworks. At one stage we found ourselves talking about a waxwork only to find it was real! (fortunately, we said he was good looking). After seeing the Royal Train and Queen Victoria and the Prince and Princess of Wales in the Royal Waiting Room, we passed through to the gallery from which one looks out on to the Coldstream Guards giving the Royal Salute. The playing of military music and the National Anthem completes the picture.

The highlight of any visit is the audio-visual presentation which details the major events during Queen Victoria's memorable reign, not only in pictures but also with the help of animated waxworks rather too realistic for comfort.

A visit to the Exhibition concludes with a chance to shop or, if you wish, to visit the Victorian lavatories - the Gents is authentic but the Ladies has had to be added as they weren't catered for in those days! Royalty and Railways intend adding a Victorian shopping arcade to increase its appeal. Other additions are also planned in the future.

We returned via Windsor Great Park, Ascot and Virginia Water - all in all a thoroughly enjoyable day and, we hope, a successful one.



As a result of this promotional visit, we decided to organise a social evening ourselves which will take the form of an evening cruise on the Thames at Windsor with a barbeque menu and disco - details below.

PROMOTIONAL VISITS

Our Private Hire department has arranged three promotional visits for party organisers and agents during September, October and November to Windsor, Barnsgate Manor Vineyard and Westminster Abbey in that order.

The first, a day trip to Windsor which included a journey by river with Windsor Boats and a visit to the recently opened Royalty and Railways Exhibition was by all accounts a great success - already we have had several enquiries as a result.

Drivers Alan Graham and Steve Whiteway were accompanied by Rosemary, Sally and Cathy from the office. Although the weather was not as good as it might have been, the members of the party would not allow it to dampen their spirits (almost literally with all the wine that flowed on the day!)

We drove out via Runnymede and stopped for coffee in the town of Windsor itself. This gave those who wished an opportunity to walk around the Castle precincts and to do a little window shopping before joining Windsor Boats for a 2-hour cruise to Bray Lock. A Windsor Guide gave us a commentary and pointed out the Eton College Boathouse, the luxurious Oakley Court Hotel and Bray Film Studios; we also passed the homes and boats of TV personalities Frank Bough and Ernie Wise who are to be seen regularly on the river in the summer.

Time seemed to go by very fast with all the talking and sightseeing and the wonderful spread of food put on by Windsor Boats.

MR PUNCH'S SAUSAGES AND CUSTARD CLUB

R I V E R B O A T D I S C O

on Friday, 25th November

on the River Thames at Windsor

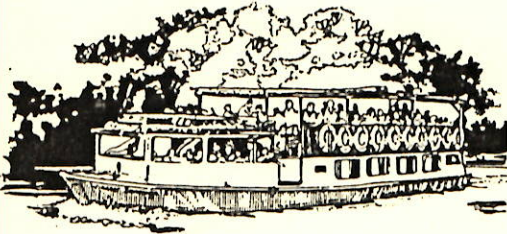
£6.50 per person for members of staff
and guest

£7.50 per person all others

to include coach travel and river
cruise with barbeque supper and
disco

Menu:- Soup with French Bread and
Butter, 6oz Sirloin Steak, Jacket
Potato and Butter, Salads and Coleslaw

Cheques made payable to 'Epsom Coaches'
to either Rosemary or Sally. Bookings
being taken on a first-come, first-
served basis so hurry.....



Pick ups in Epsom/Leatherhead/Sutton
area about 1830 hours to be advised
when final numbers known.

Epsom's Saturday morning shoppers will
be able to shop in peace with the opening
of Mr Punch's Sausages and Custard Club
at the new Epsom Playhouse which aims to
keep children between the ages of 5 and 11
entertained whilst their parents amuse
themselves in the nearby supermarket.

On 22nd October our very own Mick Ford
(or should we say Mike Ford) is special
guest - he is billed as the Magician and
balloon modeller who will astound, astonish
and amaze! Sounds interesting - just a
pity the club is not open to adults,
children have all the fun!



CHRISTMAS AND NEW YEAR SHOWS

Ken Dodd and his diddymen promise to
tickle you pink in the amazing
adventures of Sinbad the Sailor at
Wimbledon Theatre opening on 17th
December. Meanwhile at the Phoenix
Theatre in Charing Cross Road, Dana
stars in Snow White and the Seven
Dwarfs from 13th December. Both shows
offer special rates for children.
Aladdin at the Shaftesbury Theatre,
London opens on 16th December and boasts
a star-studded cast which includes
Richard O'Sullivan, Jill Gascoine,
Lynsey de Paul, Roy Kinnear, Tommy
Trinder, etc. Then there is the ever-
popular Holiday on Ice at Wembley
Arena which opens on 5th January and ends
on 26th February and includes a visit to
the Wild, Wild West as well as the tales
of the Three Little Pigs and 'a thousand
and one nights of Scheherazade'.



RUN FOR YOUR WIFE!

A few members of staff were lucky enough
to be invited to recent previews of the
West End comedy "Run For Your Wife" with
its new cast which includes Eric Sykes,
Terry Scott, Bill Pertwee and Anna Dawson.
By all accounts, the show is hilarious and
well worth seeing - a laugh right from the
start.

RIVIERA EXPRESS

Caroline Bird of the Sunday Telegraph was invited to join the Riviera Express on its inaugural run. The following is her account of the journey:

"Uneasily, I board the Riviera Express at Victoria Coach Station, remembering how sick I used to feel in coaches on school trips.

However, in a comfortable seat that reclines if I want it to, I settle down with a glass of champagne. The 44-seater coach is fully air conditioned. At the rear is a kitchenette for dispensing tea, coffee and a loo. School outings were never like this.

On the way to Dover and the cross-Channel ferry we are told the driving will be shared by our two cheerful chauffeurs.

Standing in the sun on the Sealink ferry, I can just see the coast of France. Unhampered by suitcases and bags, we rejoin the coach on the ferry at Calais and take the shortest way to the auto-route and Paris, en route for the Burgundian town of Auxerre.

At a late supper in a local wine cellar I enjoy a glass of cool Chablis and two tomatoes of which the stuffing seems to consist wholly of garlic, thus ensuring two seats to myself tomorrow. We spend the night at the comfortable, if not luxurious, Hotel Mercure, on the outskirts of Auxerre.

Next day I sit contentedly, gazing out of the window, my book unopened on my lap as we head on south through the vineyards of Beaune - heart of wine country - past Macon and Lyon to Montelimar for lunch (normally Orange for lunch). In the afternoon, we take a vote on a choice of six video films. "Casablanca" wins and I doze off halfway through it. Waking up about an hour or two later, I see the hills of Provence above us.

We leave the autoroute to make a stop at the old university town of Aix-en-Provence. Several passengers leave the coach here. Next stop is St Maxime before continuing to Cannes and Nice.

We enter the outskirts of Nice at 8.30 pm. For the last hour or two my thoughts have been mostly on the prospects of a bath and bed. But as we turn into the Promenade des Anglais with its hotels and cafes overlooking the sea, I feel wide awake and all thoughts of bed are banished. The discomforts of school trips are long forgotten."

MORE PUBLICITY FOR RIVIERA EXPRESS

The Riviera Express continues to attract attention. Several write-ups have resulted from the inaugural run when a few journalists were invited to join the trip. Ipswich's 'Evening Star' included interviews with drivers Alan Trotter and Martin Wells in their report about safety checks on drivers hours. LBC's Holidays radio programme included an item about the Riviera Express with interviews from Francis Flin, Alan Trotter and Carol Thatcher who was reporting on the new service for the Daily Telegraph.



This year's World Travel Market at Olympia is taking place from Wednesday, 30th November to Sunday, 4th December. The first three days are "trade-only" days whilst at the weekend the exhibition opens its doors to the public. Each year, the World Travel Market attracts more participants and is now an important landmark in the travel calendar. Almost without exception, tourist boards from all over the world are represented alongside tour operators, etc. Special displays of music and dancing from around the world add colour to the exhibition.

COACH PARKING IN THE U.K.

Support is mounting for permanent designated coach parking areas throughout the U.K. - from pick-up points in lay-bys to a Victoria-style operation.

A.B.T.A.'s tourism committee is to lobby Department of Transport under-secretary Mrs Lynda Chalker.

The move, which is staunchly backed by the 1,750-strong Bus and Coach Council, comes as pressure on existing facilities reaches an all-time high.

But while controversy grows in another area - that of safety regulations governing drivers of long-distance coaches - the EEC has defended Common Market guidelines against criticism from two British Euro MPs, Barbara Castle and Richard Cottrell, who lost their verbal battle over insufficient safety regulations.

A commission spokesman said that in his opinion, the general view was that existing regulations were "too rigid" and should be made more flexible. He restated the commission's commitment in reducing frontier checks rather than adding to them - to be replaced by random road stops in unlikely places.

NEWS

We have received a letter from Emil Renggli who travelled to Bournemouth in July with Epsom Coaches when he stayed with his daughter Shirley who lives in Corfe. Unfortunately, Emil was taken ill during his visit but got better during the latter part of the week. The heat of the summer was rather too hot! His friends from Zurich who came over on holiday after his return from Bournemouth even found it too hot.

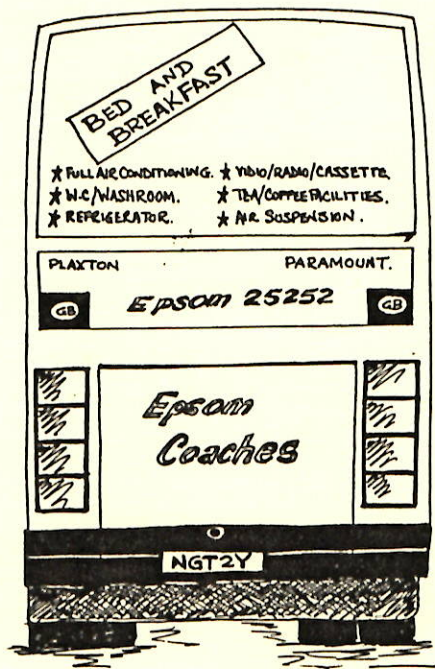
Fred Aston wrote to say that when he was on his way to see his mother in hospital in Leatherhead he was brought to a halt by a private car which had stopped opposite an Epsom coach picking up school children in Poplar Road. When he got out of his car to see what was going on he found to his surprise it was Big John (May) - this was the first time in 17 years he had seen 'one of the lads' at the wheel, each time he saw an Epsom coach on the road, it was an unknown face sitting behind the wheel.

ONE-LINERS

We welcome Keith Morgan who joins Epsom Travel from Carshalton College....did Ray and June Locke dress up as Robin Hood and Maid Marian respectively on their recent caravan rally at Sherwood Forest....Sally Cox taking up Water Ski classes at Leatherhead Leisure Centre on Sunday mornings....Heather Mount meets Danny la Rue....Janice Hawksley and baby daughter Amanda paid us a visit recently, both are doing well....Debbie Girdler managed to 'pop-in' to Ken's retirement 'do'... what was Lynn Bilham doing climbing through the Chevette window when it was parked outside Epsom Travel....don't mention wisdom teeth to Caroline Garrett or Irene Hall....Cathy Julian returns to Keep Fit classes....Colin Wyeth with a little help from local tradesman Phil Pullinger clinches the Rotary Club of Epsom's Pairs Championships...congratulations to Heather and Harry Mount on their recent 25th Wedding Anniversary...Alan Trotter to be reported to the Noise Abatement Society if he blasts his hooter outside the offices one more time....Cathy and Trigger for next year's Horse of the Year Show....Irene to attend A.B.T.A. telephone sales course in December.... AJR computer software now being used by Epsom Coaches....members of Epsom Travel and Crescent Travel staff attend 'educational' trip to Birmingham with National Express, the return journey was so quick they will never know what happened at the end of the video....

SHELL FOUND AT COUNCIL DUMP SITE

Army bomb disposal experts were called to the neighbouring council dump during the summer following the discovery of a Second World War shell. The object, 14 inches long and 4 inches in diameter, was deemed safe by the bomb disposal team called to the scene as there was no explosive or detonator in the device. All the while, Epsom Coaches had been unaware of what was taking place on its doorstep. Ignorance is bliss!



Cartoon by Peter Stephens

We have our friends at Leatherhead to thank for the following 'airline jokes':

- A would-be baggage loader went to an airline office in search of a job.

"Have you filled in the questionnaire?" asked the snooty receptionist."

"Er - no," he mumbled.

"Then kindly do so," she snapped.

So he went outside and bashed the doorman.

- I hear that an airline catering firm has achieved the impossible. It's crossed a turkey with an octopus, it tastes awful - but everyone gets a drumstick!

- A business traveller, bound for some fever ridden tropical hell-hole, was being inoculated against everything in sight. The doctor's needle was going in and out like a fiddler's elbow; and, at length, the businessman said: "Could I have a glass of water, please?"

"Are you feeling faint?" asked the doctor.

"No," said the businessman, "I just want to see if I'm still watertight."

Contributions for the Christmas edition of "HRR News" are required by Friday, 2nd December.