

HRR NEWS

ISSUE NO. 7

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MD's MESSAGE

At the time of going to press we are taking part in the 'Herald of Spring' exhibition at Bourne Hall (18th/19th February). Not only does Ken Le Lacheur and some of the other drivers who have been going round in the coach, including Father Christmas, help to remind the public of our existence, it has other advantages in reminding us that with the brighter days ahead our main booking season is beginning to take shape.

On the retail side, I am able to report a much healthier position compared with last year. A good deal of effort has taken place in making "Epsom Travel" known to the local community. At Epsom, it has been decided to move from 1 Ashley Road to 73 High Street (was Dorothy Perkins) which will give everyone that much more space. A complete refurbishment is about to take place and the move will take place in May. On the coach side of business, we have six new Volvo coaches on order which are due for delivery from late March onwards.

The 1984 Excursions programme is presently being designed and will shortly be with the printers. Brian and Caroline are working hard to place the accounts on computer, and keeping our fingers crossed, hope they will be able to relax soon and work at a normal pace.

Jason decided to let someone else remove his appendix as he thought his fellow employees in the bodyshop might not make such a good job of it. With the return of Lynn from Australia, many of us can qualify for the title of "Paleface". Poor old Charlie Kingsley seems to be unlucky - perhaps he eats too many of his brother's buns! All being well, I am trusting that the spring weather in evidence will make everyone feel just that much better and ready for the off!

Ray Richmond





HRR HOLIDAYS AND EXCURSIONS

So far, advance bookings for our UK and Continental holidays are promising, almost ten per cent up on this time last year. Epsom Coaches now has 110 appointed agents so widespread distribution of our brochures within our catchment area is guaranteed. Bookings for our January to April excursions are also doing well with off-season demand continuing to grow over the years. 'Holiday on Ice' has proved to be extremely popular this year, as has 'Singing in the Rain' and 'Hello Dolly'.

Our new brochure for excursions and coastal express services from May to December will be available during the middle of March and we hope to start distributing copies to our agents the week commencing 19th March. Of particular importance, are the two new picking up points in the centres of New Malden and Mitcham which we hope will increase demand in those areas.

There will be a greater choice of dates for day trips to France than ever before. Also, Dunkirk Shopping and Normandy Beaches (extended day) will appear for the first time in this brochure. New day trips include Burghley House and Stamford, Cirencester and the Cotswolds, a choice of two Isle of Wight tours, the Liverpool International Garden Festival, Welsh Borders and Wilton House and Salisbury. Amongst the new afternoon excursions are Clondon Park and Claremont Landscape Garden, Fort Newhaven, Great Dixter, Strawberries and Cream Tea and Sussex Shire Horses. The evening programme includes Bangers and Mash and Honky Tonk pub evenings, the Leeds Castle Firework Display and the unique 'Dugout Experience' being offered by Southampton Tourism to commemorate the D-Day Landings 40th Anniversary - participants will be issued with a ration book to be used against food and drink, whilst shelter entertainment and the presence of Fire Wardens, Nurses, etc. completes the picture.

SUR LE CONTINENT!

Somewhat disappointingly, the number of journeys made abroad by our coaches during 1983 was down on 1982 - 256 journeys in 1983 compared to 273 journeys in 1982. The total number of passengers was also down from 11,909 to 9,969. However, the number of days spent abroad has increased from 437 to 567. The main reason for this drop in the number of journeys abroad is on account of less day trips being made. Last year, we were unable to meet the demand, particularly on Saturdays, as space on the ferries was hard to come by. This year we have been given much more generous allocations on the ferries by P & O so we will be making an all-out effort for private party bookings in addition to offering a greater choice of departures in our May to December brochure. A leaflet detailing 'Day Trips to France for Groups' is now available from the Private Hire department.



BROCHURE WRITE-UPS

The January edition of 'Coaching Journal' contains a more than complimentary feature on our 1984 holidays brochure - "In an excellent brochure containing well presented details of no fewer than 90 tours to nine different countries, a notable feature of the Epsom Coaches programme is the number and variety of special interest tours". The article concludes "With immaculate coaches - I see them around frequently - and highly professional and smart drivers, this company enjoys a deservedly high reputation within and well beyond its catchment area".

Our 1984 Holidays brochure also receives a mention in an article entitled 'Vintage Holidays' which appears in the current edition of the 'Money' magazine.

COACH DISPLAYS AND SHOP PROMOTIONS

Following the success of taking a stand in the travel section of W.H. Smith of Sutton, other agents were approached with a view to similarly taking a stand in their shop on a certain day so as to answer any customer queries, etc. The response has been surprisingly good and by the end of March we will have visited about a dozen agents. We have also been out with a coach displaying in the Epsom, Kingston, Wimbledon and Morden town centres and Ken Le Lacheur is representing the Company at the annual 'Herald of Spring' exhibition at Bourne Hall. Leaflets detailing our range of services have also been delivered by the Post Office to all households in the Wimbledon, Morden, Surbiton, Kingston and Twickenham areas.



TO THE MOON AND BACK THREE TIMES

The total fleet mileage in 1983 was 1,450,108 miles (equivalent to three return trips to the moon) compared to 1,433,411 miles in 1982. For those of you interested in statistics, the three drivers with the highest mileages last year were: Peter Walsh - 45,981, Ivan Stanley - 44,738 and Ray Lance - 39,767. In January, the greatest mileage has been clocked up by Alan Trotter with 6,258 miles on account of all those Riviera Express journeys.

HRR NEWS

'HRR News' has now been going for over a year. Contributions to ensure its continuation are always welcome.

RED & CREAM SPORTS AND SOCIAL CLUB

The Club had lapsed over a period of time and in an effort to get things moving again on the social front, a vote was held to elect new members to run the Red and Cream Sports and Social Club. The Committee is as follows:-

Chairman	- Peter Walsh
Secretary	- Martin Wells
Treasurer	- Ray Houlton
Others	- Tony Cuckow Peter Cooper Mervyn Tonkin

Since putting out a request for one member of the travel staff to stand on the Committee, Kay Field of the Epsom office has volunteered.

Staff wishing to join the club will be asked to pay 50p. per year for each family, the subscription year running from January to December. Upon receipt, you will be issued with a membership card and number. Membership is open to all full-time and part-time staff, also retired members of staff who will be given free membership.

A raffle will be held once a month and will be drawn on the first Friday of each month. The first raffle resulted in a scoop for Epsom Travel at Epsom who won first and third prizes:

It is hoped to arrange two outings this year and the Committee are waiting to hear your suggestions for the future social calendar (perhaps a five-a-side football match or a mixed pairs darts tournament?). This is your Club and it can only succeed with the support of all its members. If you have any ideas, please contact one of the Committee members.

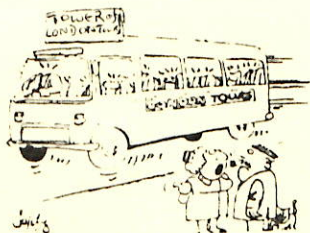
LUCKY FIVER!

At the end of each month a draw will take place of all the membership numbers. The lucky person with the membership number drawn will receive £5.

TOUR OPERATOR WORK

work from incoming tour operators is showing a healthy increase in 1984. This month, we will be supplying up to 17 coaches a day for the Farm Bureau Insurance groups through Spectra. From 30th September to 5th October, between 30 and 60 coaches a day will be required on transfers and sightseeing excursions for the XVI SICOT Conference (Orthopaedic doctors) at the Barbican Centre as arranged by Conference Services.

Work from JCT, Thomas Cook and Travel Scotland continues to grow and Interopa have coaches booked for 30 groups of 14 days duration each. Maritz have already given us bookings for group movements between March and June which include JCB, General Electric and the Friendly Ice Cream Company and Wilkintours have outlined work up to March 1985 which includes I.T.T. late May and Kenyer in early October. Travel England is handling the New Jersey Bar Associates Conference in November which involves several coach movements per day.



"It's another coachload of tourists back from the Tower."

RIVIERA EXPRESS

At the beginning of the month, Roy Richmond flew to Nice to discuss final arrangements for the Riviera Express in the summer. From 4th June to 1st October there will be two departures from London, on Fridays and Mondays. From 6th April, Epsom Coaches will be operating the service straight through to Nice in a reciprocal arrangement with our French equivalent. The fare up to the end of December is £59 one-way, £98 return, including all travel and overnight accommodation in twin rooms with Continental breakfast. Over the New Year, the Riviera Express was included in advertising by French Leave on Channel 4 TV when a picture of our coach appeared.



ON THE PISTE

Peter Walsh and Tony Cuckow are presently away with a group of boys from Glyn School on a skiing holiday in Austria. Meanwhile, Sally Cox has purchased a pair of blue ear muffs to take on her skiing holiday in Italy later this month!

STUB IT OUT!

February 29th is national 'No-Smoking Day' when smokers are asked to try to refrain from smoking in a scheme launched by the Department of Health.

LIVERPOOL INTERNATIONAL GARDEN FESTIVAL



Alan Graham has entered the Floral Coach Section at the International Garden Festival to be held in Liverpool from 2nd May to 14th October.



PROMOTIONAL VISITS

The Private Hire department has once again arranged a few promotional visits for party organisers. These have been made possible by the generosity of Leeds Castle, Thorpe Park and Sealink. In return, we hope to increase our business with all three.

Two promotions to Boulogne and Calais have been arranged in conjunction with Sealink - one for school teachers and one for party organisers. The first, on 27th January, was by all accounts a successful trip with new custom almost guaranteed as a result. The second trip which will be for school party organisers takes place on 24th February.

Leeds Castle and Thorpe Park who both hosted promotional visits last year have invited us to return once more so invitations have gone out to a different selection of private party organisers. The response has been very good and it hoped that the success of last year's visits will be repeated. The visits also enable members of the office staff to see first hand the facilities available to parties.

D-DAY MUSEUM FOR PORTSMOUTH

On 6th June next year, the 40th anniversary of Operation Overlord, the Allied invasion of Europe, the City of Portsmouth opens a new D-Day Museum to coincide with 'D-Day 40', a grand reunion which is already attracting participants from all over the world. The Overlord Embroidery which vividly depicts the invasion will be transferred from its present home in London to a new and permanent home in Portsmouth. There will also be a cinema and display pavilions with weapons, vehicles and other paraphernalia of the home and the military fronts. Portsmouth was the nerve-centre for Overlord. Three and a half million soldiers from 11 countries in the Allied force either embarked from the city's harbours or assembled offshore in boats from ports all over the country. The tactical HQ of General Eisenhower is still to be seen on the edge of town at Southwick.

RECORD YEAR FOR AMERICAN VISITORS

1983 was a record year for American visitors to Britain - a total of more than two million - and the signs for 1984 are extremely encouraging. Two areas singled out as being of exceptional value as far as the American visitor is concerned are travel and the theatre.



**Thorpe
Park**

Sealink

HRR CLASSIFIED

SITUATIONS VACANT

OMBUDSMAN REQUIRED

(Ombudsman = Champion of citizens rights)

Place of work - Epsom Coaches.
Applicant must have completed 30 years in the coach industry and served in either HM Forces or been detained at HM pleasure.
Hours of work. 0600-2359, 7 day week, every tenth Sunday off to visit other CoCo establishments to learn how to make better use of leisure time. Be able to accept abuse from travellers or fellow employees. Pay bi-monthly. Understand the working vocabulary of the trade, i.e. rabbits, domino, lob job, cream, tear arse, etc. Applicants to attend in person, preferably in jeans, as part of the new Company image to attract a different kind of traveller.

(Editorial note: We are indebted to RBR for this contribution, hope you understand it. I don't!)

SERVICES

Decorating....plumbing....
painting....carpentry....
plasterwork....and more,

YOU NAME IT, WE'LL DO IT!

Call us today.....

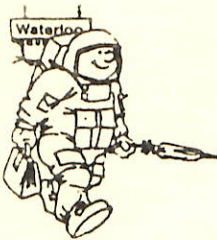
**COOPER, KELLY
& REEVES ES. LTD.**

Epsom Shed,
21 Blenheim Road,
Epsom

Tel: Epsom 25252

**YOUR LOCAL HANDYMAN
SERVICE**

Please let us know if you would like to advertise in 'HRR News'.



LONDON EXPRESS SERVICES

A new leaflet detailing our London Express Service's timetables and fares will be out shortly, to take effect from Monday, 19th March. The schedules for Services 1 and 2 remain unchanged but Service 3 will now be picking up in Tadworth, Tattenham Corner, Drift Bridge and Banstead for Victoria and Hanover Square. Fares will be going up yet remain competitive with the equivalent rail fares.

TRAVEL NEWS

So far, the number of bookings taken by the Epsom and Leatherhead offices are up on this time last year. No destination is clear favourite this year although Yugoslavia is attracting several enquiries because of its keener prices this year. The staff at Epsom are looking forward to enjoying more space at their new premises around the corner whilst Leatherhead are pleased to see the return of Jean Hendrick after hospitalisation for a knee operation. The Banstead office hopes to gain A.B.T.A. recognition within the next couple of weeks.

A draw took place of all the correct entries received for the 'Epsom Travel News' picture quiz. The winners, from Cobham, West Ewell and Fetcham in that order, were presented with their prizes by Roy Richmond on 4th February. For those interested to know the answers, they were A) Ibiza, B) Doges Palace, C) Salzburg, D) Brooklyn, E) Hong Kong and F) Mouse Island, off Corfu.

NEWS FROM PAST MEMBERS OF STAFF

We were pleased to hear from several past members of staff at Christmas and were lucky to see Peggy and Ron Meyer, Ken and Margaret Lifford and Debbie Girdler for a drink in the offices just before Christmas. News was received from Phyllis Jordan who is enjoying a hectic life on the Isle of Man and is looking forward to our party visiting the island in June. We hope to see her in the office when she next returns for a visit to Ewell. Emil Renggli and his wife have booked to go on our Swiss Lakes and Mountains tour in September and Bill Tinker paid a visit to our coach when it was parked on the Spread Eagle forecourt as a promotion. Ken Lifford is busy doing up his Morris Minor ready for the London to Brighton Veteran Car Run in November.



NEWS IN BRIEF

Wedding fever in the air as Mandy and Caroline prepare for their weddings in June and September respectively..... Sally taking up squash?....Bangers and Mash on 23rd March fast becoming another 'staff' outing.....Cathy's 'dress' party has left more memories of the excellent food and drink than the wares for sale... get ready for the 'Summer Cycle-to-Work Day' being organised jointly by Chris Foale and Andrew Richmond.....cine film of Epsom Coaches continues to be made, premiere night not on the horizon yet... Sally to go to Jersey with Agent 13?.... Heather loses eleven pounds (in weight or in cash, we ask?) - seriously, congratulations, what will you be giving up for Lent?.....speaking of Heather, Valentine cards are gratefully received, will the culprit please own up and present himself toute suite to the Private Hire department.....Mervyn Steemson had better hurry up and give the girls in Charts a lesson on gardening, their poor palm is looking unwell.....Graham in the Workshops to be known as 'Uncle' now.....the HRR London Pubs tour too much for Cathy and Irene.....tan contest in progress - Australia vs. California.....who falls off stalls in Amsterdam?....Ray Dando wins stereo record player in Blenheim Palace Coach Drivers Draw from last season.....Epsom coach appears on Melvyn Bragg programme about the Lake District... who sent Christopher a Valentine card and posted it in Twickenham, it wasn't Enid?....

and on this note, may I remind you that contributions to the next Newsletter should be given to Rosemary by mid-April.

Cartoon by Peter Stephens



WHAT THE BEST DRESSED EPSOM DRIVER WILL BE
WEARING ON HOLIDAY THIS YEAR.

- An Epsom Coaches driver settled himself into his seat on the P & O ferry and found that he was lucky enough to be seated next to a very pretty young woman.

She was wearing a lovely perfume; and nostrils twitching, he plucked up enough courage to speak to her.

"Could you tell me the name of your perfume" he asked, "I'd like to get some for my wife."

"I'll tell you if you like," said the young woman, "But I wouldn't buy any for your wife, because if you do, all kinds of strange men will try to chat her up."