

# HRR NEWS

ISSUE NO. 6

NOVEMBER/DECEMBER 1983

A MERRY CHRISTMAS AND A HAPPY NEW YEAR



Having recovered from the usual seasonal pressure of work and caught up with the inevitable tidying-up for the year, the Company held its annual Dinner and Dance at the Burford Bridge Hotel on Thursday 8th December. On this occasion, we were able to mark Ken Lifford's retirement with suitable recognition for his 23 years of loyal service to the Company.

During those years there have been many changes, not least the establishment of a base at Longmead which remains in a league of its own, way above that of our competitors and the opening of two retail offices which have made major contributions to the business as a whole.

The time had come for us to reinvest some of that success in another travel office which is now open at Banstead and has all the refinements of a modern travel agency. Leatherhead has suffered very badly from the pedestrianisation of the

main shopping area but it appears to be something worthwhile environmentally to have given the shop a new look. 1984 can well be the turning point.

As the next Newsletter does not appear before February I must take this opportunity to comment on my hopes for 1984. Whereas all departments have managed to maintain turnover figures for 1983, profit margins remain at an unsatisfactory level. Certainly, there cannot be any relaxation in our efforts, not only to maintain our share of the market but to increase it, together with a possible improvement in demand, by quality performance. I am conscious of the need to improve the facilities in our Epsom shop and I am hoping it will be possible one day to give more room there to improve working conditions and expand that business. Coach replacements are above that of 1983 and so allow quality performance. All in all no easy task for anyone, except that it is comforting to know the necessary back up and impetus is in evidence.

*Roy Richmond*

## DINNER-DANCE

The Company's Dinner-Dance at the Burford Bridge Hotel was most enjoyable. During the evening, Roy Richmond made a presentation to Ken Lifford for his 23 years' service with the Company. For once the Richmond family didn't succeed in weeping the board with the raffle and Peter Tribe's wife Georgia showed us that a talented lady she is with her rendering of Blue Christmas and other such songs. The remainder of the evening was taken up with dancing until a.m.

## RIVERBOAT DISCO AT WINDSOR

The Riverboat Disco on 25th November with Windsor Boats attracted about 80 persons and despite the dreadful weather a good time was had by all. The boat made a return journey to Maidenhead although with the good food and reasonably priced drinks on board we soon became oblivious to the passing scenery except when the record player had to be brought to a momentary halt whilst we passed through a lock. The disco with its festive music to the accompaniment of popping balloons and streamer throwing let us know that the party season was under way.

## CELEBRATING A DATE WITH VOLVO

We are delighted that Volvo has chosen to use a colour transparency of one of our Volvos parked by St Pauls Cathedral as per the back cover of our Private Hire brochure) in its worldwide calendar for the month of January.

## SOME COACHES IN KIT FORM

Models of Epsom Coaches' Plaxton Paramount 3500's will shortly be available in kit form from a firm in Bethnal Green who have already produced a proto-type.



## JAPANESE VISITORS

Epsom Coaches was host to a delegation from the Japanese equivalent of the Transport and General Workers' Union. After the visit, the Japanese party presented a plaque as a memento of the occasion.

## STAFF NEWS

We welcome Mandy Walker to the Private Hire department and Sue Kellingly who will be acting as a relief travel clerk to the three branches of Epsom Travel. Mervyn Steemson has been appointed foreman and on 1st February Chris Foale joins us from DFDS Danish Seaways as an eventual replacement to Peter Gooch upon his retirement. On the driving side, we say goodbye to Kim Hack.

We seem to have been hit by illness more than ever over the past two months. Brian Mutter (Workshops), Jean Hendrick (Leatherhead) and Cyril Pawsey (Seasonal driver) have all been hospitalised at some time or another, and Charlie Kingsley has a slipped disc. Our best wishes to them all.

## SANTA COACH GOES TO TOWN

The task of delivering Christmas cards and presents to our appointed agents is always a pleasant one; however, it was even more enjoyable this year when one of our Grand Touring coaches was suitably adorned with decorations so as to take Father Christmas from agent to agent with an offer of mince pies and sherry to all those who dared to come aboard. Minster Travel at Thames Ditton wrote to say it was quite the best visit they had received all year from any representative. In fact, Father Christmas got so carried away with the sense of the occasion, he was spotted taking the wheel much to the bewilderment of old and young pedestrians alike.

Our thanks to Peter Walsh, Dave Broughton, Ron Chandler and Martin Wells for entering into the spirit of the occasion (almost literally in the case of David Broughton who was a walking advertisement for Harveys!)



## SPECIAL VISITS

The final two special visits arranged by the Private Hire department during 1984 went well.

On 20th October a visit was made to the Barnsgate Manor Vineyard on the edge of the Ashdown Forest. About 80 persons attended. There was a Sekt reception on arrival followed by a guided tour of the museum and wine-making areas which ended with wine-tasting and a Ploughman's Lunch.

In November, Westminster Abbey and Henekey Inns played host to a group of organisers. The drive to town was made more interesting for the passengers by the most informative commentary of the two drivers. Cries of "I didn't know that" were heard from all sides!! After lunch at the White Bear at Piccadilly Circus the group continued to Westminster Abbey for a guided tour. This was undoubtedly the "high-spot" of the day. Four vergers (including a lady) were waiting to show us around the Abbey finishing up in the Jerusalem Chamber for tea and biscuits.

Judging by the number of thank-you letters received after each visit, everyone enjoyed the trips very much.

The drivers were Alan Graham, Peter Cooper and Steve Whiteway.

## GAME FOR A LAUGH???

Auditions now being held for drivers on the following excursions:-

April Fools Tour  
Mad Hatter's Tea Party  
Fancy Dress Pub Tour  
Teddy Bears' Picnic

Possible photos for local papers.

Applications to Doug Jennings as soon as possible.

## PROMOTIONS IN THE NEW YEAR

Ken Le Lacheur will once again represent Epsom Coaches at the Morden Travel Fair on Saturday 7th January organised by Soler Touriste Travel and also on a stand in the main entrance hall of Sutton Library for the five days commencing Tuesday 10th January. On 18th/19th February Epsom Coaches will be taking a stand at the Herald of Spring Exhibition.

## DAY EXCURSIONS

The London Illuminations and Carol Concert at the Royal Albert Hall tours have proved to be more popular than ever with over 500 people being taken to the Carol Concert over the two days. The Nutcracker Ballet at the Royal Festival Hall is booking well and an extra departure on 30th December has been put on.

For 1984, the day trips to Dunkirk with the Sally Line are already proving popular chiefly because of their sheer good value (Adults £11!) The first departures for Singin' in the Rain starring Tommy Steele are almost sold out and bookings for Holiday on Ice at Wembley are beginning to come in.

Work has now begun on the day and evening excursions programme for May to December.

## BOOM IN COACH PASSENGERS ON THE CHANNEL

It is estimated that by the end of this year more people will have travelled abroad by coach than by car. The Dover Harbour Board reckons that coach passengers crossing the Channel in 1983 will number 4.6 million compared with only 4.3 million travelling by car. Day trips to the Continent must account for a large proportion of the growth, and in 1984 Epsom Coaches is planning a greater frequency of departures in the May to December excursions brochure than ever before. A new Day Trips to France leaflet for organisers will be out shortly.

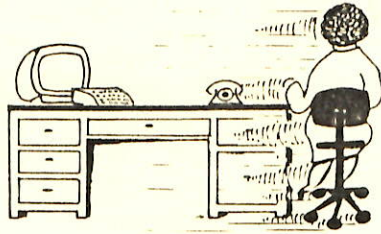
## INTERNATIONAL GARDEN FESTIVAL

Britain's first International Garden Festival will be held in Liverpool in 1984 - a cavalcade of colour, fascination and entertainment.

It is costing nearly £30 million, has involved high-speed reclamation of 250 acres of derelict riverside land and will be bigger than the Festival of Britain.

Thirty countries are taking part with their national gardens and tropical exhibitions. Three million visitors are expected at the festival, which will run from May 2 to October 14.





THESE NEW CHAIRS CERTAINLY SPEED THINGS UP!

Cartoon by Peter Stephens

#### NEWS IN BRIEF

Colin Wyeth and Joy Easthope were guests aboard the Orient Express on a day trip to Folkestone with lunch and tea served en route....Heather Mount and Caroline Garrett visited Royalty and Railways and the Royal Mews Exhibition as guests of Windsor Tourism and the Country Kitchen.... Mandy Walker photographed for the 'Standard' sitting beside Chief Jose Sierre from the Tigua tribe who was returning from the World Travel Market by tube....male models sought by Cathy Julian in an effort to practise her portrait drawing....Elsie Bryant called into the office on a recent visit to Epsom....Steve Whiteway, the typical English holidaymaker abroad.... Greenham Common to appear in next year's Good Food Guide?....Jim Glasgow now running a guest house for students on the south coast.... Rosemary wins a weekend stay in Bournemouth and 36 bottles of wine at A.B.T.A. fair....computerised accounts system getting nearer all the time....new telephone system will be with us soon... Lynn and Sally relived their childhoods with a trip to see 'Snow White and the Seven Dwarfs' as guests of the Phoenix Theatre.

#### HRR NEWS

Contributions to the next issue of 'HRR News' should reach Rosemary by 8th February.

#### LETTERS

From a lady in Hinchley Wood:

"I would just like to write to you to say how much I enjoyed your day tour to York. The two drivers were so very helpful and kind (Peter Cooper and Ray Lance).

I have now done 53 of your day tours this year, with still more to come. I have been very pleased with all of them. I think you pick your drivers very well, and have never had a bad one, they have all been most helpful and pleasant."

and from Sue Crossman at Spectra:

"We were very pleased with the operation of the Obstetricians and Gynaecologists programme, and with the success of the Schweppes programme the following week. As always, our performance depends on the reliability and quality of our suppliers, and in this regard our coach company is always in the front line.

As usual, Epsom Coaches performed superbly; every coach was punctual and your drivers were efficient and friendly; we simply couldn't have asked for more.

Please pass on our grateful thanks to all at Epsom, both in the office and to the drivers for all their hard work."