



Matt's Minute

Hello, and thank you, for all you do for Roland Machinery Company.

I want to share a bit on communication and challenge you to intentionally think about every interaction. First off, we must think about who we are communicating with. We are communicating with “customers”, which are our internal employees, external existing customers, new customers, and potential new employees. We are in constant communication with all kinds of “customers.” The way we communicate dictates the customer’s impression of RMC. Every touch is impressionable. We must care about the customer’s problems, help find solutions, be experts in our craft of distribution, be consultative, and assist in narrowing down realistic cost-effective solutions.

We must be prompt with delivery of solutions (parts/service/sales). If delays accrue, we must communicate, follow up with implemented resolution for the services we provided, and strive for 100% satisfaction in every situation. Every employee’s communication influences the customer’s decision about whom they want to partner with. Good communication, persistence (being in front of the customer regularly), and building meaningful relationships creates comfort for the customer to view RMC as a partner.

This all results in customers looking to RMC for all their needs. This also creates a culture in which more people will want to be

involved. As we continue to increase customer business, we can reinvest into RMC infrastructure such as buildings, service trucks, training, parts, employees, and technology.

Again, thanks so much for being excellent customer service advocates.



Roland Recognition

We recently received the below message about Clay Hushour (Wirtgen Group Service Specialist) and all the trainers from Dan Tincher with Iroquois Paving Corporation.

“I’ve gotten nothing but huge compliments from our people last week going to the Roland classes in Springfield. Thank you all so much. Big shout out to Clay. They love him and think he’s the best teacher you have. Thank you, Clay, and everyone else at Roland.”



Congratulations

Roland Machinery employees who have successfully completed their Foundations courses with Wirtgen America. They will all be receiving a gift package of two Wirtgen hats, a sweatshirt, and t-shirt.

Sam Buse
Bill Fort
Clay Hushour
Thomas Lawson
Jordan Leland
Austin Lynn
Bill Nagel
Hunter Penzato
Zach Roman
Tom Rozanski
Scotty Sines
Craig Stephens
Nick Strangberg
Dillon Witczak



Baby Welcomes

Kyle Mayville (Service Admin-Escanaba) and his wife, Maddie, welcomed Kinsley Mayville on December 22, 2023

Sam (Territory Manager-Bridgeton) and Emily Scoles had a little guy Hudson Samuel Scoles on Monday January 8, 2024.



Cody (used Equipment Admin-Springfield) and Jozy DeGroot welcomed Crue Joesph on November 14, 2023.



Nick (Trainer-Bridgeton) and Julie Huetsch welcomed baby Colter to the family on December 13, 2023.



Melissa Brockhouse (Sales Admin/Inventory -Springfield) and family welcomed a new puppy Wrigley. She joins big brother Bo.



Engagements

Garrett Eggleston (Warranty Admin-Springfield) got engaged of the holiday season to Sarah.



RMC in the community

Roland was honored as a corporate sponsor as a long time supporter of the Ansar Shine and the work they do for the Shiners hospital.



Ryan Pringle (Assistant Service Manager-Franksville) also works to support the Tripoli Shrine in Milwaukee. Roland is happy to help support the Shiners.

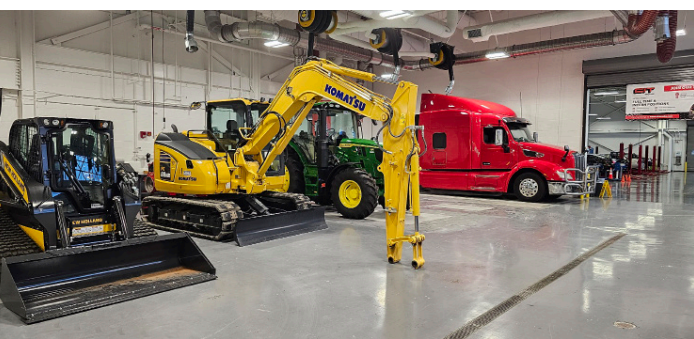


RMC is proud to support the Lincoln Land Community College Diesel Technology Program. We are partnering with the



college and investing in the industry with a state-of-the-art classroom and lab.

A luncheon was held in October to commemorate the opening of the program.



Ashley Ingram has presented to the students in the classroom about all things HR and then a interpersonal communication presentation. We also hosted a Christmas Party for the students that was a great success.

Safety Scoop

To avoid parking lot fender benders, consider this loss prevention strategy: **PARK TO LEAVE.**

This simply means to either back into a spot, since we all have backup cameras now a-days, so use them, or simply pull through a parking spot. **Two reasons why:** First, when you “park to leave” you are less likely to hit someone or something because you can see as you pull out of the spot. The 2nd reason is because if you need to leave in a hurry for an unforeseen emergency, backing out could be problematic. Consider using this simple step in your everyday life.

Staff News

Retirements

Carol Hummell (Assistant Controller-Springfield) retired after 19 years of service.

Doug Iverson (Field Tech-Bolingbrook) retired after 21 years of service.



Anniversaries

[Anniversary](#)

Birthdays

[Birthdays](#)

Upcoming Events

LLCC career expo on 4/11

Please let Ashley Ingram know of any upcoming event to add to newsletter.

Tech Talk

Test your technical knowledge and answer the question below by following the link. The first person to get the answer correct will win the grand prize, everyone who answers correctly will receive a small gift.

[Click here to answer](#)

What is the complete designation of the left hand forward coil?

Join Our Roland Team

Our RMC employees are our best recruiter, please let Ashley Ingram know if you would like some of these cards. Don't forget you can earn \$1000 for referrals of employees.



Scan code for current job listings



Follow us on social media



Our new Roland Machinery website went live on March 26. Check it out!

rolandmachinery.com