

## What Makes For a Great Motor Coach Operator?

After spending many, many decades in the passenger transportation industry we've learned a thing or two about what makes for a great motor coach operator. Read on to see if this describes you!

Let's start with the easy stuff: you have to be a safe driver. It's a no-brainer and really doesn't require any further explanation. There's a reason why our company safety record is exemplary – we don't have poor drivers.

The next step is pretty simple as well: you must be healthy. You're going to have to pass a physical that is sanctioned by the state of Wisconsin and the United States Department of Transportation. There's a reason you need to be healthy: because if you aren't the people sitting behind you can die. That seems simple enough. So you will need to be able to load/unload 50 or more pieces of luggage in a matter of minutes. You may need to load an equipment trailer that is towed behind your coach. Your health must be good enough to not only take care of your passengers but also any items that they are traveling with.

Now let's get down to the serious stuff. Your personality. This is the real deal. If you are kind, caring, considerate and have the "servant attitude" then you have the necessary qualities to be a great coach driver. It's really that simple. And here's a bit of a secret. If you have those qualities, you are already very likely a safe driver. Because people with quality personalities typically have quality driving records. It only follows that people with positive attitudes have good driving records. That means you already fit what makes for a great coach driver.

We absolutely don't care if you have experience as a professional driver. We will train you. In many cases no experience is better than experienced drivers with bad habits. So if you don't have experience – don't worry! We use the "building blocks" methodology of training. That means you advance in steps. We aren't going to spend a few days with you and then send you off to NYC in a \$500k bus. (Our Big Box competitors do that – now you know why our safety record is so good and in some cases their safety record isn't so good!)

If you do have experience, great! That means you've driven professionally. If your personality matches the qualities we suggested in the paragraph above, you won't have any problems adapting to our company culture. (If you don't know what that is, see the home page of our website.) We have been blessed with drivers that came to us with previous experience – some of which came out of the trucking industry. If that is your background there are just two things to remember when comparing the coach industry to the trucking industry. Number one: our freight talks back. Number two: virtually every minute of every day is orchestrated. You will be told what time to leave the terminal, what time to pick up your group, where and when to stop for a morning break, where to stop for lunch and in some cases what to eat, and so on and so on. You get the drift. Not everyone likes that kind of minute by minute and hour by hour scheduling. If you don't mind that, then the coach industry may be a good fit for you.

Many, many of our most successful drivers have come out of the school bus industry. If you have school bus driver experience, the motor coach industry might be the next step on your personal ladder of achievement. The reason we use the word "might" is because while both industries involve carrying passengers, the coach industry involves carrying passengers a great distance and all hours of the day and night. And all ages. And to all different destinations. And all days of the week and all different weeks of the year. You get the point. Because you know how to handle a bus carefully and safely with passengers on board, you are already on your way. If you don't mind being gone for multiple days in a row (and your spouse/family/significant other doesn't mind!!) then you will make for a great candidate as a coach driver.

Here's the bottom line: every one of our coach drivers is good at their job and it shows. They dress professionally and they act professionally. They treat their passengers with respect and care. They possess the "servant attitude" because at the core of it we are a service industry and only those with a servant attitude belong here. Are you Progressive Travel material? Only you know that. If you've read this and said, "that's me" then we need to hear from you. You can contact us via our toll free phone number which is 1-800-231-4391 or email [jburnett@progressivetravle.org](mailto:jburnett@progressivetravle.org) .