

STRAIGHT to the POINT

that all order specifications are met and that nothing leaves VTC without proper verification.

Without such attention to each order, mistakes could be made that would be devastating to the customer.

Ignacio is one of many VTC employees who make sure that mistakes are not made. "I like my job because I like making sure that the customers' needs are met and that everything goes smoothly."

VTC has developed a reputation that is unequalled in the industry. The power behind the company's success is its employees. Each and every VTC employee is completely committed to providing service with a family touch so that the customers are completely satisfied. With that kind of dedication from its people, VTC has been able to offer its customers one of the safest, most comprehensive bulk handling, transloading and ISO container depots in the industry. When you work with the VTC family, *it's handled.*



ventura
TRANSFER COMPANY

2418 E 223rd Street
Long Beach, CA 90810
310.549.1660
venturatransfer.com

© 2005 Ventura Transfer Company

Inside VTC: The People Behind the Success

Ventura Transfer Company is respected throughout the industry for reliability, professionalism and an unwavering commitment to customer service. What makes VTC so exceptional? It's the people.

Customers come to VTC based on the strong reputation, but they stay because of the people. They get reliable service every time from people they trust and enjoy working with. For over 130 years, the people at VTC have provided excellence for customers through consistent communication, a commitment to finding the best solution and unmatched integrity. Every job at VTC is an important part of the company's ongoing success and the dedication of the staff has created loyal long-term customer relationships.

VTC has one of the highest employee retention rates in the industry for good reason. People like working there.

The company is made up of real people doing real jobs. They are drivers, loaders, mechanics, tank cleaners, wash



The value of
THE EXTRA MILE

The employees at VTC make sure that customers experience the exceptional service and professionalism that VTC is known for. It is their unwavering commitment to customer satisfaction that makes VTC a great company to do business with – and an even better place to work.

See *Exceptional People* inside>



ventura
TRANSFER COMPANY

rack operators, customer service people, management and many others that work each day to deliver the highest quality service to the customer.

RAILCAR CONTROLLER – JEFF LATIMER

Keeping the Railcars in Order

Jeff Latimer has been a part of the VTC family for 23 years. Being around railcars, trucks and cars is something that Jeff loves. He has been an amateur race car driver and motorcycle off-road racer for over 30 years.

Although he has held a number of positions, his job as Railcar Controller is one of the most fulfilling. Jeff manages the daily inbound and outbound flow of 500 railcars from 8 yards across the Western United States. He is responsible for making sure that the railcars are inspected when they arrive and that they have not been

“I’ll do whatever it takes to keep a customer from experiencing a delay.”

compromised during the journey. Additionally, Jeff makes sure that when the railcar leaves, it is completely empty of product. It is then secured and sent back. In the event of a problem, Jeff

notifies the shipper and does what is necessary to make it right. “If we don’t inspect each railcar as it arrives, the customer has no way of knowing the status of their order. And that’s critical information for them to have.”

VTC customers have depended on Irma to take care of their needs for over 27 years.

Part of Jeff’s job is to know what is in each car and where it needs to go. He monitors the schedules of each railcar daily. When a train is late, customers count on Jeff to update the schedule and let them know so that they can plan accordingly. “I’ll do whatever it takes to keep a customer from experiencing a delay.”

CUSTOMER SERVICE – IRMA WENDORF

Giving Customers Peace of Mind

VTC customers have depended on Irma to take care of their needs for over 27 years. Her vast knowledge of the internal workings of the company combined with a memory for each customer’s special requirements has made her an invaluable part of the VTC family. Hers is the friendly voice and can do attitude that customers hear when they call. “I love the

challenge of my high volume accounts because it gives me an opportunity to use all of my skills to get the job done right.”

Each order that comes in is unique and must be processed individually with an eye for detail.

Orders dictate how much material is to be pulled from a specific railcar and loaded onto a trailer. It is also critical that adequate time is scheduled to make the delivery on time. The ability to quickly recognize the difference between types of material is essential. Special requirements such as heating, filtering, metering and product quality controls must be accurately recorded so that the material is never compromised.

Like all customer service people at VTC, Irma is completely dedicated to making sure that her customers never worry about their order. She treats her co-workers to the same nurturing that she gives her customers in the form of impromptu tea parties complete with hand-made finger sandwiches, freshly brewed tea and homemade scones. Candles, flowers and scent top it off to help make her co-workers feel as valued as her customers.

“I take a personal interest in everything I do. I make each request a priority and treat each customer as if he or she were my best.”

LOADER – IGNACIO MORA

Making Sure It’s Done Right

Ignacio Mora waited two years for a job to open up at VTC. As a tank cleaner in the industry, he was aware of VTC’s reputation for safe working conditions and excellent employee morale. When a job in the highly specialized field finally became available, he jumped at it. “I have two children, so being at a stable company that offers good benefits is important to me.” Soon he moved from tank cleaner to loader.

“I like making sure that the customer’s needs are met and that everything goes smoothly.”

Customers rely on Ignacio to make sure that when their truck arrives to pick up material, the right amount is loaded from the right railcar in the right manner. This job requires extreme attention to detail, a highly organized mind and a strong working knowledge of each customer’s needs. Ignacio is the gatekeeper who ensures

exceptional customers call for
EXCEPTIONAL PEOPLE



JEFF LATIMER—Railcar Controller

Jeff knows railcars. He knows what they’re carrying, where they’re going, and when they’re going to get there. Customers quickly learn to rely on his expertise and dedication to get their materials to them on schedule.



IRMA WENDORF—Customer Service

Irma makes friends of all her customers. They know that regardless of the complexity of their order, they can count on Irma to see it through. No order is too small for her complete attention nor too large for her to handle with ease.



IGNACIO MORA—Loader

Ignacio’s incredible attention to detail and knowledge of bulk handling ensures that each and every order is delivered to the customer exactly as it should be.