



VENTURE LOGISTICS CUSTOMERS FIRST!!!!

The Customer

The customer is always right.

Except when he is wrong. But in sales, right and wrong do not matter.

It's the customer's perception that matters.

Keeping the customer happy is what matters.

Customer complaints breed new sales, if you handle them correctly.

Keep in mind:

If he can't state his complaint clearly, it's up to you to help him do so.

Every customer thinks they're the only one you've got

--treat them that way.

The customer is human and has problems, just like you do.

It all boils down to you.

The customer's perception is reality.

How big a deal is it to try to give them what they want.

"A LITTLE CHAT WITH THE BOSS" President/CEO Doug Williams

As we head into our busiest time of the year, let's take a look back at the last twelve months. Our growth has been tremendous and we are handling twice as much freight as we were one year ago. That is why we must continue to work together in helping each other and increase and improve our communication. It is extremely vital that we communicate closely with not only our customers but also our fellow co-workers. Let's **not** make the assumption that someone knows something just because they are physically in the office. We have a lot of new faces and we must make sure that everyone is included in all updates of new information.

There is no individual

greater than a team!!!!



Just as we have seen considerable growth the last twelve months our projection is for it to continue into 2006 and beyond. By this time next year I anticipate our power units and trailers counts to both go up another 50 pieces each. I want to thank everyone for their hard work and efforts and stay ready for the continuing ride into 2006. I ask that each and every one of you continue to work hard, stay open minded and show some tolerance and patience in this ever changing industry. Again thanks to everyone for your support and let's continue to keep the ball rolling!!!!!!

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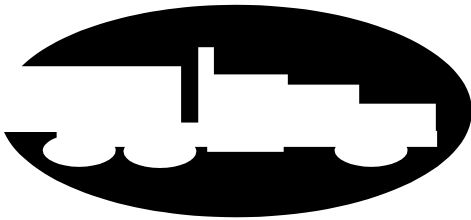
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- **DRIVER RECRUITING PROGRAM**
- **\$300 BONUS TO DRIVER WHO RECRUITS A NEW HIRE—(\$100 at 5th, 12th and 25th weeks based on active employment)**
- **Thank you to the "Magnet Recruiting Team" Anyone interested in participating please contact Dawn Griffin to obtain a car magnet advertising for drivers. All participants eligible for drawing for a \$25 gift certificate once per month.**

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"COMPANY PICNIC"



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***"Your total transportation
company"***

Were on the web!

www.venlog.com

You are cordially invited to a day at the zoo!!!

What : Company Picnic

When: Sunday October 9th 10am to 2pm

Where: The Indianapolis Zoo

Kroger Pavillion

Who: All company employees/their spouse & children

Why: In appreciation of a year of growth and hard work and dedication.

Doug is generously treating all venture employees to a day at the zoo. Admission to the zoo and refreshments will be provided as well as a pass to enjoy admission to the dolphin show.

Come prepared to visit with your co-workers and enjoy a day of family fun!!

RSVP to Dawn Griffin by September 28th to secure your ticket.

Birthdays are good for you. The more you have the longer you live!!!



4TH Quarter Birthdays

Donald Hunley	10/5
Everett Bradley	10/7
Doug Williams	10/11
James Detamore	10/15
Dawn Griffin	10/17
Anthony Watkins	10/18
Dana Ellington	10/23
Patrick Battaglia	10/23
Russell Coss	10/26
Bryan Starr	10/29
David Rosenquist	11/1
Cheryl Cooper	11/1
Sharon Parker	11/7
Brian Kingen	11/8
William Crain	11/10
Sonia Garcia	11/17
Roger Gay	11/18
Scot Stallsmith	11/20
Paul Kuhns	11/20
Gene Ket	11/20
Larry Black	11/21
Rodney McNeil	11/22
Don Groshon	11/26
Cylest Filoso	11/29
Michael Hall	12/1
Jay Murphy	12/3

William Star	12/4
Jim DeWeese	12/4
Ricardo Bonner	12/5
Nichole Proctor	12/11
Aaron McCormick	12/11
David Morse	12/13
Spencer Peterson	12/14
William Hollingsworth	12/15
Kelly Watts	12/17
James Young	12/22
Shannon Monroe	12/25
Carl Wert	12/27



Venture Logistics Benefits start the 1st of the month following 90 days of employment!

The benefits include Health with copays for doctor visits and prescription!

Dental, Vision, 401K matching, life, and short term Disability Insurance.

DON'T MISS THE OPPORTUNITY TO SIGN UP FOR YOUR BENEFITS!!

If you need forms call Cathy Howard, Human Resource Manager . Extension 121

We couldn't complete this newsletter without including a picture of Nikki Vivaldi, our chief cook and bottle washer for so many years. Nikki had the nerve to retire and move to North Carolina with her husband Tony.

Even though we miss her terribly, we wish her a happy retirement and hope to have her visit our "office-home away from home" whenever she is in town.

"Some people come into our lives and quickly go. Others stay for a while and leave footprints on our hearts and we