



June 2018

Greetings!

## People are the Highlight of Office Manager's Job

"I enjoy talking to all of the people who come into the office," says Jennifer Rice, manager of the Frederick Bayrunner office. "They tell me stories about their trips or visiting their families. I get ideas about some of the places I'd like to visit someday.

"And then passengers come back through the office on their way home, and I get to hear all about their trips. I really enjoy that," adds Jennifer.

In her two-plus years of working at Bayrunner, one passenger in particular stands out. "Rosalie, who recently retired, always comes into the office to chat - she's such a dear.

She's 71 and always pays in cash, and I help her plan her visits to family. Her family likes her taking the shuttle because they don't want her driving to the airport, and she doesn't care to drive, either."

Jennifer explained that it's not unusual for families to book Bayrunner for their retired parents. "Then they don't have to worry about them driving and they're confident Bayrunner will safely get their loved one to their destination."

One of Jennifer's most memorable passenger experiences was helping a woman who was coming to Frederick for a funeral. She was left stranded at BWI Airport by another transportation service, and we were able to get her on the last shuttle to Frederick, to meet up with her family, she explained.

She also loves spreading the word about Bayrunner's services. In addition to her duties of answering the phone, taking reservations, and scheduling and dispatching drivers, she enjoys getting out in the community, visiting hotels and other venues, to let them know about Bayrunner's services.

In her other part-time job at the Frederick County 911 Call Center, Jennifer tells her colleagues and the fire fighters, police and sheriff's department employees she works with about Bayrunner. "A friend of mine recently took Bayrunner from Frederick, and she said it was nice not to have to fight the traffic or deal with airport parking," said Jennifer.

Bayrunner has really become a family affair, with Jennifer's 20-year-old daughter, Kayla, working in the Frederick office for about six months. "It's a good job for young people - they learn a lot of different skills; credit card processing, dealing with cash, learning the computer



and different software systems, and tracking drivers and airline flights. We keep an eye on whether flights are on time; if not, we'll schedule passengers to a later shuttle," added Jennifer.

Say "good-bye" to Jennifer the next time you're at Bayrunner's. She recently graduated from nursing school and will be starting her job as an R.N. next month!

*Thank you for your time with us, Jennifer, and best of luck in your new career. We know you'll be great!*

Are you interested in working at Bayrunner? Please email Caroline Presburg with your resume and availability, [Caroline@bayrunnershuttle.com](mailto:Caroline@bayrunnershuttle.com).

Watch our [Facebook](#) page for our latest news, and if you need a ride from points in Western MD through Frederick and to BWI, Amtrak or the downtown Greyhound Bus Terminal, consider taking [Bayrunner Shuttle!](#)

Visit our website for our great rates - just \$46 from Frederick!



## Heading to the Beach?

What are your beach dreams for this summer? Bayrunner has service from Western Maryland all of the way to Ocean City and Kent Island!

*"Fast, friendly affordable, effective. Dan got me to BWI from Frederick Transportation Center again making this a very welcome service.*

*A major I-70 Traffic Jam did not make us late so kudos. Looking forward to a return."*  
~ Wil B

If you've had a great experience with one of our drivers, please take a minute to thank them, and also write a review on: [Google](#), our [Facebook](#) page, or [Yelp](#).

Visit our website for our complete schedule and to make your reservation today!



Visit our website