



Our employees often do the extra things it takes to be successful. **“Extra Miler”** Mike Thatcher is no exception. Mike is normally a part time/ semi retired employee. However, Mike enjoys his work and interaction with fellow employees and customers.

Recently our full time driver at our Linton store, while having a major health problem has been grounded and on light duty. This has put Manager Teresa McBride in a “pickle” leaving her shorthanded during the busiest part of the year. Teresa knew Mike was her “go to” driver. She knew she could depend on Mike to carry the load.

Mike was up to the task and willingly stepped up going back to full time until needed to do otherwise. Mike has time and time again proven his commitment to his fellow associates by stepping up.

Our customers also appreciate Mike and know he is more than accommodating to their needs. Mike’s **“Commitment”** to the job was recently demonstrated when a customer had a special emergency request and if not met would result in the customer purchasing elsewhere. This would mean our yard team, inside sales team and Mike would all need to coordinate the sale, build the load and deliver before the normal store hours early the next morning. Everyone got busy doing their part and Mike? Well he arrived an hour before open hours, grabbed the keys to the already loaded truck to head to the jobsite.

In the end our customer was well pleased, and thankful for the commitment of the local Bender Lumber team.

This is not the first time Mike has been nominated for an **“Extra Mile”** award which means he is now considered a **“Road Warrior”**. Congratulations Mike for a job well done.

