

# Epsom Coaches Group



*Celebrating 85 years of excellence*

## **Corporate Open Day Guide - Friday, 22nd April 2005**

We are delighted you have been able to join us today to help us celebrate the anniversary of our family business.

Due to the number of visitors here today, we will not be able to give everyone a personal guide, however you are free to tour the premises following the plan overleaf and along the way there will be representatives available to help you.



By following the plan you should end your visit in the new service department where there will be a selection of food and drinks for you to enjoy and a chance for us to answer any of your questions.

*Roy and Andrew Richmond*

### **Your tour starts here.....**

*Please note that the numbers refer to the plan shown on page 2*



#### **1. Epsom Holidays Booking Centre / Reception**

Over 90% of all Epsom Holidays bookings are made direct with the Company and this newly refurbished area is aimed at giving our customers and visitors a warm welcome.

#### **2. Accounts Office**

This department handles the sales and purchase invoices for the group as well as the payroll, and management accounting.

#### **3. Epsom Holidays - Sales Office**

The team in this office are responsible for the sales and operation of the Epsom Holidays division of the Epsom Coaches Group. A great deal of time and effort goes into planning the tours and day trips to ensure that they run smoothly throughout.

#### **4. Quality Line Bus Operation**

This department is responsible for the smooth running of our 53 vehicle bus network. A large part of the fleet is now equipped with satellite tracking to ensure that vehicles run as closely to the timetable as possible.

#### **5. Bus control**

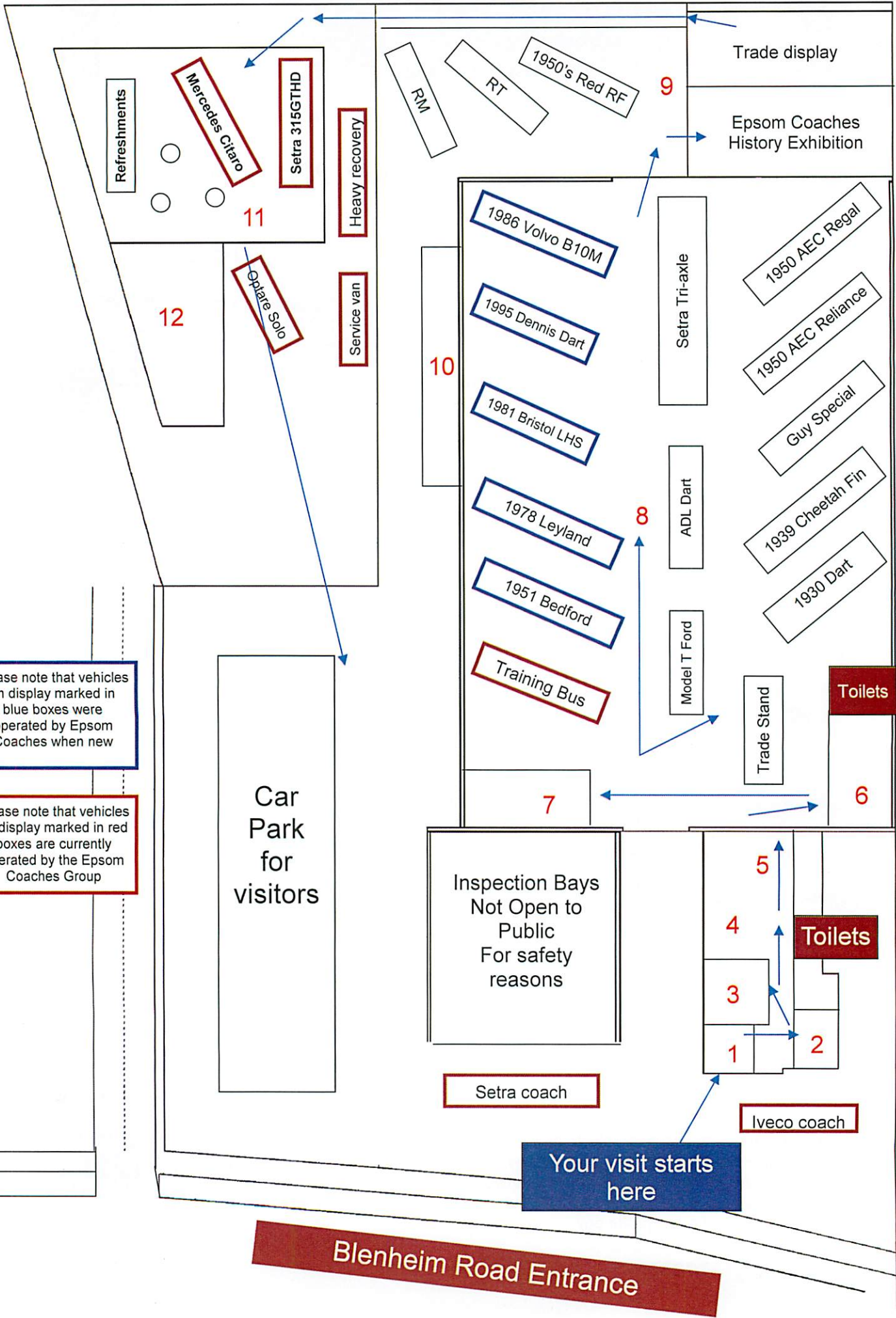
This section is manned 24 hour a day, 364 days a year and is responsible for the operation of our bus network. Drivers check-in using a computerised system that ensures all duties are covered and that the drivers receive the appropriate pay.

#### **Did you know?**

Epsom Coaches Group fleet carried four million, eight hundred thousand passengers during 2004

**Please note that members of the public are admitted to these premises entirely at their own risk and should take care at all times**

# Ground Plan - visitor trail



Please note that vehicles on display marked in blue boxes were operated by Epsom Coaches when new

Please note that vehicles on display marked in red boxes are currently operated by the Epsom Coaches Group

Car Park for visitors

Inspection Bays Not Open to Public For safety reasons

Your visit starts here

Blenheim Road Entrance



are on the road to ensure that all customers receive a full back up service should it be required. Coaches are hired by local organisations, tour operators (mainly based in London) and providing rail replacement services. The coach team have recently successfully provided over 100 vehicles per day over several weekends whilst engineering works have taken place on the underground between Heathrow and London.

**8. Vehicle display throughout the ages - main garage**

This area normally houses the coach fleet, however today we have a varied selection of buses and coaches from yesteryear as well as a state of the art 13.2 metre Setra coach.

**Did you know?**

Every bus is equipped with 8 video surveillance cameras which continuously record both inside and outside the vehicle. This provides added safety for our drivers and passengers whilst encouraging better behaviour on our bus network.

serviced to a strict timetable and are subject to annual MOT tests.

Refreshments to be served in this area

**12. Training centre**

The Company has always invested heavily in training and was one of the first of its kind to have its own training section set up. The training centre now has fully equipped facilities and a dedicated Training Manager and team to ensure high standards are being maintained throughout the Company. Drivers are trained to BTEC standard.

**6. Drivers rest room**

This area has recently been refurbished to provide better facilities for our bus drivers when they are resting between duties. Drivers have the use of the internet, a snooker table and satellite TV whilst taking a break from their day's activities.

**7. Epsom Coaches - Sales and Operation**

This building was constructed within the last year to provide a separate identity and operating base for private coach hire. This office is manned throughout the time that coaches

**Did you know?**

The Epsom Coaches fleet covered a distance of four million, six hundred and thirty thousand kilometres during 2004. That is the equivalent of six round trips to the moon

**9. Body repair / sprayshop**

The Company carries out most of its own bodywork repairs in this two-bay area. The building has the capability of maintaining double deck vehicles and employs ducted heating and filtration system to ensure vehicles are finished to the highest standards.

**10. Fuel tanks**

The Company stores up to 90,000 litres of diesel on the premises. Most of the fuel is stored underground, but the overground tank to your left was added to ensure the company's vehicles continue operating in times of shortage.

**11. New service centre - Epsom Fleetcare**

The latest addition to our premises, the new workshops were completed in 2004. Vehicles are lifted above the ground to the ideal height for servicing and repairs. All vehicles are inspected and

