

MILLENNIUM

L U X U R Y C O A C H E S



INTERVIEW WITH
JIM BRENNAN
MILLENNIUM'S CUSTOMER CARE MANAGER

2019 FEATURED COACH
& INVENTORY

PREVOST
PROUDS SPRING RALLY



Why is Millennium Luxury Coaches number one in customer service, quality, and employee satisfaction? Because I know what it takes to be the best.

When I was in the Army, there was no room for second place. You were either first, or you were last. We trained to win under the most physically, mentally, and emotionally challenging scenarios environments. We did this because we knew that failure in any aspect not only embarrassed us, it embarrassed our unit, our division, and our country.

I learned how to be fully committed to a cause, how to maintain my area, body, and equipment to be at a constant state of readiness. Training and striving for the best became a habit, and that habit meant we acted together as a well-oiled machine.

Whether you played sports in school or competed academically, you know the training that I'm talking about. Coaches around the world train their teams to win, studying their opponents, learning how to be better, keeping their minds and body ready at all times. From award-winning debate teams to championship football teams, these students learn how to be number one.

Vince Lombardi, considered by many to be one of the greatest football coaches of all time, said it best: "Winning is not a sometime thing; it's an all the time thing. You don't win once in a while... you don't do things right once in a while... you do them right all the time. Winning is habit." In Lombardi's book, there was no second place. To be a winner in the football field you had to bring more than just brute force. You needed to bring your heart and intelligence as well.

So how do we stay number one here at Millennium Luxury Coaches?

We define our guiding principles and core values that are non-negotiable.

We agree to show up and be accountable.

We continuously innovate and improve all aspects of our business process from manufacturing to processes and procedures to customer and employee care.

We have a social, fiscal, and personal responsibility to each customer and to the company as a whole.

We must be of service to all – service to our community, service to our customers and their families, and service to each other.

I keep this vision in mind as I form the very best team I can. I choose leaders who can lead, delegate responsibilities to those who will treat them with the same respect I will, and place people where they need to be in accordance to their abilities and experiences.

In this issue, you will get to meet one of our leaders – a team player and a big reason we have the best manufacturing, service and customer care team in the world. Customer Care Manager Jim Brennan, performs (oversees?) the quality control and delivery process. He ensures our customers receive the level of attention and degree of care they deserve – in the shop and on the road. I hope you enjoy the look into what we do and how we continuously strive to be on top.

Thanks to people like Jim, and to customers like you, we're number one, and as you read this quarter's issue, let's celebrate being number one together. That's the only way to live, because second place is definitely not an option.

What Our Customers Are Saying

Dear Nelson,

We just got home after spending three days at your facility in Sanford receiving our "training course" on our new Millennium. We could not be more pleased with our decision to purchase! We had owned a Millennium Coach for a while and then decided to upgrade to one that had newer technology during our visit to the Prevost Expo in West Palm Beach in February.

We have had converted Prevost's for the past 16 years, but this Millennium approach is a whole new experience for us. We must admit we are very impressed with our new coach, but we just may be more impressed with you and your Millennium team than we are with the coach! We have never experienced an organization with such customer focus, top to bottom, as you have assembled. Yes, we agree that the Millennium Coach is just the most technologically advanced conversion on the road today, but your service and support is even more impressive to us! We have worked in "customer focused" organizations before and feel we can recognize exceptional customer service, but you and the Millennium team have taken customer service and support to a whole new level. Every person we talk to at Millennium appears to know the story; doesn't need a whole new conversation from us as to what our situation is or what we are in need of but seems to know how to address our concerns and who can fix whatever needs fixing!

We are amazed at your whole organization and just wanted you to know how much we appreciate working with such a fine group of people. Every one of your group reflects your attitude and approach to the way you conduct your business and how you treat people; all of which we greatly appreciate!

We have certainly enjoyed working with you and Daniel and felt very comfortable with the relationship we developed. Admittedly, we were a little apprehensive when we were told we would begin working with your service group. I'm always reluctant to mention names because we certainly don't want to leave anyone out because beyond a doubt, we have been impressed with everyone we have met!

Thanks to Daniel O'Leary and Mendee for the way the sale, paperwork and follow-up was handled! Thanks also for your incredible service and support team starting with Eddie Sharpe, Willie Dillingham, Steve Robinson, Jim Brennan, Corey McIntire and Bob Schraff. What a team!

Thanks for all you have done for us and we look forward to many years of Millennium Luxury Coach ownership!

Warmest regards,
Howard & Debbie Griffin

UPCOMING EVENTS

July 20th

Alex's Wedding!
Brighton, Utah

Aug 9-10

Grand American
Trap Association
Sparta, Illinois

Sept 11-17

Bus N Bikers
Lafayette, LA

Sept 5-12

Royale Coach
Club Trenton,
Maine

Sept 23-28

Prevost Prouds
Kerryville, Texas

Aug 29-Sept 2

Labor Day event Mt. Falls
Luxury Motorcoach
Resort, North Carolina

Meet Jim Brennan

Customer Care Manager

When it comes to getting a Millennium Luxury Coach, whether it's your first one or an upgrade, there are few times more important than that moment when we deliver the final pristine product into your eager hands. The following is an interview with Jim Brennan – Millennium's customer care manager for the last eight years. It provides a behind-the-curtain look at what takes place in the days leading up to delivery of your luxury coach.

MLCY: Jim, walk us through what you do.

Jim: Well, it's quite a lot of work. Once I get notice that a coach is ready for me, she's spent weeks being built, painted, wired, and tweaked, and I get to be the final eyes and ears before the customer takes her home. The first thing I do is a quality check, spending time each day meticulously checking every square inch of the coach, inside and out. I go through a very detailed list to ensure everything is finished, test all the control panels, appliances, electronics and lighting, make sure the plumbing works, the shades operate properly, test the seals for water resistance, and then my favorite part.

MLCY: Which is?

Jim: I take her out for a test drive. We listen for squeaks, rattles, noises, check the ride quality, and make sure that everything is absolutely perfect for the customer. This process takes a week or so until I'm satisfied that each little detail is exactly how it should be.



MLCY: And then what happens?

Jim: Then we get to the day before a customer arrives. This is when the pressure is on. I go over every square inch of the coach making sure every detail has been addressed. The coach gets its final wash and wax, I check all the accessories, make sure she's fueled up and has fresh water on board, and run through the iPads to test all the systems one last time. Better to double-, triple-, and quadruple-check than to hand over a coach that's not perfect.



MLCY: Is your job done after that?

Jim: It's just getting started! On the actual delivery day, the customers and I will walk through the coach and I'll get to show them all the amazing features! If they're a repeat customer who's upgrading they might be more familiar, but either way, I'll make sure they know how everything works before they drive off.

MLCY: Do you find that customers are intimidated by all of the high-tech gear?

Jim: The beauty of the technology we install is that it's all very intuitive. Even if they're a little intimidated at first by the iPads and using them to control the coach's systems. Once they see how easy it is, that concern disappears instantly. We've programmed and laid everything out in such an instinctual way that even the biggest technophobe will pick it up quickly.



MLCY: What's your favorite feature to show customers?

Jim: That's hard to choose. If the customer requested a specific or unique feature that we installed just for them, I love getting their reaction to it. It's also great to see how enthralled customers are with Apple Car Play through the dash radio, the 360 degree camera system, and even the ceramic tint in the cockpit that keeps the driver cool in the sun.



MLCY: And your least favorite feature?

Jim: (laughs) The bidet! either they know how to use it already, or they don't, and either way, it can make for an awkward minute or two. I remember when I first started working here, and I was shadowing Nelson (CEO of Millennium Luxury Coaches) as he did the job I do now. He showed the customer the bidet and for one second, he acted like he was going to demonstrate how to use it. I think the look of horror on my face still makes him laugh to this day.

MLCY: So, after you've gone through the coach with the customers and you're confident they know what they're doing, is that it for your role? Do you just wave as they drive off into the sunset?

Jim: Not at all. Each customer has my personal contact information, as well as the information for several others. I am here to personally answer any and all of their questions that come up until they're completely at ease with the operation of the coach and all of its accessories. It's very important that our customers know that they're basically part of the Millennium family now, and we're there for them in whatever way we can be. Whether they're a new customer or a returning one, we want them to understand that we're there for the long haul, and we're honored that they chose us for their luxury coach needs!



2018 Millennium H3-45 #737



- **Quad slide with a bath and a half**
- **Wenge wood veneer**
- **Breakfast bar seating**
- **Savant control systems**
- **Lutron home automation system**
- **Heated floors**
- **Pressure washer**



PREVOST PROUDS

Spring Rally Myrtle Beach 2019





Simple & Tasty Summer Recipes



Photo by Jonny Valiant

Old Bay Shrimp

BY THE GOOD HOUSEKEEPING TEST KITCHEN

Whether you're throwing these Old Bay seasoned shrimp onto salads or eating them straight, they taste like pure summer.

Ingredients

- 1 1/2 lb. shell-on deveined shrimp (16- to 20-ct.)
- 1 tbsp. olive oil
- 3 tsp. Old Bay seasoning
- 1/4 c. Chopped parsley

Directions

1. Heat grill on high. Toss shrimp with olive oil and 1 1/2 teaspoon Old Bay seasoning.
2. Thread shrimp onto skewers and grill until opaque, turning over once, 3 to 5 minutes.
3. Remove shrimp from skewers and transfer to large bowl. Sprinkle with parsley and 1 1/2 teaspoon Old Bay seasoning; toss to combine. Serve immediately.

Sweet Potato, Avocado and Black Bean Tacos

BY THE GOOD HOUSEKEEPING TEST KITCHEN

Swap ground beef for spicy sweet potatoes for the ultimate vegetarian taco.

Ingredients

- 1 3/4 lb. sweet potatoes, scrubbed and cut into 1/2" chunks
- 1 tbsp. olive oil
- 1 tsp. chili powder
- 1 can (15 oz.) no-salt-added black beans, rinsed and drained
- 1/2 c. salsa verde
- 1 avocado, thinly sliced
- 8 corn tortillas
- 1/4 c. crumbled cotija or feta cheese
- Cilantro, for garnish

Directions

1. Toss sweet potatoes with olive oil, chili powder and 1/2 teaspoon salt. Arrange on large rimmed baking sheet; roast 30 minutes in 450°F oven.
2. In saucepan, combine black beans with salsa verde; cook on medium until warm, stirring.
3. Serve sweet potatoes and beans with avocado, corn tortillas, cotija or feta cheese and cilantro.

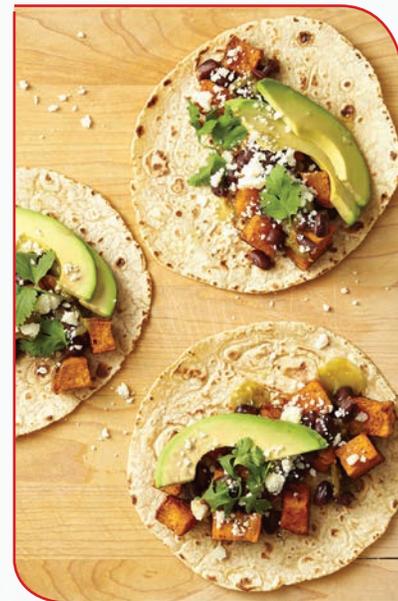


Photo by Danielle Occhiogrosso

Pecan-Stuffed "Baked" Apples

BY THE GOOD HOUSEKEEPING TEST KITCHEN

Get creative with your slow cooker this season and try whipping up something sweet! These "baked" apples, which are stuffed with dried fruits, rich butter, and heady brown sugar are an easy treat to try your hand at.

Ingredients

1/2 c. finely chopped pecans
c. dried tart cherries
4 tbsp. soft butter
1/4 c. brown sugar
1/4 tsp. pepper
1 pinch salt
3/4 c. apple juice
Ice cream

Directions

1. Trim bottom 1/4 inch off apples so they sit flat; place in 7- to 8-quart slow-cooker bowl.
2. In medium bowl, with fingers, combine pecans, cherries, soft butter, brown sugar, allspice, pepper, and salt. Stuff into centers of apples.
3. Pour apple juice around apples. Cover bowl with lid and cook on low 4 hours or until tender. Serve warm, with ice cream.



Photo by Con Poulos



Photo by Mike Garten

Berry-Lemon-Basil Sangria

BY THE GOOD HOUSEKEEPING TEST KITCHEN

Come summer, nothing's better than an easy, boozy fruit punch.

Ingredients

3 pt. raspberries
1/4 c. granulated sugar
1 tbsp. fresh lemon juice plus 1 lemon, sliced
1/2 lb. strawberries, hulled and sliced
1/4 c. basil leaves
1 750-mL bottle wine

Directions

1. In pitcher, muddle 1 1/2 pints raspberries with sugar and lemon juice. Add strawberries, remaining 1 1/2 pints raspberries, lemon slices, and basil. Top with wine.



Source: goodhousekeeping.com

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PRE-OWNED INVENTORY



2018 Millennium H3-45 #737



2017 Millennium H3-45 #3008



2017 Millennium H3-45 #721



2017 Millennium H3-45 #713



2016 Millennium H3-45 #724



2015 Millennium H3-45 #731



2014 Millennium H3-45 #718



2013 Millennium H3-45 #720



2010 Millennium H3-45 #735



2008 Millennium H3-45 #732



2008 Millennium H3-45 #728



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- ~Coach Structural Repairs
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