

## Paul McNish, Chauffeur, Carey New Orleans/Signature Livery Inc., Metairie, LA Named the TLPA 2006 Limousine & Sedan Chauffeur of the Year

Paul McNish, Chauffeur, Carey New Orleans/Signature Livery Inc., Metairie, Louisiana, has been selected as the TLA 2006 Limousine & Sedan Chauffeur of the Year.

In his letter nominating Paul for this award, Dean Schuler, president of Carey New Orleans/Signature Livery Inc., wrote, "Paul McNish turns every client into a repeat client. He is fully committed to the joy of service and we receive phone calls on a continuous basis praising him and requesting his services. Paul leads by example and is an inspiration to the entire chauffeur corps of Carey New Orleans. He has successfully run large groups during multiple Super Bowls as a coordinator and lead driver with numerous drivers working for him. I can think of no finer example of a Professional Chauffeur in the United States."

"Paul McNish joined the Carey team in October 1995 as a chauffeur. During Super Bowl 1997 Paul exhibited exemplary leadership skills and stood out among the other chauffeurs. Paul quickly became lead chauffeur and was able to break any communication barriers between dispatch and the chauffeurs. Paul had earned the respect of both the chauffeurs and the office thus making him the obvious choice for Field Manager. As a requirement to this position Paul received hands on training in operations including reservations, dispatch, airport coordination, and on site special event supervision. His many recommendation letters and countless positive quality control cards sent directly to Carey International earned him the coveted 'Carey International Chauffeur of the Year 1999' award."

"In 2000, Carey International was introducing their newest venture Carey Meetings and Events, a sister company developed exclusively for special meetings and events. One of their first major events was in New Orleans. Carey asked Paul to be the on-site supervisor. Paul accepted the challenge and received rave reviews. Carey was so impressed by his problem solving ability, award winning



*Paul McNish is fully committed to the joy of service.*

customer service and supervision skills that they asked Paul to be the Sports Illustrated on-site coordinator at Super Bowl 2001 in Tampa, Florida. Even in a completely unknown city Paul shined. The entire event went perfectly. Paul can be called upon at any time and instantly makes himself available. Paul possesses a vast wealth of knowledge that Carey staff and clients have come to greatly depend upon."

Paul McNish was born in Sedalia, Missouri. At an early age, he moved to Lawrence, Kansas where he was raised. In 1995, Paul moved to New Orleans and started driving part time for Carey New Orleans/Signature Livery. Not long after this, he began to work full time for the company. Paul is a certified chauffeur through the Smith Systems and is a Certified Platinum Level Chauffeur through the National Chauffeur Transportation Certification Program.

Paul said what he liked about driving for Carey New Orleans is that he is an ambassador for the City. "I get to show you around one of the greatest cities in the world. You meet people from other parts of the world. You learn to treat all of your clients like your Mom and Dad, which is with respect. There is no difference from John and Jane

Doe to the presidents and CEOs of large companies, they all get the same treatment – the Best. At Carey New Orleans, we are like one big family."

Paul stated that the qualities that are needed to make a good limousine chauffeur "are the little things that he remembers about his clients (where they like to eat, newspapers in the sedans, what sights they like and where to take them shopping). A good chauffeur is never on time – he is always early to his spot times. He knows where he is going at all times because he takes time for a little pre-trip planning. I have seen a lot of drivers come and go in my ten years plus with the company. It takes a different type of person to be a great chauffeur."

Paul says the most interesting experiences he has had driving a limousine were with Connie Chung when she was doing a story for ABC's 20/20 program and driving during different Super Bowls in New Orleans, Atlanta and Tampa Bay. Some of the changes he has seen in the limousine industry since he started driving in 1995 are the introduction of more high-end cars and more regulation in the industry, such as drug testing and background checks, to make it safer for everyone.

Paul spends most of his free time with his kids, Frank and Jacqueline. He has coached both of them in baseball and softball. He says that he loves being with his family. Asked about his reaction to being awarded the Chauffeur of the Year Award, Paul stated, "I was really shocked when Dean told me about the award for Chauffeur of the Year. It is an honor to receive this award."

In honor of his professionalism and his commitment to provide exemplary service to his passengers, the Taxicab, Limousine & Paratransit Association is proud to recognize Paul McNish as the TLPA 2006 Limousine & Sedan Chauffeur of the Year. ■