

Congratulations Ryan!

Congratulations to Ryan Heavican, Project Manager at the corporate office, who was selected for the Grand Island Chamber's Top 35 under 35 Award!



Pump & Pantry Manager Meetings



Photo courtesy Craig Cummings

Managers were given two cups, four balloons, six straws, eight pieces of paper and tape to build a tower in a Team Building exercise. They had 2 minutes to plan and 10 minutes to build. This was the tallest from the two days it was 69 inches.

Chadron Pump & Pantry Voted Best Convenience Store



Pump & Pantry #50 Grand Opening



February 21 was the big day for Pump & Pantry store #50, located in Bellevue, Nebraska.

Bosselman Formula Vee cars race



Charlie Bosselman and Dustin Lofing race their Formula Vee race cars with the Rocky Mountain Vintage group out of Colorado. Formula Vees are a spec class based on components taken from the VW Beetle. They will be racing at some Colorado events and the home town race at the Hasting's MPH track at the end of August.

Boss Shop Posters Featured in PFJ's



Check out the new Boss Shop posters now featured inside Pilot/Flying J Truck Stops!

Bosselman Scholarships Awarded

The scholarship committee received some fantastic applicants this year and had a difficult decision to make. The committee awarded the traditional and non-traditional Fred and Maxine Bosselman scholarships as follows:

- Non-traditional: Kathryn Buette - \$1,000
- Traditional: Mitchell Miller - \$1000 (Chuck's scholarship)
- Ivy Lutz - \$1000 (Fred and Max scholarship)



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A Life to the "Max": Maxine Bosselman, namesake of Grandma Max's, dies at 92

Reprinted from the Grand Island Independent
By Sarah Schulz



The matriarch of the Bosselman family has passed away.

Maxine Bosselman, 92, of Grand Island died Thursday, May 8 at Tiffany Square. Services are planned for Wednesday at Trinity Lutheran Church.

"She was a big part of the family," said her grandson, Charlie Bosselman. "She was an outstanding mother to all of her children and an outstanding grandmother, too."

He said his grandmother was well-known for her community contributions and for helping her husband, Fred, start the business that would become the Bosselman Company. Fred Bosselman died in 2006.

Her position as the namesake for the Grandma Max's restaurants associated with the Bosselman Travel Centers made her a bit of a celebrity later in life, Charlie Bosselman said. She even gave an autograph in Skagway once," he said.

She got her start in the restaurant business when the Bosselman and Eaton Truck Stop opened on East Highway 30 in 1948. She worked as a waitress, cooked, and baked pies for the cafe at night. When they opened a new truck stop on Interstate 80 in 1965, she worked with her family to make sandwiches for the truckers until the restaurant was built. The food service operations evolved into Grandma Max's Restaurant in 1991.

"She had the best food," Charlie Bosselman said. "We all wanted to go to grandma's because she just had the best food."

The Bosselman family is known in the Grand Island community for donating to various causes and organizations and Maxine Bosselman was involved in those decisions. The family contributed to the conference and convention center at the Heartland Events Center, and has long been associated with the Bosselman Pump & Pantry/Gus Fonner Stakes at the Fonner Park horseracing track.

"She was a very grand person," said Hugh Miner, executive vice president and chief executive officer of Fonner Park. "Maxine was one of the greatest ladies I've known."

Miner has known the Bosselman family for many years and said Maxine and Fred Bosselman were "one of the neatest couples" to grow up around.

"She was a very gracious lady and she and Fred did a lot for this community," he said. "They passed that down to their kids and their grandkids. They're a great family."

Charlie Bosselman said his grandmother enjoyed traveling around the world with her husband and was known for running a large gift shop in the truck stop that is now the Crane Trust near Alda.

"She was just fun," he said.

Even after she retired and moved to Riverside Lodge, Bosselman stayed involved with the family business. She could see a Pump & Pantry convenience store from her window at the retirement community and would often let the family know about who was coming and going from the location, if there was trash that needed to be cleaned up, or if the lawn there needed to be mowed, Charlie Bosselman said.

"She was a good gal," he said.

Bosselman had been in declining health for a while and was living at Tiffany Square at the time of her death.

"I think she was ready to go see Fred again," Charlie Bosselman said.

2014 Bosselman Pump & Pantry/Gus Fonner Stakes

The 25th running of the Bosselman Pump & Pantry/Gus Fonner Stakes Race took place on Saturday, April 26 at Fonner Park in Grand Island, Nebraska. A warm, windy spring day brought out numerous fans, and the crowd roared as horses traded places throughout the \$75,000 Bosselman/Gus Fonner Stakes 10th race.

Jockey Azael De Leon gave Leadem in Ken the go sign heading into the final turn, and he pulled away to win the 25th running of the \$75,000 Bosselman Pump & Pantry-Gus Fonner Stakes Saturday at Fonner Park. Leadem in Ken, a 4-year-old colt by Sky Mesa out of Last Kitten who was bred in Kentucky, led by a head going into the final turn but stretched that lead to four lengths heading into the stretch. Midnight Poppa finished in second nine lengths behind with Unsaddled Glory third.

The Bosselman Companies has tremendous sponsor support for this event and for its in-store promotions and Danger Football games. The race would not be possible without the support of our sponsors. They included: Dr. Pepper/Snaple Group, Java City, ConAgra Foods, Frito Lay, General Mills, Bug Juice, Kellogg's, David Seeds, TSN, Oberto, Rollerbit's, Sara Lee, Home Market Foods, Jack Link's, Land O Lakes, Pepsi, Mars, Nesquik, BiGS Seeds, Cracker Jack'd, Kraft Foods, Nestle, Advance Pierre, Hormel, Snyder's of Hanover, Just Born, Swedish Match, Ice Mountain, Schwans, Coca Cola, Hershey's, Spitz, Hot Pockets, Deli Express, Miller Lite, Simply Orange, Coors Lite, Mentos, Hillshire Farm, Foster Farms, Tornados/Ruiz Foods, McLane, Monster, Sinclair, Blue Bunny, Giants Seeds, and Baker Boy.

Race Sponsors were treated to a Thank You Reception and enjoyed a Nebraska Danger Indoor Professional football game in the Mobil Delvac Champions Club the evening prior to the races.



Leadem in Ken ridden by jockey Azael De Leon races to the finish line in the 2014 Bosselman Pump & Pantry/Gus Fonner Stakes.



Sponsors, family and friends celebrate with Leadem in Ken and jockey Azael De Leon in the Winner's Circle at the Bosselman Pump & Pantry/Gus Fonner Stakes April 26.

Mid-America Trucking Show booth a big hit

Excitement was in the air at the Boss Shops booth at the 2014 Mid-America Truck Show, as guests stopping by the booth could spin the Prize Wheel, register to win a set of steer tires, meet Bones (the Boss Shop husky dog mascot), and visit with booth staff to learn more about Boss Shops. MATS, held March 27-29 at the Kentucky Expo Center in Louisville, KY, was a well-attended event, with 1,077 exhibiting companies in 1.2



Randy Haines, Stephanie King-Witt, Don Doty, Tony Chapman, and Deven Torstrick man the Boss Shop booth at MATS.

million square feet of exhibit space. Attendance was 79,061 for the three days of the annual heavy duty trucking show. For the second year in a row, Boss Shops hosted their own 10x30 booth, featuring bold and bright photos of Boss Shops and staff, a TV playing shop videos, and colorful displays. Visitors to the booth were eager to try and win a fuel yardstick from the prize wheel, along with coupon books and Boss Shop calendars, as they waited in a long line at the booth.

The Boss Shop Ambassadors program kicked off in late 2013. Boss Shop Ambassadors are excellent customers that help promote the Boss Shops in the trucking community. The first ever Boss Shop Ambassadors Dinner was held during MATS at the Cardinal Hall of Fame Café, where newly selected Boss Shop Ambassadors were treated to conversation and dinner after the first day of the show.

Boss Shops also hosted a booth at the TMC (Technology & Maintenance Council) event in Nashville two weeks prior to MATS.

Grand Island Motel 6 honored with Trip Advisor 'Green Leaders' Award

The Grand Island, Nebraska Motel 6 was recently awarded TripAdvisor.com's Green Leaders Award. Manager Justin Brooks was part of the certification via a Green Leaders survey on Trip Advisor. Green Leader Certification is awarded to motels who successfully achieve Green Leader Status. The Grand Island Motel 6 is the only hotel in Grand Island that is Green Leader Certified at this time. The motel was given a certificate to be displayed in their lobby. Congratulations!



Bellevue Comfort Inn hosts Ribbon Cutting



The Bosselman Companies and Bosselman Hospitality Group, along with the Bellevue Chamber of Commerce and the Sarpy County Chamber of Commerce, hosted a Ribbon Cutting and Open House at the newly renovated Comfort Inn & Suites on Wednesday, April 9 at 2105 Pratt Avenue in Bellevue. Full

exterior and interior renovations have been made at the hotel, which features 70 rooms including 20 suites, a renovated meeting room, fully renovated indoor pool and spa, wireless high-speed internet, and an added fitness center. Renovations included the "Truly Yours" décor package, Choice International's newest interior design. Suite floor plans sleep two to six guests, highlighted by wet bars, fireplaces, and sofa sleepers, with some suites offering full walk-in showers. All rooms and suites also offer new 39" flat screen TVs. The hotel also provides complimentary hot breakfast. Guests in attendance had a chance to tour the newly renovated facility. For more information about Comfort Inn & Suites, please contact Mike Lindgren, General Manager at (402) 292-1155 or visit them online at www.Bellevue.comfortinn.com or www.choicehotels.com

The hotel also hosted a private Business After Hours event on May 29th for local business executives.

Colby, Kansas Hampton Inn earns 2014 TripAdvisor Certificate of Excellence

For the second year in a row, the Colby Hampton Inn received a TripAdvisor® Certificate of Excellence award. The accolade, which honors hospitality excellence, is given only to establishments that consistently achieve outstanding traveler reviews on TripAdvisor, and is extended to qualifying businesses worldwide. Only the top-performing 10 percent of businesses listed on TripAdvisor receive this prestigious award.

To qualify for a Certificate of Excellence, businesses must maintain an overall rating of four or higher, out of a possible five, as reviewed by travelers on TripAdvisor. Additional criteria include the volume of reviews received within the last 12 months.

"The Bosselman Hospitality Group and the Colby Hampton Inn are pleased to receive a TripAdvisor Certificate of Excellence," said Dustin Lofing, Executive Director of Bosselman Hospitality. "We strive to offer our customers a memorable experience, and this accolade is evidence that our hard work is translating into positive reviews on TripAdvisor."

"TripAdvisor is delighted to celebrate the success of

businesses around the globe, from Sydney to Chicago, Sao Paulo to Rome, which are consistently offering TripAdvisor travelers a great customer experience," said Alison Copus, Vice President of Marketing for TripAdvisor for Business. "The Certificate of Excellence award provides top performing establishments around the world the recognition they deserve."





Danger finish 2014 season Back to Back Intense Conference Champions



The Nebraska Danger Indoor Professional Football Team finished out its fourth season much like the third, winning the 2014 Intense Conference Championship, taking a trip to the United Bowl, and suffering a loss to the Sioux Falls Storm in the Championship game. Finishing the season at 11-5, the Danger took the loss to Sioux Falls 63-46. Charlie Bosselman was honored by the IFL as Executive of the Year at the game. Stay tuned for an exciting Season 5!

Danger Football teams up for Team Katelyn

Katelyn Sybrants, 5, has been diagnosed with a rare form of cancer called Ependymoblastoma. She is the daughter of Brian & Stacy Sybrandts of Grand Island, and her grandma Kathy Bartunek works at the Corporate Office at Bosselmans. Katelyn began chemo treatment on March 20, and is currently undergoing radiation.

The Danger Football team gathered to show their support with their Team Katelyn t-shirts and also held a silent auction during

a game for an autographed helmet. Bosselmans matched the highest bid on the helmet, which was \$700.

Cash donations can be made at any Home Federal Bank.



The Danger football team showing their support by wearing Team Katelyn t-shirts!



Quaker Steak & Lube is coming!



"We are projecting a record-breaking 2014 for the Quaker Steak & Lube® brand, and this agreement with Bosselman Food Services, Inc. further validates our growth and national expansion," said John Longstreet, president and chief executive officer, Quaker Steak & Lube®. "We are excited they are helping to expand Lube Nation, and that they are bringing our unique motorsports-themed concept to new markets in both Nebraska and Iowa."

The compelling décor, including race cars suspended from the ceilings, motorcycles, Corvettes and gas station memorabilia, combined with its craveable food and SuperCharged events, has created a cult-like following for The Lube® for more than 39 years. The company has more than 60 locations across 20 states and Canada.

Most recently, Quaker Steak & Lube® was awarded the festival favorite for the second straight year at the National Buffalo Wing Festival in Buffalo, N.Y., winning the last three out of four. In addition, it was also recognized for its Triple Atomic wing sauce, winning first place in the Traditional Extra-Hot sauce category.

For more information, visit www.QuakerSteakAndLube.com. Follow The Lube® on Twitter at @TheOfficialQSL and on Facebook at The Official Quaker Steak & Lube. Join Lube Nation today by signing up for our E-mail club at http://thelube.com/qsl/email_club.html.

Taste of Grand Island introduces Quaker Steak & Lube



(Left) From left to right; Jenny Reisdorph, Jim Reed, and Dustin Lofing. (Right) Customers enjoying the Taste of Grand Island

March 16 was a 'tasty' evening as the Taste of Grand Island was held at the Pinnacle Bank Exposition Building at the Nebraska State Fairgrounds. The event, which featured 23 vendors, is an annual Fundraiser for Grand Island Rotary and Leadership Tomorrow. Area restaurants, cafes, vineyards, and other entities bring samples of food and drink for guests to taste at their booths. Quaker Steak & Lube® took part in the event this year and it was a full house with over 400 guests attending the evening. Freshly sauced and spun wings were served for guests, presented in three different Quaker Steak & Lube® flavors: Arizona Ranch, Louisiana Lickers, and Original BBQ. The

booth also featured a TV screen playing Quaker Steak & Lube® commercials and the episode of Man vs. Food that was filmed at Quaker Steak & Lube®.

"It was an amazing event to support the community, support two great organizations, and to introduce our product to the guests several months before we open. Attendees were all very happy with the product, excited about the brand, and excited Bosselmans was the company bringing it in," comments Dustin Lofing, Executive Director of Hospitality.

After the event, the Quaker Steak & Lube® booth was awarded the "Best Appetizer" award by the Taste of Grand Island board.



From left to right; Charlie Bosselman, Dustin Lofing, Kent Brown, Nebraska Truck Center, Ray Mullenau, and Jim Reed.

Customer Comments



I just wanted to take a moment to share with you the experience that I had this evening at the Allen Drive location in Grand Island, NE. I am from out of town, and was on my way home. I stopped in to fill up with gas and get some coolant for my vehicle. When I went to go pay, my card was declined. This was rather surprising to me, as I knew that I had several hundred dollars available on my card. Checking my balance online, I confirmed that there was a high balance on my card, MORE THAN ENOUGH to cover my purchase, but my card was not working at the register. I went to withdraw cash from the ATM, to discover it was still being declined. It wouldn't even let me check my balance at the atm. Calling American Express, my card issuer, I discovered that there was a Nationwide issue occurring, and no American Express cards were working, and weren't expected to begin working again for a few hours. They apologized, but informed me that there was nothing that they could do for me and I was going to be left stranded there in a closing gas station. As I am placing a phone call to my roommate who was obviously nowhere near me trying to consider my options of how to get home, the Manager of the location (I believe her name was Melissa or Melinda or something along those lines) went into the office, grabbed her purse, and proceeded to swipe her personal card, paying for my transaction. It melted my heart, and is very much the kindest act that any stranger has every made to me. This struck me so hard and meant so much to me for multiple reasons. I have been having a less than stellar day. I was actually in town because I had been having a series of tests done tracking the growth of a brain tumor that I have recently been diagnosed with, and testing the level of nerve damage that I have sustained from a progressive degeneration in my spine. I was the recipient of terrible news, estimating that I may only have 3-5 years remaining, which is heartbreaking news for me as I am on the verge of proposing to my girlfriend. To have a person who does not know me, and had no idea about all of the terrible things that I had been going through all day to take that "pay-it-forward" action and cover the charges of a someone

they may never see again TRULY made me believe that there are amazing people in the world still. I want you to know how much this experience meant to me, and that I will personally be going out of my way to do as much business at my local pump and pantry as possible. I pray, and have full confidence that you appreciate the employees of your company, and this interaction proved to me that they deserve it.

Andrew Hager - via email

Due to nature of my business, I am on the road all the time. Honestly, I prefer to stay away from Motel 6, because I've got a very bad experience staying in them in the past. But when I come to this one (Motel 6 Grand Island)—WOW! Huge clean rooms, everything is brand new, awesome staff. This Hotel (I can't call it motel) definitely earned my business. Anytime if I am in this area—that's the only place I would stay. I'd like to tell it to everybody I know!

Thanks!

Stan K. - posted on TripAdvisor

We stopped at the Boss Shop in Brookeshire to get air filled due to low tire pressure. We were helped by Harm Asbury and another employee. They provided exceptional service with a smile. We were extremely happy.

Thank you,

Jasmin - via email

Frank with Rosedale Truck Line spent part of the day Wednesday and all day Thursday at the Rapid City Shop with a fuel line problem. He called because he wanted us to know that everyone at the Rapid City Boss Shop was just as nice as could be!!! He said that the service writer was very pleasant & the techs were working very hard and doing a great job. He mentioned Cory Raab by name and was very sincere when he said that Cory is doing a fantastic job!! He said that there were some "real buttheads" in the Shop this past week, and Frank wanted management to know that the Rapid City team was doing a great job dealing with the extreme weather and some challenging people & situations.

- Via phone call

On behalf of Sheriff Clark Millsap, Larry Cagle stopped at Petro at Carlisle yesterday

around 4 pm with a tire that needed fixed. They weren't going to be able to take care of it until after midnight. Larry left and went to the Flying J to the Carlisle Boss Shop. He said that he was very pleased with the service he received. Earl Bechtel fixed his tire, and Mardel Schaar did the computer work. They got him in and back out on the road very quickly, and he appreciated it very much! Larry's been driving for 20 years, and when someone takes good care of him, he likes to call and make sure that they get recognized for it. He said he'll never go back to the Petro at Carlisle, and he'll definitely go back to the Carlisle Boss Shop where he received excellent service. Kudos to Earl and Mardel!!!! Thank you for providing excellent service to your customer!! We appreciate you and your hard work!!

- Via phone call

Carl Briones called the customer call center this evening wanting to give "Kudos" to all the staff at the Ogden, UT shop. He is a driver for CR England and has been coming to the Ogden Boss Shop for 2 years. He had nothing but praise to give to the techs, manger and the service writers. He just wants to make sure that the shop gets recognized for its great service, and that the right people had been made aware.

- Via phone call

I stopped at the Boss Shop in Sioux Falls on a Sunday afternoon with my RV alternator not working. They agreed to fix it for me on Monday, since parts were not available on Sunday. I want you to know how very much I appreciated the great job that you did for me. I was even more impressed when you said how lucky we were that you were there on Sunday, since some would merely have said that they did not do such work. I simply don't know what I would have done if you had not both allowed me to spend the night in your yard and then couldn't do the service for us on Monday. You were the most gracious and most helpful- and the RV ran even better after the extras that you did. You were more than kind and I am deeply grateful for your help.

God bless you,

Jim Baucom - via email

Often times, people are quick to be critical, but not always quite as generous with praise. I have had our truck that runs the I-95 corridor from Florida into the N.E. stop at your facility in Elkton on several occasions. Each time our driver has been met with friendly, professional service. Each time your company has completed the tasks efficiently and usually faster with fair pricing than other shops we have had to visit from time to time. The reason for this letter is to commend a mechanic that you have on the 3-11 shift at that facility. His first name is Shane, but frankly I don't know his last name. He completes the work quickly and accurately and has an amazing grasp on repairing the various components of a truck and trailer. Recently our enclosed car hauler with a hydraulic lift gate that was working only intermittently and causing real problems for my driver desperately needed repair. We had taken the truck to three different shops before, who professed to know how to handle these sorts of problems to no avail. We lost valuable time and dollars and still didn't solve the problem. On a whim, I had my driver stop at your shop in hopes that someone there might be able to sort it out. It was recommended that we talk to Shane on second shift, as he was the "guru" with electrical issues. Coincidentally, he was the one that had redone the brakes on this trailer a couple of weeks before. On that visit, my driver was out the door in record time and there were no issues after he left, such as leaking wheel seals or the like. Sure enough this time, in about 3 hours Shane had systematically gone through everything from the 5th wheel back, straightening out chronic persistent light problems and ground problems that were at the root of the problem. In 3 hours he had done what the other two shops had failed to do in probably 24-30 hours. Moreover, he took the time to explain to Jose, my driver, the reasons for the issues. This is truly an extraordinary employee. If he was my employee, I would take WHATEVER steps necessary to make sure he was happy and would never dream of leaving you, no matter what it took. I have had an attitude for a long time that the biggest nemesis of the trucking industry is the "so called mechanic", which frequently not only doesn't fix problems correctly but often creates other issues because of their apathy and or ignorance. Shane dispels that attitude and we are grateful to have found him.

George Davis, Minuteman Transport - via email

My name is Terrell Davis, I am a driver for Celebrity Coaches from Tupelo, Mississippi. I would like to extend praises for the excellent courtesy and service that I received from Roy and David from The Boss Shop in Tucumcari, New Mexico. And also to the rest of the staff for offering their personal vehicles and helping me with getting meals. I was at this location for two days for repairs. These parts were delivered overnight to this location. The staff were very professional and went beyond their duty as employees to accommodate my needs which was so generous of them!

As a driver for many years this was by far the best service experience for me. All of these people deserved recognition for a job well done. Isn't it a wonderful feeling knowing you have this type of people representing what you stand for?

Again, so appreciative for these fine employees.

**Terrell Davis, Driver, Celebrity Coaches
Tupelo, Mississippi - via email**

I wanted to commend you on behalf of one of your employees, Joleen Linder, manager of the Alma location. Alma had a very bad storm on June 14, 2014, in which trees were uprooted and on top of houses, powerlines were down and all of the town substained some sort of destruction. We had a crew of friends at our house helping to remove trees from our house and yard, which had also taken out power lines and Jolene stopped by with cinnabon rolls, she couldnt have been there at a better time. Everyone was starving and needed a break from the chainsaws and rakes. She we over and above her calling to bring some light to a dreary situation. All she said was that she was looking for some hard working people that deserved a break. This is not the first time I have seen her out helping the community, you should be very proud to have such a dedicated employee and one that cares about people in the community in a time of need. I thanked her yesterday, but I thought you should also be aware of your great employee! Sincerely, someone who will always do business at the Alma Bosselman's location!

Samantha Stuhmer - via email



Kearney Pump & Pantry sells big ticket



Jill Marshall, Neil Watson, and Dennis Knowles with Nebraska Lottery made the "sellers bonus" presentation at Pump & Pantry #27 in Kearney on January 9. The Kearney Hub also attended the event. The Nebraska Lottery staff had a great time with Manager Ron Lux and his staff. Ron is pictured here with LSR Monica Kozisek.

This is a busy store and a number of customers watched and waited while photos were taken, and everyone wanted to know who the winner was. At press time, the winner had yet to come forward to claim the prize.

