



A DIVISION OF
ROBERTSON RYAN
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Article 2 - WreckMaster

If you didn't think owning a 24/7 towing business was enough to keep one busy, meet Chuck Anderson from Nolte's Service & 24 Hour Towing in Oshkosh and Appleton, WI. Chuck is not a run of the mill guy, and spends much of his day out on the road and back in the shop where he and his wife Lisa consult and manage 11 full time and 6 part time employees. Their service shop, which accounts for 40% of his business, is staffed by 3 full time technicians who do all repairs (except body work) and is open 7am-5pm weekdays. The towing end of the business is 24/7, and calls for hands-on management of staff and trucks.

Chuck has been in the business since 1988 when a good friend got him into the business. As Chuck states, "once you do it, it's in your blood. The helping people part is what gets you hooked, and each day brings different jobs, and new challenges". In 2010 Chuck took the business over in Oshkosh, opened an Appleton location, and has been growing ever since. With growth comes new drivers and training is essential to run a successful tow operation, so Chuck turned to the best for the peace of mind that his drivers were trained properly and know the right way to do their job. WreckMaster is the only hands-on comprehensive training program with national certification that focuses on incident management and quick highway clearance. They provide exceptional training and education from skilled instructors throughout the US and Canada, giving the towing and recovery operator the skills required to make them safe, efficient and effective. Over 40,000 students have been certified through WreckMaster as of today, but as Chuck points out, that is only a fraction of the tow truck operators on the road today.

It didn't take long for Chuck to decide to take that training further and become a certified WreckMaster instructor himself, currently at field instructor level. He joins 15 other Wreckmaster employed trainers who travel throughout North America, holding classes that run from 2 to 7 days long, from basic through highly advanced skill levels. In addition to in-house training, Nolte's sends their drivers to WreckMaster training and also assists with local classes in addition to hosting classes at his location. All of this develops the WreckMaster discipline in employees. "The WreckMaster program builds confidence in the driver, reduces damage claims, helps them understand the equipment they are using, and makes drivers aware of dangers we face on the road. There is only one way to tie down a car at Nolte's, and no shortcuts are acceptable", says Chuck. He relies on his customers and fellow employees to give him feedback on his operators out in the field, and is proud of the reputation his tow operators have earned using their WreckMaster learned skills to help others in distress, even other tow operators.

To find out more about WreckMaster and see the full list of classes and locations offered, visit: <https://www1.wreckmaster.com/>. Feel free to contact Chuck at noltestowing@yahoo.com if you would like more information on what the classes consist of, or any other questions that you may have.

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