

# GRIGG

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used now to open accounts, complete a loan and any other day-to-day transactions. "It's amazing."

She recalls the day when customers took the elevator to the second floor of the old bank building to talk about their checking account with bookkeepers.

"We are committed to building a total customer relationship and I think we do just that," said Grigg, wife of Al Grigg.

She takes pride in the people who work at First Union's Kings Mountain office, including Juanita Cloninger, 28 years experience; Lois Gantt, 25 years experience; Mary Perkins, 26 years experience; Betty Thornburg, Susan Hart, June Pearson, 15 years experience; Mike Huffman, 27 years experience; Barbara Herndon, 10 years experience; Kathy Broadway, 14 years experience and Joyce Watson, two years experience.

"Our employees care and they prove it in so many ways," said Grigg, pointing to the friendly and courteous atmosphere and efficient manner in which tellers greet the customers.

Grigg warns newcomers to the banking business that versatility is a key requirement. Don't be afraid to try new jobs.

Being a friendly teller interested in the people she saw everyday helped Grigg climb the ladder of the business world. A teller is the first image of the bank and the teller can sell or break the business, she says.

"I have all the respect in the world for my tellers and I praise them at every opportunity," she says.

Working together as a team is another reason for the bank's success in Kings Mountain, she says. First Union is sound and reported record earnings of \$485 million in 1992, a 70 percent increase from 1991. On a per common share basis, net income applicable to common stockholders increased to \$3.72 from \$2.55.

She tells recent graduates that banks are good places to work and points out the many benefits to young people who join those institutions at an early age and stay until retirement.

Grigg, 44, is a model for her co-workers in having a positive attitude, being versatile, and loving her customers. She gives the same advice to young people seeking their first jobs. First Union is looking for youth as the mold for the future. "We have great benefits and banking is a highly respected business," she says.

Grigg also stresses that prospective bankers must also be ambitious. She sees a turnaround in the economy because of the heavier flow of traffic in the bank. People are making loan requests for building homes and buying new cars and making home improvements.

Her banking career opened up doors for Grigg and she believes banking can be a good future for young graduates.

Grigg's hobbies are reading and golfing. The perfect place to relax with her husband and son, Rusty Bumgardner, is on the golf course at Kings Mountain Country Club. Another new outlet is bridge and Elaine has enrolled in a bridge class and having the time of her

life. She and her family are active in First Presbyterian Church. She is a member of the Rotary Club, Country Club, and on the board of King Mountain Woman's Club, Cleveland County Heart Association, is business chairman of United Fund and on the advisory council of KMHS vocational education and sex equity councils and a member of the board of realtors.

She and her husband live on Castlewood Drive. Son, Rusty, is a

student at Campbell University. Elaine graduated from Kings Mountain High School in 1966 and was a vocational student all four years, excelling in the business courses offered on campus.

From a teller's job at the bank Elaine moved up to head teller, was customer service representative and then manager of the service office before her recent big promotions. She gives credit for much of her training in her present job to

former bosses and co-workers Elmore Alexander, who hired her as a teller; the late Josh Hinnant and city executive Mike Huffman. Judy Isom of the Gastonia FUNB main office is area consumer bank manager.

Grigg is on a first-name basis with most all her customers. And that's the mold she has created for those who work with her.

"We're family," says Grigg. "And families stick together."

# CAMPING

From Page 1-A

violation of the policy because the campsite is intended to be a "rough" campsite. "I feel for you personally but someone dropped the ball," he said.

Upon motion by Pruette, seconded by Barrett, the board unanimously sent the issue back to Council. Also confirming their original recommendation were members Chuck Ballew, Evelyn Hamrick, Billy Hawkins and Smith.

If approved by the City Council February 23, current campsite leases will expire April 30 and the city will require that all permanent structures be removed by that date.

Responding to questions by Guyton, Recreation Director David Hancock said the city plans to renovate and repair the restrooms at the picnic area. Hancock said that the police department has stepped up the policing of the area.

The Commission approved suggested lake fees which are expected to be adopted by Council February 23.

Approved were Keith D. Wherry's request to build a boat slip and retaining wall; Life Enrichment Center's request to hold the third annual benefit bass tournament; and Eric Smith's request to hold a barefoot water skiing tournament with specifications of the area of the lake to be used. Barrett agreed to work out the details with Smith so that a traffic problem would not be created by visitors coming to the lake for the event.

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