

UPS STORE UNDER NEW OWNERSHIP



Diane Ewing and Kelsey Bankston - Majors

AFTER YEARS OF DEDICATION TO THE COMMUNITY, DIANE EWING HAS SOLD THE ELLENSBURG UPS STORE TO HER MENTEE AND FRIEND, KELSEY BANKSTON-MAJORS.

The successful sale of the store and seamless transition for their customers was a result of Diane's dedication to providing guidance, support, and motivation to the new owners.. Despite the challenges posed by the COVID-19 pandemic, the two women were able to successfully transition ownership in December of 2021. Diane's commitment to exceptional customer service and willingness to go above and beyond for her customers has earned her a loyal following in the community. Kelsey plans to continue this tradition and bring her own unique perspective to the business.

Despite the challenges that come with owning a small business, particularly during the Pandemic, Diane has always been willing to go above and beyond for her customers. One man needed help printing out directions, and although it had nothing to do with UPS, Dianne sat down with him and helped him navigate to his destination on a printed map she found and printed for him. Acts of kindness and generosity are not uncommon descriptions of Diane, who also has been known to provide complimentary print service to those looking for a lost pet or printing off their resume.

The sale of the business to Kelsey was not something anyone had planned beforehand. Kelsey's family would often visit the UPS store while walking home from Winegars. After one conversation the family had with Diane, they approached her about the possibility of purchasing the franchise. The one-hour business breakfast turned into a three-hour conversation among friends. Kelsey and Dianne quickly saw they were "sisters from another mother," with many similarities in how they run their businesses, but also complimentary differences that would promote the store's success long term.

To help with the transition, Kelsey worked at the store over the summer, gaining "boots on the ground" experience and learning the ins and outs of the business. Dianne was generous in sharing her knowledge and experience, setting Kelsey up for success and ensuring the store would continue to thrive under new ownership.

In a heartwarming moment of gratitude, Kelsey presented her mentor with the Business Leadership Award at the EDA's Annual Downtown Awards. The award was given as a token of appreciation for Dianne's years of service to her community and the mentorship, guidance, and support she provided to her staff over the years. Kelsey spoke of Dianne's unwavering commitment to providing an exceptional customer experience, and developing best practices that empowered her staff to grow both professionally and personally. The award is a testament to the deep respect many in our community have toward Diane. The ceremony was a touching tribute to the power of mentorship and the lasting impact it can have on those who are lucky enough to experience it.

Help us say thank you to Diane for her years of service in our community and to welcome Kelsey Bankston-Majors, UPS store GM.