



Happening Around Crown

November 2019, 259th Edition

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Edited by Kirstie Wilson

Crown Mission Statement

To attract and retain the best team of associates by providing the environment for each to reach their personal and professional potential, to create a loyal and enthusiastic customer base, and to energize our communities with inspirational impact and influence.

Message from Crown Management by: Jim Myers, President & COO

Dwayne Hawkins Honored

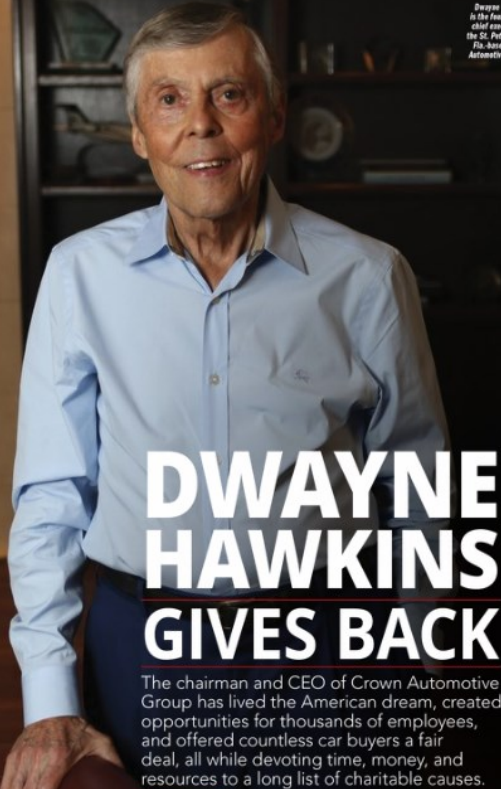
2019 continues to be a year of recognition for the Crown Automotive Group. Last month I wrote about Crown as a RISE Award finalist, and this month I share a tremendous honor for our CEO and Founder, Dwayne Hawkins.

In November, Dwayne will receive the Ed Bobbit Lifetime Achievement Award, presented at the F&I Industry Summit. This award is for lifetime leadership and integrity in the Automotive Industry, and is only the 2nd time this award has been given!

We are so proud of Dwayne in receiving this award, and for the following article written about him in F&I Magazine. He really is “the man of the hour!:



Dwayne Hawkins is the founder and chief executive of the St. Petersburg, Fla.-based Crown Automotive Group.



DWAYNE HAWKINS GIVES BACK

The chairman and CEO of Crown Automotive Group has lived the American dream, created opportunities for thousands of employees, and offered countless car buyers a fair deal, all while devoting time, money, and resources to a long list of charitable causes.

BY NANCY DUNHAM

FBI and Showroom | October 2019

www.fimagazine.com

Dwayne Hawkins well remembers what he was doing in 1969.

While his peers were celebrating others' achievements, including the Beatles' last concert and the Apollo 11 moon landing, he was working toward creating his own success. Today Hawkins, chairman and CEO of Crown Automotive Group, headquartered in St. Petersburg, Fla., operates 22 dealerships in three states that employ more than 1,100 people and sell more than 22,000 new cars and trucks annually. Yet for all his dealer group's success, he seems proudest of its role in the community.

"It all started with Doug Willey," says Hawkins of the Birmingham, Ala., dealer who gave him his first real start in the auto business. "He was always giving back to the church. He said, 'Dwayne, whatever charity it is, you have got to get involved. You can't just come into a community and start stripping money out without putting anything back. You have to invest in the community that's making it work for you as a dealer. You have to get involved in ventures and organizations that are looking for money and need help.'"

SUPPORTING THE COMMUNITY

Hawkins took the advice to heart. Today he is one of the area's most well-known philanthropists and benefactors. Moffitt Cancer Foundation, Pinellas County Education Foundation, and Habitat for Humanity of Pinellas County are just some of the organizations that he and his auto group family continually support. He is a member of the Johns Hopkins All Children's Hospital Board.

And his efforts inspire others to pitch in. One of their many projects included opening his showrooms for his employees and customers to package more than 1 million meals for Feeding Children Everywhere.

"That's all part of just what you have to do," he says. "Just helping people, helping organizations do good work. And some of these guys are in charitable organizations that are doing good work. And we share what we know with other charitable organizations and help them improve too."

Hawkins' philanthropic philosophy mirrors the one he used to build his

company — show them the ropes, encourage innovation, and then step back.

That's something he learned early, when he was a newly minted college graduate and went to work for Goodyear Tire & Rubber. "That not only taught him plenty about tires and vehicles but gave him an inside glimpse at what worked and what didn't in the automotive business."

He thrived at Goodyear, becoming a tire dealer, but left when his National Guard unit was called to serve in Germany during the Berlin Crisis of 1961.

HE DIDN'T EVEN START SELLING CARS UNTIL HE WAS 28 YEARS OLD. BY AGE 33, HE BECAME A DEALER.

By the time he returned, he was ready to make a change. The decision to join the auto retail industry culminated in a position at Doug Willey Pontiac in Birmingham.

"Being associated with Goodyear gave me a lot of the insight that I needed to have in management and training and things we were going through in auto business. It was basic stuff, if

you will," he says. "That did help me out, no question about it. It was good for me. I sold my business to a good group of guys who had wanted to buy me out."

Once he went to work for Doug Willey, he worked his way up from sales to management. He was so successful that Willey mentored him and assisted him in starting his own dealership.

'HIS INSIGHT WAS INCREDIBLE'

Terry Hawkins is the former longtime general manager of the Nissan store who currently serves as a director in Crown's management company. He says that, from a young age, his older brother had all the elements that ensured success.

"First of all, Dwayne was very personable," Terry Hawkins says. "He didn't even start selling cars until he was 28 years old. He was very good at it, very ambitious, willing to put the work in and the time in. And he stuck with it no matter what. By age 33, he became a dealer. His success early on he was because he was very hands-on with everything in his early years."

"He knew he had to manage to speak to every employee, making sure everything was going well," he adds. "He was always trying to figure out how to make them better, make them want to stay there. His insight was incredible. As time went along, he got to know new



Dealer Dwayne Hawkins is flanked by (left to right) Crown Automotive Executive Vice President and Chief Revenue Officer Jon Langston, Crown management company director Terry Hawkins, Middleville Finance Co. founder and CEO Kevin Hawkins, and Crown President and CEO Jim Myers.

October 2019 | FBI and Showroom



Kevin Hawkins credits the group's success to his father's unwavering dedication to his employees, his customers, and the communities in which he has worked.



Hawkins is pictured with another Central Florida celebrity, Tampa Bay Rays mascot Keyano.

manufacturers and let them know he wanted to expand."

TRAINING EMPLOYEES TO GROW AND PROSPER

Randy Crisorio, president and CEO of United Development Systems, agreed that his longtime friend and client had an almost immediate grasp on how to train and retain staff. He continued that focus even as his group grew.

"He was into training and retention before it was fashionable, absolutely," says Crisorio. "That really has been a key component of the growth of the company, in terms of longevity. I've often told Dwayne, 'You have good people.' He picks them right and they come onboard and grow and prosper. And Dwayne prospers. And that's not always the case in this industry."

After establishing the Pontiac store, Hawkins soon bought the neighboring Nissan store that stood in a converted mule barn. His timing was seemingly perfect because the 1970s brought with it a recession, skyrocketing gas prices, and growing demand for small cars.

Through the years, Hawkins acquired a wide variety of other manufacturers' dealerships. That diversity, he says, is one of the reasons the auto group has continually grown.

Still, Hawkins is quick to note that all his ventures weren't wildly successful.

"We had lots of good things, some bad," he says. "Everything doesn't work out perfectly. But I never had anything I couldn't sell out of and keep going."

... One by one, I bought stores, got a few open points awarded to me by the manufacturers. With that, we've built 22 stores, and we've got another one to build shortly."

Although Hawkins built the dealership group from the ground up, he is not a micromanager.

EVERYTHING DOESN'T WORK OUT PERFECTLY, BUT I NEVER HAD ANYTHING I COULDN'T SELL OUT OF AND KEEP GOING.

"He lets his managers manage," says Jim Myers, Crown's president and COO. "But he has high expectations. He's very involved in both the directional aspects and the details. He reads sales reports, PVRs, every day. He's an overall wonderful person. I think a lot of that comes from the fact that he built everything from the ground up. His early life had very humble roots. He's worked for everything he's got."

'HE NEVER FORGETS HIS ROOTS' Kevin Hawkins, Dwayne's son, is the founder and CEO of Mid-Atlantic Finance Co. He says he is blessed to come from a family of entrepreneurs that continually gives back to the community.

"To watch him and see how he was dedicated and driven, how he interacted with employees, his social network, his family — something you may not be able to teach in school," says the younger Hawkins. "He went from rags to riches, growing up poor in rural Alabama, then having the opportunity to move to Florida and open his dealerships. He lived the American dream. But he never forgot his roots."

That's one of the many reasons

Dwayne Hawkins will be honored this November with the Ed Bobit Lifetime Achievement Award, presented by Bobit Business Media at Industry Summit in November.

If you join him in New Orleans, keep an eye out for him in the airport.

"Dwayne is humble, down to earth, a real gentleman," says Myers. "Six years ago, I finally said 'Dwayne, a lot of dealers have private jets. You won't even fly first class.'"

Something tells us that won't change anytime soon. ■

ABOUT THE AUTHOR

Nancy Dunham is a Washington, D.C.-based freelance journalist. Contact her at nancy.dunham@fbi.com.

Source:

<http://digital.fi-magazine.com/October2019>

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www.fimagazine.com

Crown Tennessee Updates

Please join me in welcoming **Kenneth J. “Ken” Nichols** as General Manager of Crown Chattanooga, effective today. Ken and his wife **Donna** are from Rockmart, GA. Ken has performed quite well as GM in FCA, General Motors, Hyundai and Suzuki dealerships since 2003.



Ken & Donna Nichols

Crown’s business expansion in Chattanooga and Cleveland is moving along well. We began a remodel in Chattanooga in October for the new Jeep showroom concept, and soon will begin site work on a brand new 29,000 sq ft dealership situated on I-75 for Crown Cleveland. We expect these actions to help us expand our business in the very rapidly growing Hamilton and Bradley counties.

We appreciate **Lance Dowdy’s** efforts in leading both the Chattanooga and Cleveland dealerships, Lance now will be directing all of his focus as GM of Crown Cleveland. We thank Lance for the tremendous effort he has put in between these two dealerships, making each better since his arrival, and look forward to him growing Crown Cleveland into the high volume operation we know it will become.

Please join me in showing appreciation to Lance, and welcoming Ken and Donna to the Crown team!

By Jim Myers

President & COO



Crown Employee Benefit Open Enrollment for 2020

David Fetkenher, CFO

Fall is upon us. The temperature is lowering, leaves are changing, time is falling back and pumpkin spice is in everything.

It is also a very important time for our Crown Team, the ***Crown Employee Benefit Open Enrollment for 2020***. This open enrollment period is a time where all full time eligible Crown employees can elect to be part of the various benefits offered by Crown.

We have posted the enrollment meeting schedule below. Please make sure you are in attendance to your scheduled meeting as ***attendance is mandatory*** for all eligible Crown employees. The meetings are information packed and will provide directions on all of the benefits offered. Questions are always welcome. Your benefits team will be revealing some great news at the meeting so we look forward to seeing everyone there.

Our concierge service, **MAP**, will continue to guide our plan members to the best doctors, hospitals, and imaging facilities. This is an exception service offered by the plan. If you have not used MAP please give them a chance for your next medical needs. They will not disappoint! The **MAP Rx** program has been enhanced even more with the purchase of prescription medicine. Ask your pharmacist for the total price of your prescriptions. If the total prescription cost exceeds \$100.00 per month call MAP Rx to see if they can help procure the exact same prescription for a better price and sometimes free. In 2020 MAP Rx Registered Nurses began reviewing prescription medication costs on an individual basis. They are contact plan members where they can save the member and the plan significant amounts of amounts of money on their prescription medications. *The phone number for MAP and MAP Rx is 1(888)289-0700.*

Did you know you could still earn a \$25.00 per month premium credit if a plan member gets their annual wellness visit and takes their health risk assessment? In addition, if a plan member engages a Cigna Coach in treating, monitoring and completing a health risk assessment program, the member will receive a payment of \$300.00 at the completion of the program and upon achieving their goal. Get healthy and earn money, that's a great combination! Unfortunately, due to the Capital health plan relationship, Tallahassee plan employees are not able to participate in any premium rebate programs.

We will continue the education of Health Saving Accounts (HSA) in the open enrollment meetings this year. Please research and ask any questions in order to have a full understanding of the benefit option. The HSA is great health cost control, as well as, as great savings tool for future medical expenses. Your HR department or benefits team can answer any questions you may have. Save money and save for your future. The open enrollment meeting will reveal an exciting change to the HSA single employee option.

Free prescription medications! Retailers like Walmart, Kmart, Publix, Winn Dixie, Target, etc. provide certain prescription medications for FREE. All you have to do is ask for a list of free medications. We have included a Publix "Next best thing to free" list of prescription medications that are \$7.50 for a 90 day supply. That's a great deal!

The benefit team thanks you for all of your efforts to date but the year is not over and your continued diligence in your health needs are still needed. Please utilize the plan tools to save money and improve your health. Let's close the 2019 plan year strong and prepare for 2020.



Salute to our veterans

Crown Team Members

PINELLAS

Jimmy Edgil, Service Porter, Crown Acura, Navy, 1967-1969
Kyle Noble, Sales Consultant, Crown Acura, Marine Corps, 2011-2015
John Schnepf, Pinellas County Service Director, Crown Acura, Army, 1974-1975
Patrick Atkinson, Internal Advisor, Crown Buick GMC, Navy, 1991-1994
Anthony Constantinople, Sales Consultant, Crown Buick GMC, Marine Corps/National Guard, 2003-2019
Patrick Atkinson, Service Internal Advisor, Crown Buick GMC, Navy, 1991-1994
William Hevel, Service Advisor, Crown Buick GMC, Air Force, 1992-1996
Tim Leary, Service Technician, Crown Buick GMC, Navy, 2007-2011
Daniel McDonald, Parts Counter Sales, Crown Buick GMC, Army, 1983-1992
Mike Elliott, Consultant, Crown Collision Center, Army National Guard, 1966-1972
Steve Lukas, Collision Center Manager, Crown Collision Center, Army, 1994-1998
John Young, Sales, Crown Honda, Marine Corps, 1984-1988
Anthony Capwell, Sales, Crown Hyundai, Navy, 1987-1991
Glen Gasbarro, Sales Consultant, Crown Hyundai, Navy, 1987-1993
Christian Pfeifer, Sales, Crown Hyundai, Navy, 1993-1998
Devin Devine, Sales, Crown Kia, Marine Corps, 2012-2016
Chris Jensen, Sales, Crown Kia, Army, 1983-1989
Hung Dinh, Technician, Crown Nissan, Marine Corps, 1994-2007
Brandon Loftin, Sales Manager, Crown Nissan, Air Force, 2003-2007
Shawn Meehan, Service Manager, Crown Nissan, Army, 1987-1991
Paul Salonick, Fsm, Crown Nissan, Air Force, 1989-1993
Paul Salonick, Financial Services Manager, Crown Nissan, Air Force, 1990-1994
Ken Feck, General Manager, Crown Volvo Cars, Army, 1987-1991

DUBLIN, OH

William (Billy-Ra) Pruitt, Sales Associate, Crown CDJR Dublin, Air Force, 1978-1986

TALLAHASSEE, FL

Trey Purvis, Executive Client Advisor, Capital BMW, Navy, 2006- 2014
David Wrynn, Pre-Owned Sales Manager, Capital VW Volvo Porsche, Marine Corps, 1999-2003

TENNESSEE

Jayme Harris, Sales Manager, Crown CDJR Cleveland, Air Force, 1986-1990
Steven Lilly, Sales Rep, Crown CDJR Cleveland, Navy, 1999-2007

Crown Team Member's Relatives

PINELLAS

Jim Myers, President and COO, Crown Management:

Jim Myers Sr., Dad, Army, 1954-1956

M. Vincent Wills, Grandfather, Army, 1938-1944

Marie Kuhajda, Title Administrator, Crown Acura:

Roy E Lancaster Jr, Dad, Navy, 1939-1945

Curtis Hooks, Office Manager, Crown Acura/Crown Honda:

Kenneth Simpson, Uncle, Air Force, 1960-1980

Bertram Walton, Grandfather, Coast Guard, 1952-1973

Charles Hooks, Father, Marine Corps, 1978-1982

Frank Webb, Father-In-Law, Navy, 1969-1973

Eric McKinney, Wholesale Parts, Crown Buick GMC:

Patrick McKinney, Father, Navy, 1969-1974

Steve McKenna, Service Technician, Crown Buick GMC:

Sharron Mc Kenna, Wife, Navy And Army, 1996-2019

Steve Lukas, Collision Center Manager, Crown Collision Center:

Jill Lukas, Wife, Army, 1993-1998

Robert Wilson, Inventory Specialist, Crown Eurocars:

James Robert Wilson, Father, Army Reserve, 1966-1972

Kelly Kin, BDC, Crown Honda:

Martin Nilson, Uncle, Army, 1971-1998

Uli Nichols, BDC, Crown Honda:

Daniel Nichols, Husband, Army, 1972-1995

Glen Gasbarro, Sales Consultant, Crown Hyundai:

Lou Gasbarro, Father, Us Air Force, 1956-1980

David Simches, Group Used Car Director, Crown Management Company:

Gabriel Simches, Son, Air Force, 2017-2019

Nancy Thomas, Executive Assistant, Crown Management Company:

James G. Corsi, Partner, Army, 1979-1983

George W. Larkin, Father, Army-Air Force, 1942-1945

Marty Syers, BDC Director, Crown Management Company:

John Syers, Husband, Army, 1990-2009

Jacob Syers, Son, Army, 2019-Present

Mia Arata, Accounting, Crown Nissan:

John Arata, Father, Navy, 1977-1986

Mila Martz, Accounting, Crown Nissan:

Gregory Martz, Husband, Marine Corps, 1996-2004

Crown Team Member's Relatives

PINELLAS

Philip Zemeski, Tech, Crown Nissan:

Frederick Butterfield, Uncle, Army, 1963-1967
Kendra Zemeski, Niece, Marine Corps, 2017-Present
Robert Zemeski, Father, Marine Corps, 1973-1973
Raymond Butterfield, Grandfather, Navy, 1940S-1940S
John Robert, Uncle, Navy, 1941-1945
Lauren Zemeski, Niece, Navy, 2019-Present

Ken Feck, General Manager, Crown Volvo Cars:

William Feck, Father, Air Force, 1952-1972
Thomas Feck, Brother, Air Force, 1986-2012

Gary Sunley, Service Consultant, Jaguar Land Rover St. Petersburg:

Timothy Sunley, Son, Marine Corps, 2017-Present

DUBLIN, OH

Sarah Furnish, BDC, Crown Mercedes Dublin:

Keith Furnish, Dad, Air Force, 1971-1975
Don Myers, Brother, Army, 1988-1993

CHRISTMAS PARTY SAVE THE DATES

PINELLAS
SATURDAY DECEMBER 7TH,
ST. PETERSBURG MARRIOTT CLEARWATER HOTEL

DUBLIN
FRIDAY, DECEMBER 13TH
WEDGEWOOD COUNTRY CLUB IN POWELL

TALLAHASSEE
SATURDAY DECEMBER 14TH
"51 ON MADISON"

CHATTANOOGA
TUESDAY DECEMBER 10TH
LUNCHEON IN THE DEALERSHIP

CLEVELAND
THURSDAY DECEMBER 19TH
LUNCHEON IN THE DEALERSHIP

Crown Success Stories

Each month we highlight a Crown Team Member whose career has progressed during their tenure at Crown.

This month's Crown **Success Story** is **Lee Woodruff**, Service Advisor at Capital BMW.

Lee started with Crown many years ago when the company had a Lincoln Mercury dealership in Tallahassee.

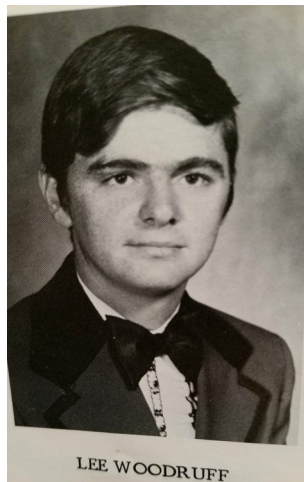
He's been through different stages of the company as it has grown.

He left for a short time and came back to Crown in 2004 to work for Crawford Atkins. It has been a pleasure to work with Crawford, Service Manager Joe Gruen all the BMW and Mercedes teams!

Lee received the platinum achievement award and profiles for BMW in 2017 and is currently ranked third for 2019 and is working hard to finish in position number one.

Lee remarried in October 2018 to Phyllis and they just celebrated their one year anniversary. In his spare time Lee likes to fly planes of all shapes and sizes.

Lee served as Service Manager of Capital Volkswagen, Volvo, Porsche and has been an outstanding performer as BMW Service Advisor. He retired from the Crown/Capital group on October 25th.



Congratulations on being the November 2019 Crown Success Story Lee!

Happening Around Crown, November 2019

Crown Life

Crown Kia Welcomes Joe Galbraith

From Walter Noppenberger, VP Fixed Ops

We are proud to announce our new Parts Manager at Kia and Mitsubishi in St. Petersburg is **Joe Galbraith**. Joe has been in the dealership parts business, in the Tampa Bay area, for more than 30 years and is known to be one of the best. Most of his experience has been in Chrysler and 10 of the last 11 years he was the Parts Director at Jerry Ulm Dodge, one of the top parts departments for Chrysler in the U.S. Joe is an avid golfer and tries very hard at fishing. He is married to **Debbie** and they have three wonderful children; **Brad** who graduated from USF, **Joey** who is currently at the University of Florida and **Hannah** who is attending Florida State University. Joe and Debbie are currently living in San Antonio, FL but are looking for a new home in the Palm Harbor, Trinity area.



Brad, Hannah Joey



Joe "trying hard" at fishing



Joe's wife Deborah, son Joey and daughter Hannah.

Welcome to the Crown family Joe!

Crown Eurocars Welcomes Sameh Yousseff

From Dan Morris, General Manager

Sameh Yousseff is a new Internet Sales Consultant with Crown Eurocars. He proudly served the United States as the commanding general's cultural advisor during the Iraq war as a translator giving guidance on how to communicate with Iraqis based on their traditions and backgrounds helping bridge the gap between the US and Iraqi army creating an inspiring partnership allowing them to take primary control back of their cities.

We are proud to have Yousseff here on our team and thank him for his valuable service to our country.



Welcome Sameh!

Crown Life

Mike Mathis Retires

Mike Mathis, GSM at Crown Buick-GMC, retired on October 17th after 7 years with Crown. Mike also previously worked with Crown as Sales Manager at Crown Buick GMC and then as General Manager of Crown Ford in Wauchula. In 2017, Mike served three months as Interim GM of Crown Buick-GMC, and was regarded by all as a dedicated manager who put Crown employees and customers first. We wish Mike and his wife Kim all the best in a very happy retirement!



Happy Retirement Mike!

Acura Celebrates John Pearson's 25th Anniversary

On Monday October 14th the Crown Acura sales team celebrate Sales Manager, **John Pearson's**, 25th anniversary with Crown by sharing breakfast at Lenny's Diner on US Highway 19 in Clearwater.



Happy Crowniversary John!

Pictures from the front clockwise:

Dustin Mullen (Sales consultant), Gary Scott (Sales consultant), John Pearson (Sales Manager), Richard Morris (Sales consultant), Charles Johnson (Sales consultant), Kyle Noble (Sales consultant), Jacob Loverdi (Sales consultant), Kaitlyn and Grayson Loverdi (Jacobs and Kaitlyn's 1st born son), Gillian Barnes (Sales consultant), Ashlee Proefke (Sales consultant), Kyle Vonnes (Sales consultant), Sophie Morris (Sales Manager), Miss Breyanna Akuffo (Rey's daughter), Rey Akuffo (Sales Manager) and Darren Hutchinson (GM).

Crown Life

Bianca Presti Donating Kidney

From **Bianca Presti**, Sales Consultant, Crown Eurocars

On October 30th 2019 I will be donating my kidney to my stepmom of 19 years, Marla. Marla had kidney failure over 3.5 years ago and has been on dialysis ever since. In July she was told she can apply to get a kidney. She texted all of her kids the information to see if we are a match if we wanted to donate. On that same exact day I scheduled an appointment. By the end of July we figured out we had the same blood type which is extremely rare due to being B+ and not actually being blood related. After about 2 months of testing we both got approved. I am able to give her a kidney!

Bianca was interviewed by ABC Action News. You can see the interview [here](#).



Bianca with her doctor, step-mom and coordinator on October 22nd

Crown Life

Eurocars Competes in the Achieva Box Car Rally

From **Frank Caporicci**, Service Director, Crown Eurocars

We had another successful year at the box car rally. We brought home 2 first place, 1 second place and 2 third place trophies. Plus, a trophy for best corporate car.

This year's participants were :

- Ed Pena
- Mario Castillo
- Ray Bedell
- Jayson Solla
- Jesiel Solla
- Pat McFarland
- Jada Caporicci
- Nick Caporicci
- Selena Beracasa



Pat and Nick



Mario and Nick



Jada



Jesiel



Mario and Nick



Mario



Pat McFarland



Jesiel and Jada



Selena and Jada

Crown Life

BDC Celebrates 2nd Annual Customer Service Week

The BDC held their 2nd annual “Customer Service Week” celebration October 7th through 11th. In 1992, the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week of October.



Excerpt of the proclamation: “Customer service professionals work in the front lines where a firm meets its customers; where supply meets demand. With responsive policies and procedures and with simple courtesy, customer service professionals can go a long way toward ensuring customer satisfaction and eliciting the next round of orders and purchases.”

This year our theme was “The Magic of Service”, to highlight that good customer service can be magical! The celebration included the BDC employees decorating their areas with a customer service theme, including magic wands. We also had fun with a Hawaiian theme day, a wacky mis-match day, a sports day, and a fundraiser for the Susan G. Komen foundation as a way to give back. A customer service tip was shared each day, and the team had fun celebrating the service they provide our customers every day.

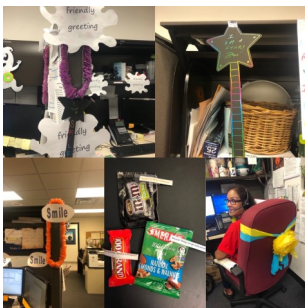
Monday – 10/7/18: We shared our BDC mission statement and decorated our areas with the customer service theme. Highlight: Good Customer Service is Magical!

Tuesday – 10/8/18: Hawaiian Day! We dressed Hawaiian shirts and brought in Hawaiian style dishes to share. Highlight: Answer Each and Every Call with a Friendly Greeting!

Wednesday – 10/9/18: Wacky Wednesday! We wore mix-matched outfits and celebrated with ice cream sundaes. Highlight: Listen and Show You Care (who can you delight today?)

Thursday – 10/10/18: Highlight: Show Gratitude. Wear Pink for breast cancer awareness – the team collected \$75 in donations for the Susan G. Komen foundation!!!

Friday – 10/5/18: Sports shirt day! We celebrated the end of the week with pizza (courtesy of Joe Gruen)! Highlight: Thank everyone for the job they do every day. “You are the “key” to success”!!



Lower right picture
Devi Ramssoomye



Clockwise starting at top left: Leslie Kopkau, Group(Marty Syers, Mary Landry, Bonnie Nestle, Uli Nichols, KJ Bowes, Vicki Conner, Deb Dietrich, Lisa Scheck), Bonnie Bennett and Jeannine Miller, Heather Tallon, Devi Ramssoomye, Deb Dietrich.



Top right – Joi Sinclair, Bottom – Kelly Kin, Lisa Scheck, Sabine Ajanovic

Dawn Lucenti-Mercer and Devi Ramssoomye, Amanda Allen and Amy Kennedy, Group (April Lopez, Stella Rositani, Bonnie Nestle, KJ Bowes), Heather Tallon, Group (Bonnie Bennett, Devi Ramssoomye, Heather Tallon, and Jeannine Miller), Group (KJ Bowes, Uli Nichols, Kelly Kin, and Sheila Brock).



Crown Life

Robbie Dereadt Married Megan Fox

Robbie Dereadt, Sales Consultant at Jaguar/Land rover St. Petersburg, married **Megan Fox** on Saturday October 26th at a beautiful wedding held at Petro Waterfront Mansion on Bayside Drive S in St. Petersburg . The couple met through mutual friends who were dating. Megan is originally from Connecticut while Robbie is originally Michigan

Congratulations Robbie & Megan!



Ken Nichols Welcomes 5th Grandbaby!

Ken Nichols, our new GM at Crown Chattanooga welcomed his 5th grandbaby recently. **Body** was born to **Jeremy Clouse**, Ken's step son, and his wife Rachel. Body is their third child, brother to Decker and Paxton.

Congratulations Ken!



Crown Life

Jim and Melissa Myers Welcome First Grandbaby!

Jim Myers (President and COO) and his wife Melissa, welcomed their first grandbaby on October 9th. Autumn James Flynn was born to their daughter SaraBeth and her husband Chris Flynn. Autumn was 5lbs 15oz and 18 inches long.



SaraBeth with Autumn



Autumn with her Uncle Jim, SaraBeth's brother. . According to him she is bound to be a Rays fan!



Chris and SaraBeth with Autumn

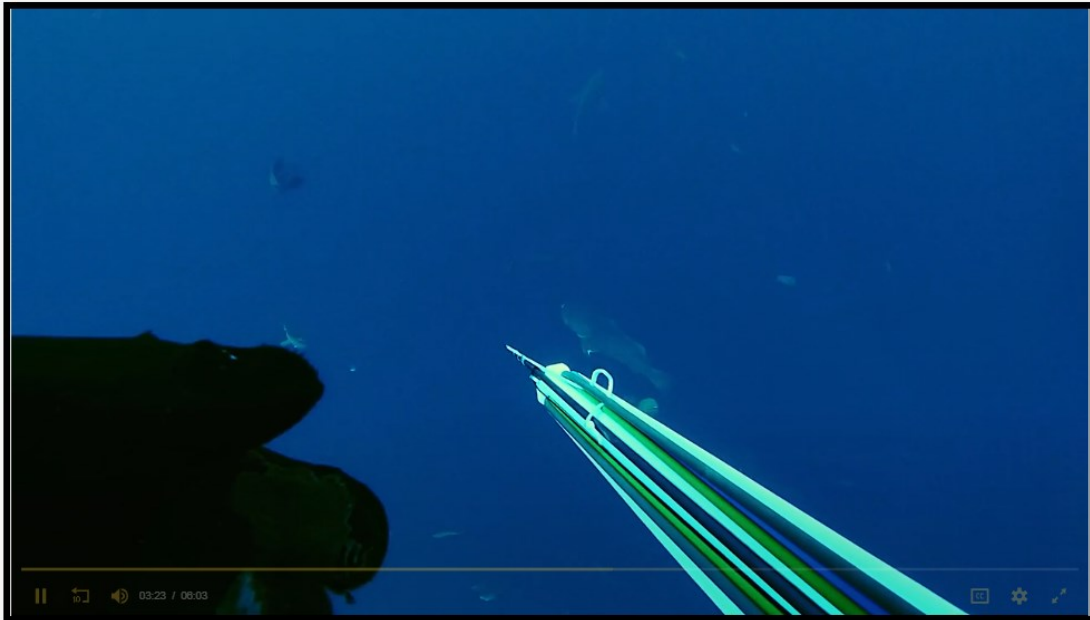


Melissa Myers with Autumn

Crown Life

G.R. Tarr Competes in St. Pete Open Spearfishing Competition

G.R. Tarr, General Manager at Crown Hyundai, recently competed in the St. Pete Open Spearfishing Competition. Before the competition OutsideOnline.com did an interview with G.R. You can see it [here](#).



Taralynne Stricklin Collecting for *Toys for Tots* in Tennessee

Taralynne Stricklin, FSM in Chattanooga, will once again be collecting toys at our Chattanooga and Cleveland TN dealerships this year for *Tots for Tots*. The collection will start on Friday October 25th and run through Thursday December 12th.



Crown Life

Tammy Wagner Attends Rays Game



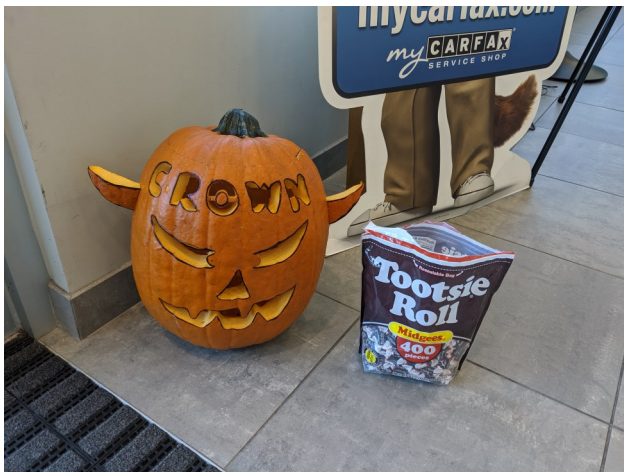
Tammy Wagner, husband Bill, Harley Schrock (GM) and Cole Connor (New Car Sales Manager) attended the October 7th Rays playoff game. The Rays defeated the Astros 10-3!



Hyundai Decorates for Halloween

Mario Pozzi, Sales Consultant at Crown Hyundai, sent me this photo → of his desk all decorated for Halloween!

And Casey Newman, Sales Manager, sent me this photo ↓ of the dealership's cool pumpkin!



Crown Life



CONSTRUCTION UPDATES

Construction Updates

From **Tim Reid**, Facilities Director

Volvo

The interior finishes are finishing up in the showroom and the millwork and office furniture will start arriving on October 28th

The building signs will start being installed on the week of October 28th as well, The landscaping will start to be installed in early November.

The pavers on the service drive will be finished by end of the month. The new service/shop area is due to be complete by the end of the month as well.

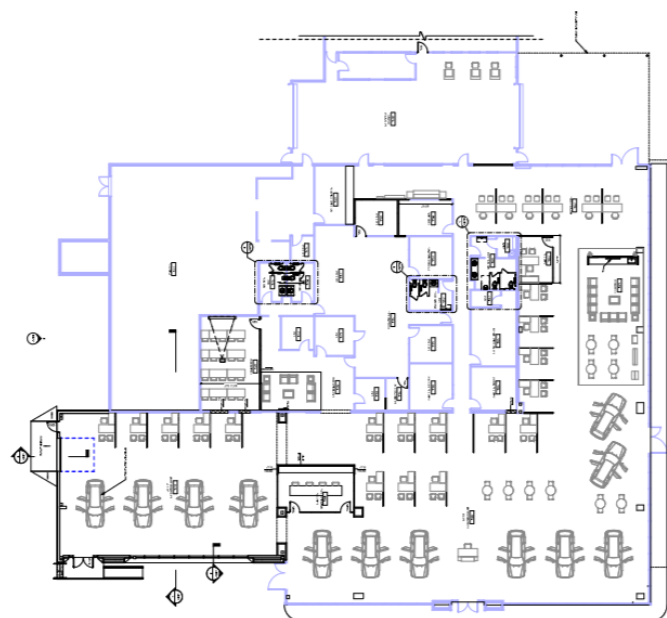
The Contractor on site -Dealership Solutions expects to start calling for all finals on or about November 15th with the open for business date of November 25th expected.

Honda

Demo has been done in the showroom and service. The new service-shop expansion is going well with the new building being erected and the exterior cladding going on this month. The Contractor on site- Suncoast Team Services expects to have the new shop open by the end of the year pending any weather setbacks. The service drive expansion is continuing to move forward daily. The new site light packages are being installed as well.

Chattanooga

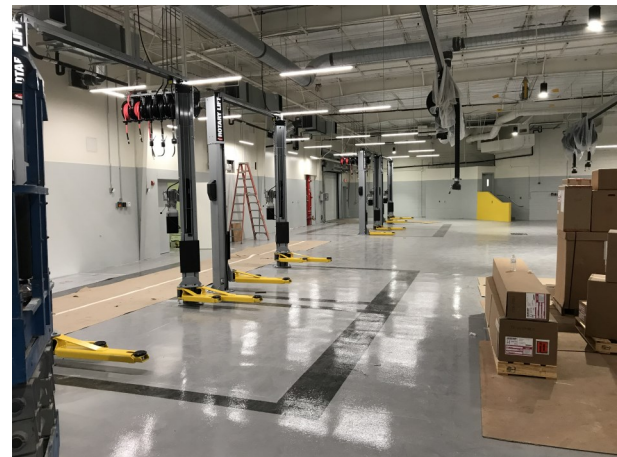
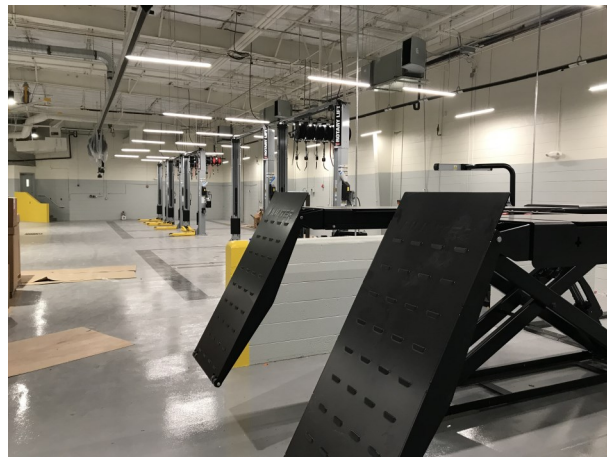
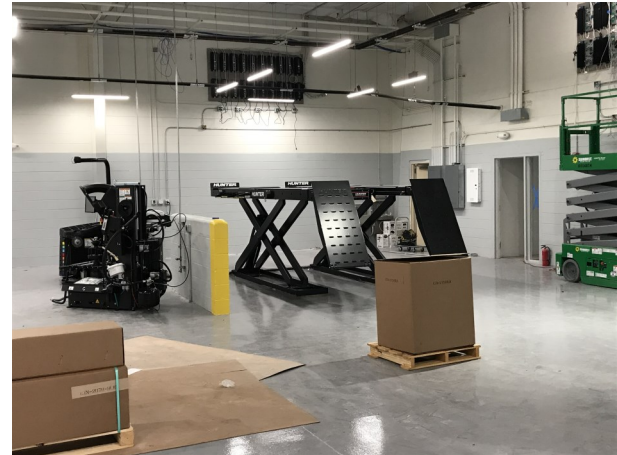
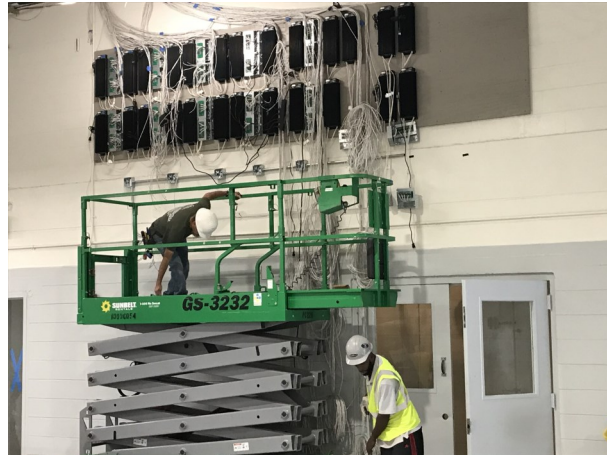
On October 1st we began a remodel in Chattanooga to the new Jeep showroom concept.



CONSTRUCTION UPDATES

Volvo

Latest aerials from October 16th and shop photos from October 21st.



CONSTRUCTION UPDATES

Honda

Latest aerals from October 16th.



October Reviews

Surveys and comments from just a few of our happy customers

PINELLAS

Crown Acura

Kyle Vannes, Sales Consultant

Kyle Vannes was a pleasure to work with. Extremely Professional and very, friendly. Definitely would recommend him as a salesman at Crown Acura in Clearwater!

By Karen Dacey, Google

John Shaw, Service Advisor

Thank you John Shaw for providing me with excellence service on my RDX.

By Jazzy G, Google

Crown Audi

Andre Thomas, Sales Consultant

I purchased a brand new 2019 Audi Q5 from Andre' Thomas at Audi Clearwater in August, when I woke up that morning, I had absolutely no intention of buying a brand new vehicle that day, in fact, I had emailed the previous evening several dealerships requesting information on a used Audi Q5 and Andre' was the only one who got back with me. Andre' even offered to bring the vehicle to my residence for me to see, I told him I would come to see him instead. Andre' took the time to explain to me that there were better deals on new Audi's at that time and I knew it was true because the used car market is up and more profitable right now, but I truly appreciated his honesty and his no pressure attitude! I have never had such a great experience in buying a new car, Andre' went above and beyond by helping me through every step of the process making it quick and painless. Andre' is very professional, extremely knowledgeable about the vehicle I purchased and he didn't waste my time or play the "back and forth game", he was able to deliver exactly what I wanted with the payment and interest rate I wanted and he was right, I was better off buying new. The best part is, he made it a truly relaxing, no stress experience. After the sale was made and finalized, Andre' took the extra time to walk me through each and every setting in my new car before I had go, he also told me I could text or call anytime and if I needed a refresher he would meet with me again. If you want an excellent car buying experience, call and ask for Andre' Thomas, you will not be disappointed!

By Louise Hamilton, DealerRater

Mandy Walters, Service Advisor

Mandy WALTERS explained my service, completed the service in the time quoted, was pleasant to work with.

By Allan K, Google

Crown Buick/GMC

Joshua Pantazelos, Sales Consultant

Joshua provided us such great experience

By Karen Wrynski, Google

Dave Biagi, Service Advisor

I bought a used GMC in another town. One of the tires had a slow leak in it from the moment I pulled it off the lot. I brought it into Crown GMC to see if they could patch the leak. Dave Biagi was extremely friendly and informative. He made the transaction fast and easy. The sensors for my tires weren't connected properly and the service guys had to check multiple of my tires to figure out which one it was. Even after realizing this, Dave kept a great attitude and made sure I was comfortable in the customer area. He even tried to get me a lower quote on my car insurance.

By sksmith89, DealerRater

Crown Collision Center

Tatijana Zitz, Estimator

My car was rear ended and I was immediately taken care of at crown collision. Tatijana Abdoos communicated with the insurance company so I was spared the headache and I was able to rent a car on the spot. Just picked up my baby yesterday and she's better than new! Couldn't be happier

By Stephanie Mould, Google

Crown Eurocars

Victor Lema, Sales Consultant

Thank you Victor for your help tonight getting me my beautiful new car. I was a little intimidated going into a Mercedes dealership, but everyone was extremely friendly and helpful. I would definitely recommend your dealership in the future!

By Robin Simpson, Facebook

Charlie Apple, Service Advisor

Charlie Apple is a fantastic employee at Crown!! We always have a great experience with him. We can't say enough good things about him!! Thank Charlie for always making our experience a good one!

By db, DealerRater

Crown Honda

Enver Bekric, Sales Consultant

Went into Honda not really expecting anything just feeling it out- found something I liked and Enver worked hard to get me the deal I was looking for. Super happy- first time buying experience was great!

By Jennifer, DealerRater

Daimara Morrill, Service Advisor

Took my car in for scheduled maintenance yesterday. The dealership is under construction and the service department is in temporary offices. Daimara Morrill was very polite and efficient. My car was done within the hour. She explained everything they did. Great job.

By 5000maintenance, Edmunds

Crown Hyundai

Connor Groot, Sales Consultant

Worked with Connor and he found me the vehicle that fit my needs

By Ken Boyd, Facebook

Brian Casey, Service Advisor

This is the 2nd time Brian Casey has serviced my Hyundai Elantra 2011. He always does such a great job the best service I have ever gotten and also not a very long of a wait. Thank you so much Brian.

By Jasmine Revels, Google

Crown Jaguar

Robert Dereadt, Sales Consultant

Robert Dereadt was great to work with. I didn't have a lot of time and he was able to cut to the chase and get me where I needed to be quickly. I would highly recommend working with him. The overall dealership was clean and everyone was friendly.

By Nathan McRoberts, Google

Reid Ricardson, Service Advisor

Reid Richardson was so kind and helpful. I had a real problem and he was able to help in spite of being swamped.. I made the biggest mistake possible and had body work done at Dayton Andrews on 66th St. . The window and locks on the drivers door wouldn't work when I picked up my Jaguar. They forced the window up and broke the actuator just to deliver it.. I drove directly to Crown and Reid took care of the problems. Will never make that mistake again, only Jaguar dealers in the future.

By Clark Leips, Google

Crown Kia/Mitsubishi

Anik Islam, Sales Consultant

If your looking for a great service and even better customer service. Come to Crown Kia for the experience. Anik Islam greeted me with great hospitality and excellence customer service.

By Maurice Devine, Facebook

Curtis McCool, Service Advisor

I had recently had my oil changed with Crown Kia. My service adviser, Curtis, was very friendly and professional. The oil change was done in a timely manner and Curtis personally called me to tell me it was ready. Thanks Curtis and Crown Kia!!

By Justin N, Yelp

Crown Nissan

Wade Werner, Sales Consultant

I recently visited Crown Nissan and had an amazing experience. Wade Werner was fantastic salesman.He was friendly and very knowledgeable. Wade took his time to answer all my questions, showed me various cars and explained every detail of them to help me make a good decision. Needless to say I purchased my new SUV the same day. If you are in the market for a car go see Wade Werner at Crown Nissan you won't regret it!!

By Ayleen, DealerRater

Robert Zoffer, Service Advisor

Rob Zoffer walked the entire service visit through with genuine class, knowledge and skill. The entire contact staff experience was unexpectedly pleasant. And...yes, I will return. Thanks Rob

By RC, DealerRater

Crown Volvo

George Guirguis, Sales Consultant

Shopping at Crown Volvo Cars in Clearwater was such a pleasant experience. George Guirguis was my salesperson. He made sure I had figured out the exact car I wanted through test driving. The exact car I wanted (color; exterior, interior, All wheel drive, CX60) wasn't on their lot so he got on the computer and phone and found that car at another dealership. He then had it shipped to their Clearwater site (closest to me). I was also given a great trade in price for the car I brought in. While at the Crown Volvo Cars dealership, I was introduced and enjoyed talking to the lead of sales, Derrick, and the manager of the dealership, Ken. Out of many years of buying cars, I've never experienced such a pleasant experience. No pressure, truly caring, I highly recommend Crown Volvo Cars in Clearwater, Fl. I plan to do business with them in the future. Many thanks to George Guirguis for his patience and attention to my preferences. I'm happy!!!

By Rebekah J, Google

Brian Tessitore, Service Advisor

Brian Tessitore was very professional and efficient. I got an appointment quickly and the repair was done correctly and to my satisfaction. Very happy with the service provided.

By Jan58, DealerRater

TALLAHASSEE

Capital Mercedes-Benz

Jessica Wade, Sales Consultant

We appreciate Jessica's professionalism she went out of her way to meet our needs..She is knowledgeable, resourceful and an excellent representative for Capital Eurocar.

By Tricia, DealerRater

Joe Trozzo, Service Advisor

Joe Trozzo handled my most recent service appointment. His expertise, efficiency, friendliness and concern for my time made the whole experience a pleasure. I have always been treated so well at Capital Eurocars, from lease to purchase to service. Uncompromising quality!

By Martha, DealerRater

Capital BMW

Michael Johnson, Sales Consultant

MICHAEL JOHNSON your expertise, professionalism and humorous personality made my experience purchasing my dream car (BMW) a reality. Thank you for being patient and kind to me. You are at the top of Customer Service!!! Keep smiling!!!

By Marva Williams, Google

Lee Woodruff, Service Advisor

I was very pleased with my service. Lee Woodruff went above and beyond what was expected. My car ended up requiring four days to complete the service and Lee set me up with a rental car that was covered by Capital city Eurocars. They even brought my car to me and picked up the rental car when my service was complete. Lee provided excellent communication regarding the status of my vehicle's maintenance.

By Amber Swords, Edmunds

Capital VW-Volvo-Porsche

Jeffery Hardy, Sales Consultant

One of the best car buying experiences I've had. My salesman, Jeffrey Hardy, had a lot to do with it. His laid back, no pressure attitude was greatly appreciated. It felt like he was my advocate through the negotiating process. Go see Jeffrey Hardy at Capital Volvo if you'd like a pleasant car buying experience!

By mckb123, DealerRater

Brook Haggstrom, Service Advisor

Excellent service from service advisor Brooke Haggstrom!

By David H, Google

OHIO

Crown Eurocars

Kenneth Stuart, Sales Consultant

Ken is the person you need to find if you go to this dealership! A great guy!

By Ladyboss, Google

Brian Tassinari, Service Advisor

I was able to get an appt the same day I called. Brian Tassinari has been my service advisor every time I have had service. He has always been very knowledgeable of what was best for me and my car. It is great to have such a great experience when I need to bring my car in for service.

By Doug Schenher, Google

Crown Chrysler Dodge Jeep Ram

Everett McSavane, Sales Consultant

Thanks to Everett McSavane for a great experience in buying my new truck. He went above and beyond in finding the right truck at a great price. Took the time to show and setup all options before I left!

By Tom Nicol, DealerRater

Josh Ward, Service Advisor

Josh Ward was amazing, very friendly and helpful.

By Traci Adkins, Google

Crown Kia

Mark Andrijowych, Sales Consultant

Per usual and pretty much in line with everything everyone has said about this man on reviews, Mark Andrijowych is the best car salesman to date and in the argument for Best in the U.S. of A. This was my first vehicle purchased at the ripe age of 24 and Mark took me seriously and was incredibly respectful unlike other dealership's staff that tried to put hidden fees and other astronomical dollar amounts into my purchase. Mark was not only concise with information, but showed me the way around the vehicle and I walked off the lot with a brand new 2019 Kia Forte at the end of the day. Thank you so much Mark for everything you did and thank you Crown Kia for being a reliable and affordable option for us 200,000 mile previous car owners.

By S Garrett Shaw, Google

Thomas Dick, Service Advisor

Can't express how pleasantly surprised I was bringing my Kia Sportage to get its 5000 mi. Service. It was easy making appt. on line. When I got there I was greeted by Thomas Dick. He took care of everything that was needed in a welcoming friendly efficient and timely way. So very very pleased. I have used 2 other Kia service depts. in the past 6 years and none have compared!

By Sue and Gabe, DealerRater

TENNESSEE

Chattanooga

Lance Brown, Sales Consultant

Love my 2019 Challenger. Very pleasant buying experience. The whole staff at Crown made this a very painless process. Lance Brown, my sales rep, was very professional, courteous, and knowledgeable. Lance was able to answer every question and concern I had and took the time to show me all of the features this car had to offer. Once the purchase was made and I went to pick the car up, Lance was there to deliver it and go over all the features again and help me set them up. I felt less like I was buying a new vehicle and more so like I was sharing in the excitement of my new car with everyone that I interacted with. If you are in the market for a new vehicle, I highly recommend Lance Brown and the rest of the staff at Crown to be your first choice.

By Shawn Rampley, Google

Jason Meneke, Service Advisor

Jason is always helpful, knowledgeable, and courteous regardless of the reason for my service needs. I would recommend Jason to everyone that visits Crown Dodge.

By Rbrumlow, DealerRater

Cleveland

Michael Kost, Sales Consultant

It was a great 1st experience buy a car. Mike Kost really made it easy and enjoyable for my wife and I.

By Jon McCain, Google



Crown Winner's Circle September

PINELLAS

Acura

Jacob Loverdi

Audi

George Rangelov

Buick-GMC

Tammy Wagner

Eurocars

Mo Esseghir

Honda

Gage Alexander

Hyundai

Glen Gasbarro

Jaguar

Robbie Dereadt

Kia

Blake Rexford

Mitsubishi

Ryan Smith

Nissan

Wade Werner

Volvo

Mary Mattingly

CAPITAL EUROCARS

MB

Claude Rabbath

BMW

Trey Purvis

VW-VOL-POR

Kemar Edwards

DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR-FIAT

Jason Sull

Kia

Peyton Seay

TENNESSEE

Chattanooga

Cullen Clabo

Cleveland

Charles Mullins

Thank you for a job well done!

Internet SOM September

GROUP

Wade Werner

PINELLAS

Acura

Gillian Barnes

Audi

Brett Levy

Buick-GMC

Beryl Mokros

Eurocars

Zoltan Kremaszky

Honda

John Young

Hyundai

Glen Gasbarro

Jaguar

Michael Donovan

Kia

Blake Rexford

Mitsubishi

Chris Jensen

Nissan

Wade Werner

Volvo

Mary Mattingly

CAPITAL EUROCARS

MB/BMW

Trey Purvis

VW/Volvo/Porsche

Kemar Edwards

DUBLIN, OH

Eurocars

Frank Salierno

CDJR-Kia

David Hernandez

FIAT

Juan Hernandez

TENNESSEE

Chattanooga

Cullen Clabo

Cleveland

Michael Kost

Thank you for a job well done!



November birthdays

MANAGEMENT COMPANY

Dwayne Hawkins - President - 11/6
 Walter Noppenberger – VP Fixed Operations - 11/18
 Angela Hullinger-Quirk - U/C Sales Admin - 11/21
 Jim Myers – COO/ President - 11/29

PINELLAS COUNTY

Acura

Melanie Amoriello - Wholesale Edit Clerk - 11/1
 Richard Morris - Sales - 11/7
 Christopher Sanborn Jr - Service Advisor Trainee - 11/13
 Jorge Ramos Torres - Service Technician - 11/14
 Chris Duncanson - Sales - 11/16
 Bryan Walker - Service Technician - 11/24

Audi

Rafael Figueroa Disla - Service - Detail - 11/4
 Ryan Wolfe - F&I Manager - 11/5
 Matthew Temple - Service Technician - 11/26
 Amber Confer - Service Cashier - 11/26

Buick-GMC-Collision-Detail-Recon

Gregory Berry - Service Advisor - 11/4
 Jeffrey Hall - Parts Counter - 11/7
 Timothy Clyburn - Detailer - 11/7
 Doris Smith - Service Cashier - 11/11
 Megan Lathers - Wholesale Parts Counter - 11/12
 Kory Vest - Detailer - 11/14
 Tammy Wagner - Salesperson - 11/17
 Calvin Adams - Detailer - 11/23
 Thomas Everson - Service Technician - 11/25
 Christina Perez – Body Shop Estimator - 11/27

Eurocars

Daniel Morris - General Manager - 11/3
 Robert Chapman - Salesperson - 11/4
 Bianca Presti - Salesperson - 11/4
 Youssef Attaalla - Express Technician - 11/9
 Charles Reyes - Controller - 11/13
 Carlos Ortiz - Service Technician - 11/16
 Russell Wurr - File Clerk - 11/17
 Jayson Solla Marrero - Service Technician - 11/21
 Louis Murray Jr. - Lot Porter - 11/27

Honda

Michele Leggett - Parts Manager - 11/3
 Amy Kennedy - BDC Operator - 11/7
 Justin Callahan - Sales Manager - 11/10
 Hugo Gonzalez - Sales - 11/11
 Richard Raia - Salesperson - 11/12
 Thomas Teel - Sales - 11/16
 Seo Hwang - Service Technician - 11/17
 Daimara Morrill - Service Advisor - 11/18
 Kelly Kin - BDC Reservations - 11/18
 Kimberly Schlenther - Service Cashier - 11/22
 Robert Shelton - Service Drive Porter - 11/22
 Connor Lube - New Car Sales - 11/25
 Laura Della Sala – BDC Operator - 11/27
 Shawn Brown - Service Porter - 11/27
 John Veltri - Service Manager - 11/27
 Jeffrey Stiles - Service Advisor - 11/29

Hyundai

Anel Saric - Internal Service Advisor - 11/7
 Nicholas Black - New Car Sales - 11/16
 Rafael Morales Quiles - Service Technician - 11/24

Jaguar

Billie Jean Shelton - Service Cashier/Warranty - 11/14
 Morgan Richards - F&I Manager - 11/19
 Karen Cavanaugh - Service Manager - 11/20
 Gerardo Diaz Martinez - Encore Delivery Specialist - 11/21

Kia/Mitsubishi

Virginia Scott - Parts Counter - 11/16
 Curtis McCool - Kia Service Advisor - 11/16

Nissan

Teresa McPherson - Service Warranty Clerk - 11/3
 Devonte Harvey - Salesperson - 11/4
 Wade Werner - Sales - 11/7
 John Einstein - Parts Counter - 11/20

Volvo

Samantha Scollo - Service Advisor - 11/11



November birthdays

CAPITAL EUROCARS

Ed Castellanos - Technician - 11/2
Eric Orman - Valet Driver - 11/5
Angela Broome - Cashier - 11/17
Eric Jennings - Roadside - 11/19
Frank Hayes - Technician - 11/29

DUBLIN, OH

Eurocars

Robbie Gilliland - Technician - 11/3
Shen Saguisi - Assistant Service Manager - 11/10
Andre Berry - Sales Porter - 11/13
Jesse Newland - Accounting - 11/18
Joe Wood - Parts Manager - 11/19
Dave Kohler - Service Advisor - 11/21
Alan Riggans - Service Porter - 11/28
Marcus Harris - Accounting - 11/28
Heather Hahn - Service Porter - 11/29

CDJR-KIA-FIAT

Mitchell Thien - Salesperson - 11/1
Jeff Ashbrook - Salesperson - 11/4
Jim Spillman - Parts Counter - 11/9
Lew Ash - Salesperson - 11/17
Dan Bray - Sales Manager - 11/21
Eli King - Lube Technician - 11/21
Roger Moore - Salesperson - 11/21
John McCormack - Technician - 11/22
Doug Dodson - Dealer Trade Driver - 11/29
Scott Duncan - Parts Manager - 11/30

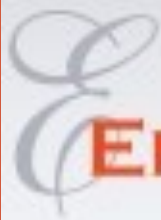
TENNESSEE

Chattanooga

Matt Turner - Technician - 11/12
Hunter Wooten - Detailer - 11/25
Jerry Skinner - Service Porter - 11/27
Kenny Reagan - Financial Services Manager - 11/30

Cleveland

Sky Magan - Detailer - 11/8



November

EMPLOYEE ANNIVERSARIES

MANAGEMENT COMPANY

Jim Myers – COO & President - 11/26/1990 - 29 yrs

PINELLAS COUNTY

Acura

Logan Lane - Internal Service Advisor - 11/10/2014 - 5 yrs

Audi

Amber Confer - Service Cashier - 11/7/2011 - 8 yrs

Jessica Geneva - Service Advisor - 11/15/2018 - 1 yr

Robert Kimball - Sales - 11/26/2002 - 17 yrs

William Smith - Parts Counter - 11/27/2000 - 19 yrs

Vasili Barlamas - Sales - 11/28/2018 - 1 yr

Buick-GMC-Collision-Detail-Recon

Alexandria Sarang - Internal Service Advisor - 11/6/2017 - 2 yrs

Steven Marks – Body Shop Technician - 11/6/2007 - 12 yrs

Jeremy Rizzo - Painter - 11/9/2016 - 3 yrs

Robert Bullock - Parts - Counter - Wholesale - 11/12/2018 - 1 yr

Eddy Hebert - Service Technician - 11/13/2017 - 2 yrs

Chic Albright - Body Shop Technician - 11/13/2000 - 19 yrs

Gale Kidd - Cashier - Accounting - 11/19/1986 - 33 yrs

Miguel Serra - Detailer - 11/24/2003 - 16 yrs

John Stanko - Body Shop Technician - 11/29/1993 - 26 yrs

Sabine Ajanovic - BDC Reservationist - 11/30/2017 - 2 yrs

Eurocars

Victor Lema - Sales Person - 11/1/2017 - 2 yrs

Jody Curtis - Title Clerk - 11/1/2003 - 16 yrs

Miroslav Ostojic - Sales - 11/19/2018 - 1 yr

Magnus Mathura - Service Technician - 11/19/2018 - 1 yr

Mohamed Esseghir - Sales - 11/26/2018 - 1 yr

Alexander Grabic - Service Technician - 11/26/01 - 18 yrs

Robert Chapman - Salesperson - 11/27/2015 - 4 yrs

Honda

Jason Gomez - Salesperson - 11/2/2018 - 1 yr

Christopher Champagne - Accounting Clerk - 11/5/18 - 1 yr

Gene Nigro - eCommerce Sales Manager - 11/6/14 - 5 yrs

Michele Leggett - Parts Manager - 11/6/2000 - 19 yrs

Shawn Brown - Service Porter - 11/22/2002 - 17 yrs

Troy Young - Sales Manager - 11/23/2015 - 4 yrs

Curtis Hooks - Assist. Office Manager - 11/25/2013 - 6 yrs

Thomas Teel - Sales - 11/28/2018 - 1 yr

Lawrence Worden - Sales - 11/30/1998 - 21 yrs

Hyundai

Ryan Murray - Service Advisor - 11/4/14 - 5 yrs

Jaguar

Michael Constantine - Parts Manager - 11/7/2005 - 14 yrs

Morgan Richards - F&I Manager - 11/15/2017 - 2 yrs

Claude Miles III - Service Technician - 11/19/2018 - 1 yr

Kia/Mitsubishi

Robert Segovia Jr. - Service Technician - 11/9/2017 - 2 yrs

Anthony Singleton - Salesperson - 11/16/2016 - 3 yrs

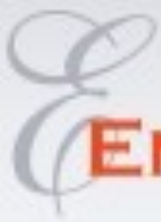
Blake Rexford - Salesperson - 11/22/2017 - 2 yrs

Nissan

Timothy Bell - Lot Porter - 11/3/2014 - 5 yrs

Angel Pla - Express Technician - 11/13/2017 - 2 yrs

Robert Zoffer Jr - Service Advisor - 11/19/2012 - 7 yrs



November EMPLOYEE ANNIVERSARIES

CAPITAL

Tommy Sizemore - Technician - 11/25/2002 - 17 yrs
Justin Carter - FSM - 11/9/2017 - 2 yrs

DUBLIN, OH

Eurocars

Doug Herroon - Title Runner - 11/6/2006 - 13 yrs
Michael Johnson - Parts Counter - 11/13/2006 - 13 yrs
Matt Fiumano - Technician - 11/19/2012 - 7 yrs
Mike Lyons - Service Advisor - 11/28/2014 - 5 yrs
Jimmy Mcdowell - Technician - 11/5/2018 - 1 yr
Jaycee Splawn - Technician - 11/8/2018 - 1 yr

Chrysler Dodge Jeep RAM-KIA-FIAT

Jerry Fogle - Dealer Trade Driver - 11/16/2000 - 19 yrs
Keith Mullikin - Technician - 11/29/2004 - 15 yrs
Craig Gowitzka - Salesperson - 11/2/2009 - 10 yrs
Nick Tizzano - Technician - 11/11/2013 - 6 yrs
Bruce Kay - Dealer Trade Driver - 11/26/2014 - 5 yrs
Eddie Vargo - Salesperson - 11/6/2017 - 2 yrs

TENNESSEE

Chattanooga

James Beaty - Technician - 11/13/2017 - 2 yrs
Brook Orr - Accounting - 11/26/2012 - 7 yrs

W E L C O M E
TO THE
TEAM

NEW EMPLOYEES

SEPTEMBER 2019

Audi

Michael Signorile - Lot Porter - 9/16

Buick-GMC-Collision-Detail-Recon

Raymond Park - Recon Coordinator - 9/3

Vicente Marquez - Service Technician - 9/6

Dean Collins - Porter - 9/11

Douglas Meredith - Service Porter - 9/17

Eurocars

Robert Santiago Soto - Service Technician - 9/3

Cody Travis - Mobile Technician - 9/6

Bernard Freedman - New Car Sales - 9/9

Joselito Serrano - Parts Counter - 9/9

Honda

Blake Phillips - New Car Sales - 9/3

Richard Raia - New Car Sales - 9/13

Hyundai

Eric Valladares - New Car Sales - 9/9

Benjamin Mariani - New Car Sales - 9/9

Rashawn Latimer - New Car Sales - 9/10

Raymarcus Adams - Express Service Technician - 9/16

Jaguar

Dustin French - Service Technician - 9/16

Volvo

Gareth Holmes - New Car Sales - 9/4

CAPITAL EUROCARS

Jesse Kaldany - Service Porter - 9/18

Ed Castellanos - Technician - 9/26

Jerald Desroses - Car Washer - 9/30

Ryan Elkins - Parts Shipper - 9/30

DUBLIN, OH

Chrysler Dodge Jeep RAM-KIA-FIAT

Kevin Munn - Salesperson - 9/4

Kobie Burnside - Sales Porter - 9/11

TENNESSEE

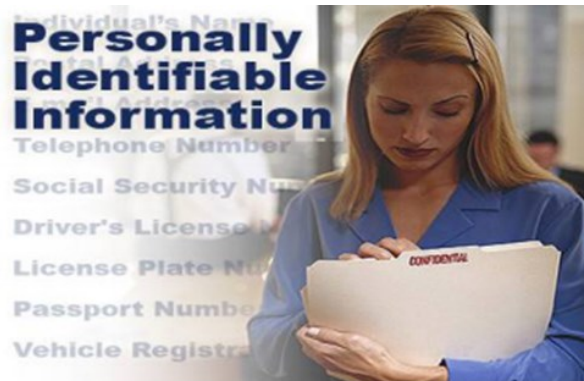
Cleveland

Chancy Deakins - Financial Service Manager - 9/10

Trey Lassiter - Porter - 9/10

Skye Magan - Detail - 9/11

Protecting our Customer's and Employee's PII is Critical



The PII we store is highly attractive to would-be attackers who can sell PII on the black market. PII can be used for any number of criminal activities including identity theft, fraud, and social engineering attacks. It goes without saying that it is absolutely vital that individuals and companies protect their PII. Failure to secure PII leaves us open to highly targeted social engineering attacks, heavy regulatory fines, and loss of customer trust and loyalty.

What is PII?	
PII includes: Name, email, home address, phone #	
Sensitive PII includes:	
<i>If Stand-Alone:</i>	<i>If Paired With Another Identifier:</i>
> Social Security number	> Citizenship or immigration status
> Driver's license or state ID #	> Medical information
> Passport number	> Ethnic or religious affiliation
> Alien Registration Number	> Sexual orientation
> Financial account number	> Account passwords
> Biometric identifiers	> Last 4 digits of SSN
	> Date of birth
	> Criminal history
	> Mother's maiden name

Properly securing and storing all customer and employee PII is a very important responsibility that we all share. If you see customer or employee forms displayed where other customers or employees can see them, bring the situation to the attention of the Manager on duty immediately.

SAFETY FIRST

Thanksgiving Safety

According to the U.S. Fire Administration, more than 4,000 fire happen each Thanksgiving Day, usually in the kitchen!

- Never leave your food unattended while frying or grilling.
- Use a timer and routinely check whatever you're cooking.
- If frying or deep-frying, keep the fryer outside, away from walls, and free from moisture.
- Never use a glass casserole or lid on the stove or burner, as it may explode from the heat.
- Ensure that pot holders and food wrappers are a safe distance— at least 3 feet!—from warmed surfaces (i.e. the stove). Position those handles so that they face inward.
- Avoid dangling accessories or loose clothes around kitchen fires.
- If using candles or the fireplace, keep these sources of fire shuttered or isolated, and never leave them unattended.
- Never douse a grease fire with water, as the fire can thus spread. Turn off the burner, smother the flames with a lid (wearing an oven mitt!), or douse with baking soda or a fire extinguisher if it's getting out of hand.
- Keep a fire extinguisher handy in the kitchen, and know how to use it.
- Ensure your smoke alarms are connected and working.
- Better safe than sorry. You can call the pros at 1888-674-6854 (USDA Meat and Poultry Hotline) with any cooking questions!
- Unplug appliances that are small and unnecessary; it's a smart way to save energy and eliminate potential dangers if something is accidentally turned on.
- After the party, walk around the home and ensure candles and fireplaces are extinguished, unnecessary appliances are turned off, and no potential hazards (leftovers, sharp/flammable objects) are in reach of your kids or pets.

A THANKSGIVING FEAST FREE OF THREATS

Turkey safety—the turkey is the biggest star. Make sure he evokes a round of applause—not a round of visits to the bathroom or, worse, the hospital.

- Buy carefully.
 - Avoid fresh, stuffed turkeys; buy your turkey at least 1-2 days before you cook it, and keep it in the fridge; keep it in the freezer if you've bought it earlier.
- Defrost properly.
 - Thaw in the refrigerator (every 4-5 lbs. needs one day to thaw).
 - Submerge the turkey (wrapped in leak-proof packaging) in cold water (every 1 lb. needs 30 minutes to thaw) that should be changed every half hour.
 - Microwave in a microwave-safe pan, removing any packaging and following the manufacturer's instructions.
- Cook immediately after thawing.
 - Avoid slow cooking or partially cooking the turkey.
 - At 165 degrees F at least.
 - Opt to cook the stuffing separately.
- Use a thermometer on the innermost part of the thigh and wing, as well as the thickest portion of the breast, to ensure that the turkey is well cooked.
- Don't carve at once; give the juices time (20 min.) to settle.
- Keep Clean!
 - Wash your hands with soap and water before and after handling food.
 - Keep all surfaces and utensils clean.
 - Never handle cooked and raw food together, in order to avoid cross-contamination.
 - Keep raw meat away from vegetables or other uncooked food.

Thanksgiving is a social dinner; while talking, joking, and laughing, choking is a very dangerous possibility.

- Call 911 if the person can't cough, breathe, or speak.
- Give the victim five sharp blows on the back with the heel of your hand.
- If unsuccessful, wrap your hands around the victim's abdomen and give five quick upward thrusts.

Store leftovers properly to eliminate food poisoning.

- When serving, keep hot foods hot and cold foods cold!
- Refrigerate leftovers promptly, no more than two hours after food has been served.
- Leftovers are most safely eaten within 3 days, or should otherwise be moved to the freezer.
- Store food in shallow containers.
- Reheated leftovers should be cooked to 165 degrees F; gravy should be boiled.



November Quiz

Thanksgiving Quiz

- 1. Thanksgiving occurs on the:**
 1. Fourth Thursday in November
 2. Third Thursday in November
 3. November 26 each year
- 2. The first Thanksgiving lasted:**
 1. One day
 2. Two days
 3. Three days
- 3. Which of the following was NOT served at the Pilgrims Thanksgiving meal?**
 1. Cranberries, corn, and mashed potatoes
 2. Rabbit, chicken, wild turkey, and dried fruit
 3. Venison (deer meat), fish, goose
- 4. Which Indian tribe taught the Pilgrims how to cultivate the land and were invited to the Thanksgiving meal?**
 1. Apache
 2. Wampanoag
 3. Cherokee
- 5. Approximately how many turkeys are eaten each year on Thanksgiving in the United States?**
 1. 100 million
 2. 280 million
 3. 500 million
- 6. Which southern state was the first to adopt a Thanksgiving Day in 1855?**
 1. South Carolina
 2. Virginia
 3. Georgia
- 7. What is a snood?**
 1. The loose skin under a male turkey's neck.
 2. A hat worn by a Pilgrim
 3. A hot cider drink served at Thanksgiving.
- 8. What utensil was not used by the Pilgrims to eat Thanksgiving dinner?**
 1. Knife
 2. Fork
 3. Spoon
- 9. The best place to put the meat thermometer in the turkey is:**
 1. The breast
 2. The middle of the back
 3. The thigh
- 10. Which president is believed to be the first to pardon a turkey and start this annual tradition?**
 1. President Lincoln in 1863
 2. President Roosevelt in 1939
 3. President Harry Truman in 1947
- 11. The Pilgrims came to the New world seeking religious freedom and were also called:**
 1. The Puritans because they wanted to purify the teachings and ceremonies of the Church of England.
 2. The Great Explorers
 3. The Wanderers
- 12. Today, our Thanksgiving is the fourth Thursday of November because**
 1. It is the date the Pilgrims landed in the New World.
 2. This was the date set by President Franklin D. Roosevelt in 1939 and approved by Congress in 1941.
 3. It was the date people voted to have it on.
- 13. What is a baby turkey called?**
 1. A chick
 2. A nestling
 3. A poult
- 14. It has been estimated that how many Americans eat turkey at Thanksgiving.**
 1. 88%
 2. 50%
 3. 75%
- 15. A full grown turkey has about how many feathers?**
 1. A million
 2. Too many to count!
 3. 3,500

October Quiz Answers

Ology Words Quiz – Of what are the following the study?

1. **Clonology** - *The study of clones/cloning*
2. **Felinology** - *The Study of cats*
3. **Trichology** - *The study of the hair and scalp*
4. **Rhinology** - *The study of the nose/sinuses*
5. **Plutology** - *The study of wealth*
6. **Cardiology** - *The study of the heart*
7. **Heliology** - *The study of the sun*
8. **Orology** - *The study of mountains and their formation*
9. **Allergology** - *The study of allergy and hypersensitivity*
10. **Formicology** - *The study of ants*

Car Quiz – Which manufacturers make/made the following models?

1. **Rogue, Micra, Pulsar** - *Nissan*
2. **Panda, Brava, Argo** - *Fiat*
3. **307, 407, 207 Spider** - *Peugeot*
4. **Aslan, Elantra, Tucson** - *Hyundai*
5. **Twingo, Scenic, Espace** - *Renault*
6. **Corolla, Aygo, Yaris** - *Toyota*
7. **C4, C1, C-Zero** - *Citroen*
8. **Tiguan, Passat, Arteon** - *Volkswagen*
9. **Picanto, Rio, Sorento** - *Kia*
10. **Accord, Civic, Jazz** - *Honda*

November's Recipes

Fun November Food Holidays include:

National Stuffing Month, 1st National Bison day, 17th National Baklava Day, 25th National Parfait Day,
28th National French Toast Day

Classic Traditional Thanksgiving Stuffing

Ingredients

- 1 cup (2 sticks) unsalted butter, divided
- 1 pound day-old white French bread, diced into 1/2-inch cubes and dried
- 1 extra-large (about 2 1/2 cups) sweet Vidalia or yellow onion, diced small
- 1 1/2 cups celery, diced small
- 2/3 cup Italian flat-leaf parsley leaves, finely minced
- 1/4 cup fresh sage leaves, finely minced
- 3 tablespoons fresh rosemary (sticks discarded), finely minced
- 2 tablespoons fresh thyme (sticks discarded), finely minced
- 1 teaspoon salt, or to taste
- 1 teaspoon pepper, or to taste
- 2 1/2 cups low-sodium chicken broth, divided
- 2 large eggs



Directions

1. Preheat oven to 250F. Place cubed bread on a baking sheet and bake, stirring occasionally, until dried out, about 45 minutes. You must begin with very dry bread or it'll turn to mush. Tip – To save time on the day of, bake and dry out the bread the night before and leave uncovered on the counter uncovered until the morning you're ready to make the stuffing.
2. When you're ready to make the stuffing, transfer bread to a very large bowl; set aside.
3. Preheat oven to 350F and spray a 9x13-inch pan or 3-quart baking dish with cooking spray; set aside.
4. To a large skillet, add 3/4 cup (1 1/2 sticks) butter and heat over medium-high heat to melt.
5. Add the onions, celery, and cook until vegetables have softened and are just beginning to lightly brown, about 10 minutes. Stir frequently. Transfer vegetables to bowl with bread.
6. Add the parsley, sage, rosemary, thyme, salt, pepper, 1 1/4 cups chicken broth, and toss well to combine; set aside. Note about salt – the saltiness level of low-sodium chicken broth varies, and so do personal preferences, so salt to taste.
7. To a small bowl, add the remaining 1 1/4 cups chicken broth, 2 eggs, and whisk to combine. Pour mixture over bread and toss well to combine. Turn mixture out into prepared baking dish.
8. Dice the remaining 1/4 cup (half of 1 stick) butter into 8 to 10 pieces and evenly dot the butter over the top of the stuffing. Cover with foil and bake for 40 minutes. Uncover and bake for an additional 40 to 45 minutes, or until top is as lightly golden browned as desired. Serve immediately. Stuffing is best warm and fresh but will keep airtight in the fridge for up to 5 days. Reheat gently as desired.

Asian Bison Short Ribs

Ingredients

- 2 cups chopped onions
- 1 cup sliced carrots
- 1/3 cup all-purpose flour
- 1/2 teaspoon salt
- 1/4 teaspoon black pepper
- 4 pounds bison short ribs
- 1 tablespoon toasted sesame oil, or more to taste
- 1 cup beef broth
- 1/2 cup orange juice
- 1/4 cup soy sauce
- 3 tablespoons packed brown sugar
- 4 cloves garlic, minced
- 1/4 teaspoon cayenne pepper
- 2 tablespoons cornstarch
- Salt and black pepper
- Hot cooked rice
- Chopped fresh cilantro



Directions

1. Place onions and carrots in a 5- to 6-quart slow cooker. Combine flour, the 1/2 teaspoon salt, and the 1/4 teaspoon pepper in a large resealable plastic bag. Trim fat from bison short ribs. If needed, cut into single rib portions. Pat dry with paper towels. Add bison short ribs, a few at a time, to the plastic bag, shaking to coat.
2. Heat oil over medium-high heat in a very large skillet. Cook bison short ribs, half at a time, in hot oil until brown on all sides, adding more oil if necessary. Place in slow cooker on top of vegetables.
3. Combine broth, orange juice, soy sauce, brown sugar, garlic, ginger, and cayenne pepper in a medium bowl. Pour over bison short ribs and vegetables in slow cooker.
4. Cover and cook on low for 11 to 12 hours or on high or 5-1/2 to 6 hours. Use a slotted spoon to transfer bison short ribs and vegetables to a serving platter; reserve cooking liquid. Cover bison short ribs and vegetables with foil to keep warm.

For sauce, skim fat from cooking liquid; measure 3 cups of the liquid. Discard the remaining liquid. Combine the 3 cups cooking liquid and cornstarch in a medium saucepan. Cook and stir over medium-high heat until slightly thickened and bubbly. Cook and stir for 2 more minutes. Season to taste with additional salt and black pepper. Serve with rice and sprinkle with cilantro

Baklava

Ingredients

1 (16 ounce) package phyllo dough
1 pound chopped nuts
1 cup butter
1 teaspoon ground cinnamon
1 cup water
1 cup white sugar
1 teaspoon vanilla extract
1/2 cup honey



Directions

Preheat oven to 350 degrees F (175 degrees C). Butter the bottoms and sides of a 9x13 inch pan. Chop nuts and toss with cinnamon. Set aside. Unroll phyllo dough. Cut whole stack in half to fit pan. Cover phyllo with a dampened cloth to keep from drying out as you work. Place two sheets of dough in pan, butter thoroughly. Repeat until you have 8 sheets layered. Sprinkle 2 - 3 tablespoons of nut mixture on top. Top with two sheets of dough, butter, nuts, layering as you go. The top layer should be about 6 - 8 sheets deep. Using a sharp knife cut into diamond or square shapes all the way to the bottom of the pan. You may cut into 4 long rows the make diagonal cuts. Bake for about 50 minutes until baklava is golden and crisp. Make sauce while baklava is baking. Boil sugar and water until sugar is melted. Add vanilla and honey. Simmer for about 20 minutes. Remove baklava from oven and immediately spoon sauce over it. Let cool. Serve in cupcake papers. This freezes well. Leave it uncovered as it gets soggy if it is wrapped up.

Rachael Ray's Yogurt and Fruit Parfait

Ingredients

3 cups vanilla nonfat yogurt
1 cup good quality granola
1 cup fresh or defrosted frozen strawberries in juice
1 pint fresh blackberries, raspberries or blueberries

Directions

Layer 1/3 cup vanilla yogurt into the bottom each of 4 tall glasses. Combine defrosted strawberries and juice with fresh berries. Alternate layers of fruit and granola with yogurt until glasses are filled to the top. Serve parfaits immediately to keep granola crunchy.



Robert Irvine's Brioche French Toast

Ingredients

1 teaspoon ground cinnamon	1/4 teaspoon ground nutmeg
2 tablespoons sugar	4 tablespoons butter
4 eggs	1/4 cup milk
1/2 teaspoon vanilla extract	8 slices challah, brioche, or white bread
1/2 cup maple syrup, warmed	

Directions

1. In a small bowl, combine cinnamon, nutmeg, and sugar and set aside briefly.
2. In a 10-inch or 12-inch skillet, melt butter over medium heat. Whisk together cinnamon mixture, eggs, milk, and vanilla and pour into a shallow container such as a pie plate. Dip bread in egg mixture. Fry slices until golden brown, then flip to cook the other side. Serve with syrup.





It's YOUR newsletter

**What do you want to see?
We appreciate *ALL* of your responses and
input to our newsletter.**

**If you think of anything that you would like to see in
next month's edition, please contact me at ext. 2216
or kwilson@crowncars.com.**

**The closing date for articles for next month's newsletter is
*Monday November 18th***

Thanks!

Kirstie Wilson
Group eCommerce Specialist
& Newsletter Editor