



# Happening Around Crown

August 2020, 267<sup>th</sup> Edition

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Edited by Kirstie Wilson

## Crown Mission Statement

We will attract and grow the best team, create a trusting and enthusiastic customer base, and energize and inspire our communities

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

### August Update

As we launch into August, our 5<sup>th</sup> full month of operating in the Covid environment, the remarkable Crown team continues to excel. You set some all-time records in May, even more in June, and as we close out July I am confident it will include additional all-time records set. I am happy to report that all departments and dealerships are operating at close to, or above pre-covid levels.

We face continued headwinds however, as financial stimulus winds down, vehicle inventory shortages exist, and virus outbreaks have increased. August and September promise to be very challenging months. You have been superb in “leaning into” the difficulties brought on by Covid, as I have asked, this has become the Crown Way. And we will need to continue to do so!

As I have also communicated, we are facing a long war, and not only are we proving we are up to it, we are winning. But there are many battles yet to fight, and I now ask that you be more careful than ever. We cannot let our guard down.

You just received a revised Crown Covid policy, effective 7/30/2020. This policy incorporates the latest recommendations from the CDC and leading physicians. Please do 3 things: Read it, Be sure you understand it (ask your GM if you need any clarifications), and most importantly, FOLLOW IT! It will help protect you, and your coworkers, and all of our families. Too many instances are still happening with late notice given by employees of potential Covid exposures, and we need to all be completely on board with being timely in our communications regarding covid exposures .

So far Crown has paid out over \$700,000 in Stay at Home and COVID PTO. We have had over 130 of our 1,100 Crown associates access COVID PTO, and currently 15 of our team members are out

either with positive test results, or awaiting test results. Our thoughts and prayers are with them for full recoveries.

### **Hats Off to our I.T. Department!**

As I talk about all-time records, there are certain departments that are not typically in the forefront, but are essential in making records happen. One such department is our outstanding I.T. Operations, led by **IT Director Teresa McHann**.

Today happens to be the 21st annual System Administrator Appreciation Day, and we salute Teresa for her remarkable efforts in her 17 years at Crown, and also her team. So thank you, and Happy Systems Administrator day!

The IT department works behind the scenes 365 days a year and are rarely thought of unless something goes wrong. This is a day to recognize our System Administrator and I.T. staff for their contributions to successful operations in every Crown department.

It might surprise you to know that the Crown IT operations encompasses 24 servers both metal and virtual, 14 firewalls & wireless controllers, multiple routers per dealership, 100+ switches and 100+ access points, over 2,200 network devices spread across all of our dealerships, including 1,100 PC's and well over 200 tablet devices. Additionally, we have 860 phones along with 2 smartphone applications MC550 and ST500. Our IT department also coordinates service for over 60 vendors company-wide and oversees the management of approximately 700 printers.

Teresa was recognized as the Crown Success Story in August, 2017, you can see the article here <http://intranet/assets/crownlife/newsletters/Aug-2017-NL.pdf>

Here is the rest of our I.T. team:

#### **Dennis England, Network Engineer – 13 years**

Network Security and related system updates

Responsible for designing, implementing, monitoring, and managing the local, wide area, and wifi networks to ensure maximum uptime and connectivity for users.

Network management: Oversee cabling and other construction needs.

Design Group policies, ensure updates are applied, disaster recovery, servers, Email flow, and Virus protection.

#### **Jeff Arnold, Telecom Administrator – 8 years**

Manages and supports Telephone Systems and Applications

Help Desk Support and Filed Operations

#### **Philip Smith, Systems Admin – 7 years**

Maintenance and development of Intranet website and APIs.

Server maintenance (web, imaging, code revision, etc.).

CDK F&I forms and financial reporting DOCs.

Ordering IT equipment.

Hardware & software support / Help Desk.

#### **Andrew Hrabe, System Support Technician – 4 years**

Onboarding new employees  
Help Desk Support and filed operations

**Oneil Drummond, System Support Technician – 6 months**

Onboarding new employees  
Help Desk Support and Filed Operations

So when our network is secure, our computers are up and running, our lost files are found, and our printers are jam-free, we can thank our super IT staff. I must confess that I have the Help Desk on speed dial, and they always resolve whatever my “issue of the day” happens to be.

So kudos and thanks to the I.T. team for all you do!

### **Proud to be and American**

In closing and to hopefully brighten your day, I share with you this amazing socially distant tribute in song to our country ([click here](#)). We certainly have many things that need to be changed and improved, but let’s not lose sight of who we are, where we come from, and how much we have to be thankful for. I for one am proud to be an American.



***By Jim Myers***

**President & COO**



# 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 **Greg Berry**, Service Advisor at Buick-GMC.

Greg started at Crown on February 16<sup>th</sup> 1989. Prior to that Greg worked at an aftermarket auto repair shop and a performance motorcycle shop. Shortly after coming to Crown he became an ASE master technician, and has been ever since.

Greg started at the dealership as an apprentice technician and worked hard to become a team leader, service advisor, service drive manager and assistant service manager. Greg says "since I always love a challenge I have moved back and forth six times and currently work as the service drive manager for Buick/GMC."

Greg is married to his middle school sweetheart Billie Jo. They have two children, Brandon and Amanda, and are also brand new grandparents to Lilly. Greg and Billie Jo love to travel and spend time with their family.

Shane Duhaime, Buick-GMC Service and Parts Manager said of Greg "I have had the good fortune of working with Gregg over the past 7 months. His customer service skills are second to none. He never takes his daily responsibilities lightly and is always there to lend a helping hand when needed. He is a great resource given his time spent as a qualified technician and his years having worked with General Motors and having worked for the Crown organization. I am thankful for having the opportunity to work beside him."



Clockwise from above:  
Greg & Billie Jo cruising,  
Grandaughter Lilly and children  
Brandon and Amanda



**Congratulations on being the August 2020 Crown Success Story Greg!**

*Happening Around Crown, August 2020*



# Crown Life

## Jim Myers Recognized for Exceptional Leadership

On Monday July 20<sup>th</sup> Crown President and COO, **Jim Myers**, was presented with a large copy of an article written about Jim entitled *“Actions in Times of Crisis, A Profile of a Bay Area Business Leader”* as example of a great leader. Tom DuPont, the founder and President of the DuPont Magazines made the presentation and thanked Jim for those examples of how he led and continues to lead Crown through this crisis.

He said it was his great pleasure to be able to publish a story about Jim for everyone in the community to read.

**“Action in Times of Crisis is a well-deserved honor and a very timely article dedicated to Jim. The Crown Team witnessed Jim’s uncompromising attention to employees concerns and welfare. These unprecedented times invites unprecedented management. Jim certainly met the Covid challenges with exemplary leadership and resolve, placing our employees and families first. It is his unique personal qualities that separate him from so many others and make him worthy of such recognition. For that, we thank you Jim.”**

**Sincerely, Kevin Hawkins**

This recognition is no surprise to any of us at Crown as we know how Jim has provided a greater sense of security and well being during such a period of the unknown.

We are all very grateful for Jim, Kevin and Dwayne Hawkins for the thoughtfulness, financial support and planning for everyone’s safety during this pandemic.

Tom, said it best about Jim; “Leadership in a time of crisis demands courage, character and a true sense of values,” and Jim Myers is an exemplary example.

Look out for the August edition of DuPont Registry Tampa Bay, on pages 90-91, it can also be found at <https://dupontregistrytampabay.com/a-to-z-issue-2020/>.

Thanks from all of Team Crown !



Tom DuPont (L)  
and Jim Myers (R)

# Crown Life

## Kevin Cash Endorses Crown

From **Joe Lamphier**, Chief Revenue Officer

**Kevin Cash** is one of the highest ranked managers in major league baseball having been voted in the top three in the American League in 2019 and 2018. He's also loved by Tampa Bay fans as well as our Rays players. Kevin knows our community well having grown up in Tampa then attending Florida State University, before a career in major league baseball. As a catcher Kevin played for six major league teams in his career as a player from 2002 until 2010.

On Monday July 20<sup>th</sup> Kevin was on site producing three TV commercials to play on air starting in August.

The TV commercials talk about the importance of partnerships, and the appreciation for partnerships that we can rely on. He then references the Crown sponsorship-partnership with the Rays since the beginning of team play in 1998. Crown is a partner you can rely on. In another TV commercial Kevin then acknowledges Crown's commitment to our community in the support Crown has provided to children's education, and feeding the needy.

We're all excited about the start of the 2020 baseball season and we're especially excited to have Kevin join our group in a further partnership to promote Crown.



# Crown Life

## Darius Skinner Promoted

From **Marc Wigler**, President and GM, Crown Dublin

We are excited to announce that our top Chrysler-Dodge-Jeep-RAM salesperson, **Darius Skinner**, has been promoted as Dublin's Internet Sales Manager for CDJR.

For those unfamiliar, Darius was a running back for the University of Louisville Cardinals, attending the school from 2013 to 2016. After graduating with a degree Sports Administration, Darius moved to Columbus, and married his college 'cheerleader' sweetheart, **Essence**, who has family ties in the area.

Darius came to Crown CDJR shortly after, proving himself to be successful on and off the field, breaking our Dublin all-time vehicle sales records for all stores - selling over 300 vehicles per year.

We know Darius will do a great job of instilling his work ethic, sales ability and enthusiasm within the rest of the team.



*Congratulations Darius!*



# Crown Life

## Johnathan Schroeder Joining US Air Force

From **Darren Hutchinson**, General Manager, Crown Acura

On Friday July 31st the Crown Acura dealership will be losing **Johnathan Schroeder**, FSM, as he leaves to join the United States Air force and will be in training to become a pilot, a long term ambition.

Johnathan came to Crown Acura from Hyundai sales and was an apprentice finance manager under **Robbie Robins**, F&I Director, before becoming one of our primary finance managers with Keith Amaral



*Congratulations and Good  
Luck Johnathan!*

## Kyle Noble Promoted to FSM

From **Darren Hutchinson**, General Manager, Crown Acura

As Johnathan leave us, **Kyle Noble**, has been promoted into the FSM Apprentice Program under **Robbie Robins**, F&I Director, and will be taking over as FSM. He has been training and working with Johnathan.



*Congratulations Kyle!*

# Crown Life

## David & Darcie Simches Welcome Grandbaby #5

David Simches, Group Used Car Director, and his wife Darcie welcomed grandbaby #5 on June 7th.

Jaxson Simches is the first child of David and Darcie's youngest son Tyler and his wife Samantha. Jaxson joins cousins Savino Simches (7), Elliana Simches (5), Freya Simches (4) and Jonah Simches (4 months).





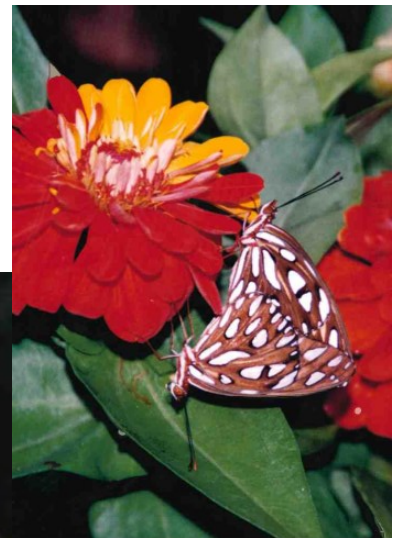
# Crown Life

## Sheryl Shearer's Butterflies

**Sheryl Shearer**, HR Manager/Payroll Supervisor for our Pinellas dealerships sent me these photos. Sheryl told me that she and her husband Jim raise butterflies in a very minimal capacity. We stumbled on to this "hobby" due to my herb gardens and native Florida plants we have in the yard.



Giant Swallowtail ( citrus trees, rue), Monarch (milkweed) and the Blue Eastern Swallowtail (dill, parsley, fennel, rue, herbs )



# Crown Life

## Zoffer Family Donates 250 Gift Bags to Clearwater PD

**Robert Zoffer**, Service Advisor at Crown Nissan, and his family recently donated 250 gift bags to the Clearwater Police Department.

Robert's daughter, **Alyssa**, is dating a Clearwater Police Officer and, during one of her book club meetings, the idea was borne. All of the book club members reached out to their friends and network on Facebook and raised \$500. The bags contained a drink, chips, cookies and candy. Robert's wife **Nancy** and Alyssa wrote hand-written notes on each bag - 1 for each CPD officer. Daughter Brooklyn also assisted in putting the bags together.

The Breakfast Room Restaurant in downtown Clearwater also donated a full breakfast for every Clearwater police officer.





# Crown Life

## Eurocars Appreciates Louis Murray Jr.

From **Daniel Bellemare**, General Sales Manager, Crown Eurocars

At Crown Mercedes we are lucky to have **Louis Murray Jr.** work for us.

Louis has been here for 4 <sup>1</sup>/<sub>2</sub> years and helps us as an Inventory Porter. Louis grew up in South Carolina and moved to Florida in 1991. He has lived in Pinellas County for 29 years.

Louis enjoys his work and is always busy checking in deliveries making sure they are placed in the correct areas with all the proper paperwork filled out and the keys in the machine.

Louis' main hobby is traveling which he loves to do, he has travelled to different places in the world and though out the US. Louis is deaf and has never let that stop him from doing his best.



## Tony & Eileen Matthews Celebrate 28th Wedding Anniversary

From **Tony Matthews**, Estimator, Crown Collision Center

On August 2nd my wife Eileen and I have been married for 28 years of bliss! We were married at Cheyenne Mountain Resort in Colorado Springs.



# Crown Life

## #Team Crown Family Small Businesses

### Pinellas

Crown Team Member: **Mila Martz, Nissan Accounting**  
Owner: Mila and husband  
Business Name: Archipelago Outfitters  
Business Description: UPF Performance shirts for man and woman (great for boating and outdoors activities), snap back hats  
Phone: 727-637-1788  
Website: [www.archipelagooutfitters.com](http://www.archipelagooutfitters.com)  
Facebook: Archipelago Outfitters

Crown Team Member: **Kaylee Schaad Hasenour, Administrative Assistant at Audi Clearwater**  
Owner: brother and sister-in-law Aaron and Amy Schaad  
Business Name: Bounce Life Inflatable Rentals  
Business Description: Inflatable bounce house rental company for parties and events  
Address: Mobile company so no physical address, located out of Largo FL  
Phone: 727-916-2057  
Website: [www.bouncelifel.com](http://www.bouncelifel.com)  
Facebook: <https://www.facebook.com/BounceLifeInflatableRentals/>

Crown Team Member: **Steve Swope, General Manger, Crown Nissan**  
Owner: Wife, Rita Swope  
Business Description: Realtor with Century 21 Real Estate Champions  
Address: 4350 Duhme Road, Madeira Beach FL 33708  
Phone: 727.452.0879  
Email: [rita.swope@yahoo.com](mailto:rita.swope@yahoo.com)

Crown Team Member: **Dawn Mercer-Lucenti, BDC**  
Owner: Husband Vito Lucenti  
Business Name: Synergy Transportation Solutions  
Business Description: Non-emergency medical transport business.  
Address: Primarily transport people to doctor's appointments and take disabled children and children with special needs to school. They also provide transportation for visually impaired individuals to school, and /or doctor's appointments  
Phone: 5015 Seminole Blvd. Unit A, St. Petersburg, FL 33708.  
Website: Website: synergytransportfl.com  
Facebook: Phone: 727-202-9421.

# Crown Life

## #Team Crown Family Small Businesses

### Pinellas

Crown Team Member: **David Simches, Group Used Car Director**  
Owner: Daughter In-Law  
Business Name: ellijboutique  
Business Description: Women's online clothing boutique & specialty items  
Address: online  
Email: [ellijboutique@gmail.com](mailto:ellijboutique@gmail.com)  
Website: ellijboutique.com  
Facebook: <https://www.facebook.com/ellijboutique/>  
Instagram: @ellijboutique

### Dublin

Crown Team Member: **Darius Skinner, Internet Sales Manager, Crown CDJR**  
Owner: Owner: Brother n Law  
Business Name: Exertion Training  
Business Description: Fitness trainer  
Address: 5482 Westerville Rd, Columbus, OH 43081  
Phone: 614-440-9311  
Facebook: [www.facebook.com/pg/exertiontraining](http://www.facebook.com/pg/exertiontraining)

### Tallahassee

Crown Team Member: **Tammy Harrison, Warranty Clerk, Capital Eurocars**  
Owner: Tammy  
Business Name: GRANNY'S PET SITTING  
Business Description: PET SITTING  
Address: CRAWFORDVILEE, FL.  
Phone: 850-212-7113  
Facebook: <https://www.facebook.com/GrannysPetCare/>

Crown Team Member: **Jessica Jackson, Billing Clerk, Capital Eurocars**  
Owner: Owner: husband  
Business Name: Action Jackson Outdoor Services, LLC  
Business Description: Lawn Service and Pressure Washing  
Address: We cover Crawfordville, FL and surrounding areas  
Phone: (850) 661-4240  
Facebook: [facebook.com/actionjacksonods/?ref=bookmarks](https://facebook.com/actionjacksonods/?ref=bookmarks)



# Crown Life

## #Team Crown Family Small Businesses

### Chattanooga

Crown Team Member: **Dusty Angland, Service Advisor**  
Owner: Partner  
Business Name: INDELIBLE BLONDE  
Business Description: WEB AND GRAPHIC DESIGN  
Website: <https://indelibleblonde.com/>  
Facebook: <https://m.facebook.com/indelibleblonde/?tsid=0.8194469928347974&source=result>  
Email: [howdy@indelibleblonde.com](mailto:howdy@indelibleblonde.com)

Crown Team Member: **Dusty Angland, Service Advisor**  
Owner: Father, Grandfather, Aunt  
Business Name: DON'S TRIM SHOP  
Business Description: UPHOLSTORY SHOP  
Address: 8636 WALNUT RD , HIXSON, TN 37343  
Phone: 423-842-1658  
Facebook: [facebook.com/DonsTrimShop/?tsid=0.48450230360846525&source=result](https://www.facebook.com/DonsTrimShop/?tsid=0.48450230360846525&source=result)



# CONSTRUCTION UPDATES

## Crown Honda Final Aerials

The final aerial photos of Crown Honda's remodeled dealership taken on July 16th.





# CONSTRUCTION UPDATES

## Crown Cleveland Construction Update

The latest photos from the construction project at Crown CDJR Cleveland.



# July Reviews

Surveys and comments from just a few of our happy customers

## PINELLAS

### Crown Acura

**John Shaw, Service Advisor**

*By Sunshine, DealerRater*

What a nice experience with MR.JOHN SHAW .He was very helpful and polite I love how he went far and beyond to find out the information that I needed.

**Ashlee Proefke, Sales Consultant**

*By A S, Edmunds*

This was my first time buying a new car and I had a great experience at Crown Acura! Ashlee at Crown worked with me to answer all of my questions and help me get exactly what I wanted! Very satisfied and would highly recommend her to anyone looking to buy or lease!

### Crown Audi

**Jessica Geneva, Service Advisor**

*By John, DealerRater*

Promptly addressed the issues with my 2019 Q5. She is very efficient and very proficient. She was a pleasure to deal with regarding my Q5.

**Van Cabral, Sales Consultant**

*By Lynne N, Cars.com*

Excellent Salesman he is Very knowledgeable of the car. Very friendly dealership and smooth sailing through the buying process. No haggling just very fair pricing. Highly recommended dealership.

### Crown Buick/GMC

**Dave Biagi, Service Advisor**

*By Lisa, DealerRater*

I can't say enough nice things about Dave Biagi! He is not only very helpful and efficient but very personable. He gives consistent service in a timely manner with a smile. Thank you Dave and Crown GMC!

**Tammy Wagner, Sales Consultant**

*By Jacqueline O'Reilly, Google*

I highly recommend this place. Please talk to Tammy Wagner. She's very knowledgeable and will work with your wants and needs. She works pretty fast and she will make it happen for you as a customer. Thank you Tammy with all your help, and for making it easy for me :-). Extremely satisfied at 100% Every time I come to the dealership everyone is always courteous. I always feel valued as a person and a customer and never have experienced any inconvenience with the maintenance or repairs to my Terrain.

### Crown Collision Center

**Christina Perez, Estimator**

*By diamond711, DealerRater*

Christina is amazing! Attentive and professional! I walked in with no appointment and was serviced right away. She communicated about service the entire process. Awesome!



## Crown Eurocars

### **Thomas Cammarata, Service Advisor**

*By Leola Greene, Google*

Tom always know me by name and know all about our two car and greet us with a smile. I will all ways wait for him.

### **Zoltan Kremaszky, Sales Consultant**

*By Jaxbuyer, DealerRater*

Zoltan was extremely responsive and did a lot of pre work before we got to the dealership so our purchase went more quickly. Vehicle was as described and we are happy with our purchase.

## Crown Honda

### **Michele Dessert, Service Advisor**

*By Charles Hulslander, DealerRater*

Had a great customer service experience at Crown Honda service department. Michele Dessert made my first service on my van a breeze.

### **Enver Bekric, Sales Consultant**

*By gulfportdoug, DealerRater*

Excellent service! Excellent price! If you're looking to buy a Honda, ask for Enver. He kept me updated from start to finish, and could not have been more professional.

## Crown Hyundai

### **August Lascola, Service Advisor**

*By Happyh Hyundai Drivet, Edmunds*

August Lascola was very helpful. He checked my record to make sure I was up to date on my service. Everything was done in a timely manner.

### **Brian Smith, Sales Consultant**

*By Cathy Howard, Google*

Buying my new car was smooth and easy. My salesman, Brian Smith was easy to listen to and talk to. I was able to get the payment range I was hoping for and the vehicle I wanted. I would recommend Crown Hyundai to anyone.

## Crown Kia/Mitsubishi

### **Michael Stephenson, Service Advisor**

*By Mike Markowski, Google*

Michael Stephenson shepherded my KIA through a complex maintenance procedure in record time, even found me some discounts. Highly recommend Michael and Crown KIA to service your vehicle.

### **Kristina Harris, Sales Consultant**

*By tina.m.saylor, DealerRater*

Thank you so much for your help and support today. I already know that I love my new car! Kristina Harrison was fantastic, She came to my home and picked me up and understood what I wanted in a new SUV... She's great

## Crown Nissan

### **Lesley Shepard, Service Advisor**

*By Dana Coate,*

Lesley Shepard was my service tech on my most recent visit to the Crown Nissan service dept. Lesley was very helpful & knowledgeable in explaining to me what needed to be done to my vehicle. When the parts that were ordered did not arrive in a timely manner, through no fault of Lesley's, she was very accommodating in securing me a loaner vehicle. I would definitely recommend Lesley as a service tech



**Nikola Tadic, Sales Consultant**

*By Amon K, Yelp!*

Awersome Job Nikola Tadic

We was looking for a car and he help us find the exact car we was looking for... Good Job Nikola

**Crown Volvo**

**Brian Tessitore, Service Advisor**

*By Monique Michaud, Google*

Brian Tessitore has taken care of my vehicles for almost 20 years. His service is excellent. Cant say enough and thank you Brian!! Monique Michaud

**George Guirguis, Sales Consultant**

*By Deanne Noll, DealerRater*

George is a great guy to work with. Really listens to what you need and goes out of his way to make a deal that works for you!

**Jaguar St. Petersburg / Land Rover St. Petersburg**

**Talon Craft, Service Advisor**

*By DCoffey, DealerRater*

Came in due to a nail in a tire. Thankful I purchased the road hazard insurance. Service was fast and I was out of there in less than an hour. Super friendly service staff!!!

**Kat Syakov, Sales Consultant**

*By John Brady, Facebook*

Kat was great to work with, she made the purchase of my new Defender a wonderful experience. She is extremely knowledgeable and made sure that I didn't leave with any questions. I would recommend Kat and this dealership highly!

## TALLAHASSEE

### Capital Mercedes-Benz

#### **Parke Stafford, Service Advisor**

*By Lisa Francis, Google*

Parke Stafford is the best service manager I've worked with at Capital Eurocars. He always responds promptly and explains thoroughly any service that needs to be done and works hard to resolve any issues. Most of all, he is patient and kind! Give him a raise!

#### **Jessica Wade, Sales Consultant**

*By Amy Lane, Google*

Shopping for a used car is daunting. Shopping for a used car from 2.5 hours away is even more daunting, but Jessica Wade made the process easy! From the time I contacted her about a car on their website, she was always efficient, honest, and helpful. She and the rest of the folks at Capital Eurocars went above-and-beyond to make the transition smooth. It was well worth the long drive to Tally to work with the folks at Capital Eurocars.

### Capital BMW

#### **Jessica Carbaugh, Service Advisor**

*By Carol, Edmunds*

Jessica was very helpful. She even arranged for a loaner car so I wouldn't have to sit there for hours. Great job!

#### **Jeremy Chrisoph, Sales Consultant**

*By Mabel Well, Google*

We had the pleasure of working with a young man named Jeremy Christoph. Jeremy went above and beyond, with taking his time to talk to us in detail about the vehicle we were interested in, of course that's his job. However, being professional, kind knowledgeable, respectful, thoughtful, courteous, and sprinkle in a good sense of humor doesn't come easy for some people, but for Jeremy it did. We didn't just end up with a beautiful new vehicle we ended up with a friend.

### Capital VW-Volvo-Porsche

#### **Ryan Boatwright, Service Advisor**

*By Jetstrod, DealerRater*

Ryan was very nice. Professional but friendly. He's very knowledgeable and he made sure to explain everything. Great service and I will be back.

#### **Brionne Burke, Sales Consultant**

*By hey peeps, Google*

Brionna Burke was very knowledgeable about The Tiguan that I purchased. The dealership Got me the best deal possible. Thank you.

## OHIO

### Crown Eurocars

#### **Michael Lyons, Service Advisor**

*By Mr Rons C300, Edmunds*

After dealing with the other dealership in Columbus I decided to finally take my car to Crown. I had always wanted to visit but it is a 25 minute drive from me. All I can say is I love them and they will be doing all the service on my car now. Michael Lyons is nice, courteous and makes sure he keeps you updated on what is going on with your vehicle. Thank you Michael! Love your customer service.

#### **Melisa Greenberg, Sales Consultant**

*By Larry Gross, Google*

Crown provides top notch service and is best Mercedes dealer in town. Ask for Melissa, she will take great care if you!

### Crown Chrysler Dodge Jeep Ram

#### **Dustin Litteral, Service Advisor**

*By Isaac, Google*

I have been using the service department for 12 years and they are always great! Thanks Dustin

#### **Billy Ra Pruitt, Sales Consultant**

*By Emily Wallace, Google*

Billy-Ra Pruitt is an excellent sale rep got me in and out !!!!

### Crown Kia

#### **Alex Greenland, Service Advisor**

*By Joe, Edmunds*

Alex has been always helpful to me whenever I need car services. Kind and pleasant to work with. I would highly recommend him to serve your car service needs!

#### **Mark Andrijowych, Sales Consultant**

*By Lisa B< DealerRater*

Mark was awesome to work with! Another local dealer sold the car we made a deal on and called literally 3 hours before we were scheduled to go in. Found the same car at Crown, called Mark and had it a few hours later.

## TENNESSEE

### Chattanooga

**Cody Morse, Service Advisor**

*By kthomas7171, DealerRater*

These guys always help and are mindful of what you have going on and always try to help. Give him a raise. Great customer service.

**Gabe Jones, Sales Consultant**

*By Shayla Willis, Google*

It was a great experience working with Gabe. He was very helpful in finding exactly what I was looking for, for my family.

### Cleveland

**Kayla Neal, Service Advisor**

*By Oil Change, Edmunds*

Kayla Neal, provided great service, got me in quick for service and service recall item, thanks again!

**Matt Johnson, Sales Consultant**

*By Rachel Massengal, Facebook*

Matt Johnson was great answered all of our questions and got us into the Jeep we wanted





# Crown Winner's Circle June

## PINELLAS

Acura

Gillian Barnes

Audi

George Rangelov

Buick-GMC

Tammy Wagner

Eurocars

Mo Esseghir

Honda

Enver Bekric

Hyundai

Ryan Gibb

JLR

Robbie Dereadt

Kia

Zoranco Kirovski

Mitsubishi

Chris Jensen

Nissan

Cathy Voogd

## CAPITAL EUROCARS

MB

Jessica Wade

BMW

Trey Purvis

VW-VOL-POR

Bri Burke

## DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR-FIAT

Darius Skinner

Kia

Dallah Abdelmajid

## TENNESSEE

Chattanooga

Cleveland

Thank you for a job well done!



# Internet SOM June

## GROUP

Cathy Voogd

### PINELLAS

Acura

Dustin Mullen

Audi

Ryan Canchola

Buick-GMC

Anthony Crevello

Eurocars

Zoltan Kempaszky

Honda

Jason Gomez

Hyundai

Ryan Gibb

JLR

Robbie Dereadt

Kia

Kristina Harrison

Mitsubishi

Chris Jensen

Nissan

Cathy Voogd

### CAPITAL EUROCARS

MB/BMW

Trey Purvis

VW-VOL-POR

Billy Pierini

### DUBLIN, OH

Eurocars

Cory Gasparro

CDJR-Kia

Peyton Seay

FIAT

Don Meynecke

### TENNESSEE

Chattanooga

Ian Hill

Cleveland

Steve Lilly

**Thank you for a job well done!**



# August birthdays

## MANAGEMENT COMPANY

Jennifer Gibson - Payroll Clerk - 8/1  
 Sandee Pippin - Technical Trainer - 8/27  
 Andrew Hrabe - System Support Technician - 8/30

## Allstate

Erna Ajanovic - Allstate Sales Rep - 8/2

## Motorsports and UC Recon Department

Kendall Hollinger - Service Technician - 8/2

## PINELLAS COUNTY

### Acura

Karen Gerth - BDC Receptionist - 8/4

### Audi

Susan Whiteman - BDC Receptionist - 8/4  
 Alexander Bean - Sales Manager - 8/25

### Buick-GMC-Collision-Detail-Recon

Edward Timilty - B/S Technician - 8/10  
 Lorenzo Ingram - Detailer - 8/18  
 Daniel McDonald - Parts Counter - 8/21  
 Bertrand Simmons - Detailer - 8/25  
 Traci Galioto - Edit Billing Clerk - 8/25  
 Ronald Overman - Parts Counter - 8/27  
 David Green - Service Technician - 8/30  
 Mark Fernandez - F&I Manager - 8/31

### Eurocars

Walter Shockley - Parts Counter - 8/2  
 Aletha Baron - Edit Clerk - 8/5  
 Robert Wilson - F & I Manager - 8/6  
 Eduardo Cintron - Mb Product Technician Specialist - 8/10  
 Mustapha Bouabdelli - Service Technician - 8/13  
 Tristen Wethington - Billing Clerk - 8/13  
 Ronald Billeter Jr - Parts Counter - 8/14  
 David Siskin - Sales Person - 8/16  
 Christian Jackson - Technician - 8/18  
 Paul Feist - Loaner Car Coordinator - 8/20

## Honda

Salvador Lopez - Service Technician - 8/6  
 Amanda Allen - BDC Operator - 8/9  
 Christopher Champagne - Accounting Clerk - 8/11  
 Victoria Conner - BDC Follow Up Operator - 8/12  
 Thomas Bush - F&I Manager - 8/14  
 Frank Cosentino - Lot Porter - 8/19  
 John Goode - Service Technician - 8/19  
 Carl Gross li - Service Porter - 8/20  
 Keith Bush - Service Porter - 8/20  
 Jeannine Miller - Operator - 8/22  
 Paul Ketchum - Service Technician - 8/23  
 Yana Simon - New Car Sales - 8/25  
 Christopher Mosher - Lot Porter - 8/26  
 John Baker - Sales - 8/30  
 Angel Lopez - Service Technician - 8/31

## Hyundai

Labron White - Express Lube Technician - 8/2  
 Justin Hoffman - Sales - 8/9  
 Brian Smith - Salesperson - 8/10  
 Thomas Burkart - Service Advisor - 8/21  
 Rashawn Latimer - New Car Sales - 8/25

## Jaguar

Brian Yamraj - Parts Counter Trainee - 8/7  
 Ryan Howard - Service Technician - 8/14  
 James Wallace - Sales - 8/20  
 Danny Mick - Service Advisor - 8/24  
 Talon Craft - Service Advisor - 8/24  
 Cindy Sistrunk - BDC Receptionist - 8/26  
 Michal Niezbecki - General Manager - 8/31



# August birthdays

## Kia/Mitsubishi

Ely Klenzak - Service - Valet/Service Porter - 8/9  
Miles Spinelli - Shipper/Receiver - 8/9  
Michael Brown - Detailer - 8/11  
Timothy Ubele - Service Technician - 8/12  
Lance Dokes II - Salesperson - 8/13  
Kyle Maxwell - Express Service Advisor - 8/17  
Dillon Ramsoomye - Billing Clerk - 8/18  
Christian Jensen - Sales - 8/19  
Christian Probst - Porter - 8/27

## Nissan

Miranda Croft - Billing Acct Clerk - 8/4  
Kim Tu - Service Technician - 8/11  
Christine Smith - Service Advisor - 8/24  
Alex Fox - Express Service Advisor - 8/27

## Volvo

Jacob Pryor - Express Service Technician - 8/22

## CAPITAL EUROCARS

Jacob Smith - Cashier - 8/7  
Kevin Commissiong - Detailer - 8/15  
Terri Cromartie - Simmons - 8/24

## DUBLIN, OH

### Eurocars

Molly Daniel - Accounting Clerk - 8/11  
Tyler Rechsteiner - Service Porter - 8/18  
Brian Tassinari - Service Advisor - 8/18  
Todd Johnson - Service Advisor - 8/27

### CDJR-KIA-FIAT

Dallah Abdelmajid - Salesperson - 8/12  
Dj Maxwell - Sales Porter - 8/15  
Neal Linkhorn - Sales Manager - 8/20  
Keith Mullikin - Technician - 8/25  
Dan Pierce - Salesperson - 8/26

## TENNESSEE

### Chattanooga

Ian Hill - Salesperson - 8/1  
Evan Lasky - Salesperson - 8/4  
James Blevins - Service Advisor - 8/7  
Seth Taliaferro - Service Technician - 8/10  
Danielle Gant - Service Advisor - 8/14  
Reginald Harris - Salesperson - 8/27

### Cleveland

Charles Mullins - Salesperson - 8/17  
Kregg Ware, Jr. - Car Washer - 8/20  
Trevor Gant - Service Manager - 8/29





# August

## EMPLOYEE ANNIVERSARIES

### ANAGEMENT COMPANY

Ray Sparks - Wholesale Parts Director - 8/3/2015 - 5 yrs  
Michael Cooley – VP Corporate Information Systems  
- 8/3/1990 - 30 yrs  
Timothy Reid - Risk Manager - 8/25/2009 - 11 yrs

### Allstate

Wilma Roman - Allstate Sales Rep - 8/19/2019 - 1yr

### PINELLAS COUNTY

#### Acura

Bart Bartley - Service Advisor - 8/13/2012 - 8 yrs  
Ashlee Proefke - Salesperson - 8/20/2018 - 2 yrs  
Kyle Noble - F&I Manager - 8/21/2017 - 3 yrs  
Ashley Husarenko - Service Drive Concierge  
- 8/28/2019 - 1yr

#### Audi

April Lopez – BDC Reservationist - 8/11/2008 - 12 yrs  
Allen Mead - Audi Parts Counter - 8/15/2013 - 7 yrs  
Mandy Walters - Service Advisor - 8/21/2006 - 14 yrs  
Michael Hunter - Detailer - Car Washer - 8/31/17 - 3 yrs  
Joseph Wangler - Parts Counter - 8/31/2015 - 5 yrs

### Buick-GMC-Collision-Detail-Recon

Shane Duhaime - Parts Manager - 8/1/2018 - 2 yrs  
Michael Elliott - B/S QC Coordinator - 8/6/2007 - 13 yrs  
Edward Timilty - B/S Technician - 8/6/2012 - 8 yrs  
Sean Clumfoot - Painter - Recon Dept - 8/8/2012 - 8 yrs  
Kyle Butler - Asst Parts Manager - 8/10/15 - 5 yrs  
Marlon Boone - Detailer - Manager - 8/13/2012 - 8 yrs  
Ronald Overman - Parts Counter - 8/13/2019 - 1yr  
Harry Ossenbergl – Warranty Clerk - 8/14/2006 - 14 yrs  
Narine Ramsoomye - Parts S/R - 8/15/2006 - 14 yrs  
Donald Olsen - Service Porter/Driver - 8/16/2006 - 14 yrs  
Lorenzo Ingram - Detailer - 8/16/2006 - 14 yrs  
Douglas Green - Service Detailer - 8/17/2015 - 5 yrs  
Joseph Johnson Jr - Detailer - 8/20/2019 - 1yr  
Michelle Graham - Edit Clerk - 8/20/2014 - 6 yrs  
Mark Fernandez - F&I Manager - 8/21/2017 - 3 yrs  
Doris Smith - Service Cashier - 8/21/2006 - 14 yrs  
Devlin Mattress - Service Technician - 8/22/2017 - 3 yrs  
Antone Alvestad - B/S Technician - 8/22/2016 - 4 yrs  
Steven Lukas - Collision Manager - 8/28/2006 - 14 yrs

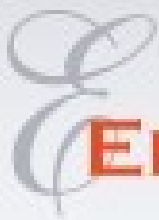
Christopher Rockefeller - Salesperson - 8/28/2018 - 2 yrs  
Marla Hairston - B/S Receptionist - 8/29/2019 - 1yr  
Patti Buchhalter - Group Detail Admin Coordinator  
- 8/29/2011 - 9 yrs  
Kerry Robertson - Parts Counter - 8/31/2015 - 5 yrs

### Eurocars

Bruno Onetti - Service Advisor - 8/1/2019 - 1yr  
Shelly Frye - Service Advisor - 8/5/2019 - 1yr  
Jessica Hamilton - Assist. Office Manager - 8/8/08 - 12 yrs  
Michelle Utterback - Parts Manager - 8/11/1987 - 33 yrs  
Michael King - Detailer - 8/12/1992 - 28 yrs  
Paul Feist - Loaner Car Coordinator - 8/14/2017 - 3 yrs  
Rob Wilson - F&I Manager - 8/18/2008 - 12 yrs  
Neville Barnett - Sales - 8/19/2019 - 1yr  
Kristal Shamma - A/R Clerk - 8/27/2018 - 2 yrs  
Greg Ulm - Preowned Sales Manager - 8/29/2019 - 1yr

### Honda

Jeannine Miller - Operator - 8/3/2015 - 5 yrs  
Richard Heilig - Service Technician - 8/6/2019 - 1yr  
Kathleen Maroney - BDC Operator - 8/9/2016 - 4 yrs  
James McLaughlin - Service Advisor - 8/12/2013 - 7 yrs  
Leslie Kopkau - BDC Operator - 8/13/2019 - 1yr  
Sheila Brock - BDC Reservation - 8/15/2018 - 2 yrs  
Ken Brodeur - Service Porter - 8/16/2007 - 13 yrs  
Valarie Defilippis - Service Cashier - 8/17/2017 - 3 yrs  
John Young - Internet Sales Person - 8/17/2016 - 4 yrs  
Paul Velardi - Salesperson - 8/17/2016 - 4 yrs  
Jeffrey Stiles - Service Advisor - 8/19/2013 - 7 yrs  
Keith Bush - Service Porter - 8/20/2014 - 6 yrs  
Dawn Mercer-Lucenti - BDC Operator - 8/23/2016 - 4 yrs  
Lynette Ogden - Honda Sales Admin - 8/23/2004 - 16 yrs  
Owen Swain - Salesperson - 8/26/2019 - 1yr  
Lazarro Ramos Rivera - Service Technician  
- 8/27/2018 - 2 yrs  
Gary Munzipapa - Parts Counter - 8/28/2006 - 14 yrs  
Robert Kirkland - Service Technician - 8/30/2010 - 10 yrs



# August

## EMPLOYEE ANNIVERSARIES

### Hyundai

Stephen Bednar - N/C Sales - 8/12/2002 - 18 yrs  
Wayne Rudge - N/C Sales - 8/13/2013 - 7 yrs  
Jennifer Irvin - New Car Sales - 8/23/2019 - 1yr  
Tyler Silver - N/C Sales Manager - 8/24/2012 - 8 yrs

### Jaguar

Jeffrey Joiner II - Internet Sales Manager - 8/3/18 - 2 yrs  
John Theodoropoulos - Service Tech - 8/14/00 - 20 yrs  
Karen Cavanaugh - Service Manager - 8/25/2005 - 15 yrs

### Kia/Mitsubishi

Maxwell Ritch - Express Technician - 8/12/2019 - 1yr  
Jeffrey Gautier - Service - Van Driver - 8/13/2019 - 1yr  
Kara Winston - Accounting - 8/17/2018 - 2 yrs  
John Mennel Jr - Parts Counter - 8/29/2016 - 4 yrs  
William Devine - Salesperson - 8/31/2018 - 2 yrs

### Nissan

Tanner Bozich - Express Technician - 8/3/2018 - 2 yrs  
Larry Noder - Parts Shipper/Receiver - 8/12/2019 - 1yr  
Lourdes Favela Sanchez - Service Cashier - 8/21/15 - 5 yrs  
Serge Divito - Salesperson - 8/22/2016 - 4 yrs  
Joseph Andolina - Service Advisor - 8/26/2019 - 1yr  
Lara Hatch - Concierge Service Drive - 8/28/2019 - 1yr  
John Einstein - Parts Counter - 8/29/2005 - 15 yrs  
Hani Tufekcic - Express Service Tech- 8/30/18 - 2 yrs  
Kevin Ryan - Service Technician - 8/30/1989 - 31 yrs

### Volvo

Brennen Meehan - Parts Counter - 8/14/2017 - 3 yrs  
Zachary Koester - Porter - 8/26/2019 - 1yr

### CAPITAL

Jennifer Alberti - Controller - 8/13/2001 - 19 yrs  
Reggie Murray - Lead Detailer - 8/10/2004 - 16 yrs  
Joe Gruen - Service Director - 8/29/2005 - 15 yrs  
Joanne Douin - Payroll Clerk - 8/29/2006 - 14 yrs  
Rob Schueler - Technician - 8/14/2013 - 7 yrs  
Jess Huston - Technician - 8/19/2013 - 7 yrs  
Jacque Graves - Edit Clerk - 8/26/2014 - 6 yrs  
Angie Broome - Cashier - 8/1/2016 - 4 yrs  
Sam Bradley - Detailer - 8/6/2018 - 2 yrs  
Michael Payne - Lube Technician - 8/14/2018 - 2 yrs

### DUBLIN, OH

#### Eurocars

Seth Kinniard - Service Director - 8/4/2003 - 17 yrs  
Joe Davis - Technician - 8/2/2013 - 7 yrs  
Bill Stevenson - Salesperson - 8/1/2016 - 4 yrs  
Marcus Harris - Accounting Clerk - 8/8/2017 - 3 yrs  
Heather Hahn - Service Porter - 8/28/2017 - 3 yrs  
Alan Riggans - Service Porter - 8/9/2019 - 1yr

#### Chrysler Dodge Jeep RAM-KIA-FIAT

Waio Ching - Technician - 8/13/2007 - 13 yrs  
Josh Ward - Service Advisor - 8/6/2008 - 12 yrs  
Dan Bray - Sales Manager - 8/6/2010 - 10 yrs  
Chad Laughrey - Parts Counter Sales - 8/1/2011 - 9 yrs  
Mark Andrijowych - Salesperson - 8/7/2013 - 7 yrs  
Peyton Seay - Salesperson - 8/5/2014 - 6 yrs  
Frank Todarello - Dealer Trade Driver - 8/26/2014 - 6 yrs  
Drake Tulloh - Technician - 8/29/2016 - 4 yrs  
Dj Maxwell - Sales Porter - 8/24/2019 - 1yr

### TENNESSEE

#### Chattanooga

John Bricker - Service Technician - 8/4/2014 - 6 yrs  
Jason Maneke - Service Advisor - 8/13/2018 - 2 yrs

#### Cleveland

Trevor Gant - Service Manager - 8/5/2019 - 1yr

**WELCOME**  
TO THE  
**TEAM**

# NEW EMPLOYEES

**JUNE 2020**

MANAGEMENT COMPANY

Allstate

Jessica Kiser - Allstate Sales Rep - 6/9

PINELLAS COUNTY

Audi

Tain Lucas - Car Washer - 6/10

Ivan Lazovic - Service Drive Concierge - 6/29

Buick-GMC-Collision-Detail-Recon

Patrick Atkinson - N/C Lot Porter - 6/29

Eurocars

Conner Hale - Service Technician - 6/8

Przemyslaw Sieczka - Service Technician - 6/8

Michael Troiani - Service Porter - 6/23

Kris Mehrmann - Service Porter - 6/24

Jesse Williams - Mobile Service Technician - 6/29

Honda

Roger Dusi - New Car Salesperson - 6/1

Nischal Singh - N/C Sales Manager - 6/2

Derry Arch - Service Technician - 6/22

Edwin Rafael Pioquinto - Express Service Technician - 6/22

Steven Messier - Service Technician - 6/22

Constantino Actipis - F & I Manager - 6/29

Steven Kryston - Lot Porter - 6/30

Hyundai

Leandre Jr Green - Lot Porter - 6/26

Jaguar

Tristan Hendrix - New Car Sales - 6/5

Christopher Martens - New Car Sales - 6/5

Kia/Mitsubishi

Harold Maldonado - New Car Sales - 6/23

Volvo

Stone Quevli - Service Advisor - 6/30

CAPITAL EUROCARS

Lucas Fritz - Technician - 6/8

Jacob Moreno - Salesperson - 6/16

DUBLIN, OH

Eurocars

Ernest Mosby Jr - Detailer - 6/15

Rick Williams li - Technician - 6/15

Clay Maggs - IT - 6/29

Chrysler Dodge Jeep RAM-KIA-FIAT

Tyler Engram - Service Porter - 6/11

Jason Messmore - Service Porter - 6/11



# SAFETY FIRST

## 8 WORKPLACE SAFETY TIPS EVERY EMPLOYEE SHOULD KNOW

No matter how many safety guidelines and practices you've set in place, they won't do any good if your employees aren't aware and invested in following those guidelines. The safest work environments occur when employees, at all levels of the organization, work together to communicate and adhere to the safety standards set in place. A successful safety program is one that encourages employees to report unsafe situations and behaviors, and encourages safe practices throughout each and every work day. Here are 8 workplace safety tips every employee should know to ensure all employees are engaged in developing a safety program that encourages the shared responsibility of everyone in the workplace:

### #1 BE AWARE OF YOUR SURROUNDINGS

Every job site has inherent dangers, whether that's large, heavy machinery, conveyor belts, or even tripping over items in the office. The best way to keep yourself safe is to be aware of your surroundings. The more familiar you are with your tasks and workplace, the more aware you'll be of the potential hazards. Knowing your surroundings and being aware of potential hazards will help you and your co-workers avoid unnecessary or dangerous situations.

### #2 KEEP CORRECT POSTURE

We've all heard that age old saying, "lift with your legs—not your back," but keeping correct posture refers to more than just employees who lift things regularly. If you work at a desk, you also need to make sure you have good posture to avoid back problems, neck pain, and even carpal tunnel. Of course, if you do have to lift things at work, be sure to keep your back straight and lift with your legs. And if you ever need to lift something you think might be too heavy, take a few extra seconds to find the mechanical aid that can help you, or lift with a partner. Whether it's a forklift or a wheelbarrow, your back is worth those extra few seconds.

### #3 TAKE REGULAR BREAKS

It's important that employees always take their regular breaks. OSHA has put them in place for a reason: tired workers are the most prone to an incident. The more tired you are, the less aware you are of your surroundings, and the more at risk you are for an injury. Take the breaks you're given on a regular schedule to keep yourself fresh, and try to schedule your more difficult tasks for the beginning of your shift when you're most alert.

### #4 NEVER TAKE SHORTCUTS ON PROCEDURES

Workplace procedures exist to keep employees safe, especially those that go along with heavy machinery. It's important to always use every tool and machine you're working with according to instruction. Shortcuts lead to injury and aren't worth the small amount of time they might save you. Be sure you're always using the right tool for the job, and using it correctly.

### #5 BE AWARE OF NEW SAFETY PROCEDURES

When your company purchases a new machine, or even updates training, it's important to make sure you're aware of the new safety procedures that go along with those changes. While your employer is responsible for providing the proper training, and your supervisor will make sure you're assigned to a training time, it's your responsibility to ensure you understand the new safety procedures and implement them properly before you use any new machines. Be sure to ask questions if you don't understand a safety procedure.

## **#6 KEEP EMERGENCY EXITS CLEAR**

Never place anything in front of an emergency exit door, even if it's only for a few minutes. While this might sound like a no-brainer, it's surprising how many ladders, trolley carts, and even forklifts get set in front of emergency exits. What's more, ensure pathways to equipment emergency shutoffs are clear in case something needs to be powered down immediately.

## **#7 REPORT UNSAFE CONDITIONS**

The only way to stop unsafe conditions from happening is to report them to supervisors as soon as you notice them and help be part of the solution. Your supervisor is legally obligated to provide all employees with a safe working environment, and will take care of any unsafe conditions, but they have to be aware of those conditions to do so. It's important to always report any hazardous situation or unsafe condition as soon as possible, to keep yourself and other employees safe. Work together to find a solution to prevent the unsafe condition from occurring again in the future.

## **#8 ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT**

Finally, make sure you're always wearing the personal protective equipment (PPE) provided to you by your employer. Whether it's something as small as earplugs, or something as large as a chemical suit, this PPE exists for a reason. Wearing the correct PPE for the job you're performing is just another way to keep you safe from injury.

While all employees should do their best to understand and implement workplace safety best practices, it's up to managers and business owners to ensure their employees have the training they need to reduce risk. The eSafety learning management system provides clients with helpful, easy-to-use workplace safety training courses that cover an entire realm of topics, from Lockout-Tagout, to Diversity in the Workplace, to Spill Response Awareness. For a comprehensive learning management system that works to keep your employees safe, check out what eSafety has to offer.

Source: <https://www.esafety.com/8-workplace-safety-tips-employees-should-know/>

# August Quiz

## Anagrams Quiz

The following are all anagrams of the names of British actors and actresses. Can you identify them?

1. Basil Ride
2. Lardy Mango
3. Jaunty Regent
4. Ritual Jewels
5. Screen Annoy
6. Shrapnel Fine
7. Blander by Then
8. Monaco Swill
9. Gammon Retreat
10. Gnome Pigs



# July Quiz Answers

## 2018 Song Artist Matchup Quiz Answers

### Answers:

1. Milos Forman -Forman died in April of 2018 at the age of 86.
2. 8 -The opening ceremony of the Summer Olympics in Beijing began on 08/08/08 at precisely 8 minutes and 8 seconds past 8 PM, local Beijing time!
3. Under the oceans -The study of volcanoes is called volcanology.
4. Heracles -Set by King Eurystheus, the first of Heracles' twelve labors was to slay the Nemean lion.
5. Duchess of York -Andrew and Sarah were married in Westminster Abbey on July 23rd, 1986.
6. United States -Warhol was born and raised in Pittsburgh.
7. Zoophobia -Pyrophobia is the irrational fear of fire.
8. Panama -Panama is a country in Central America.
9. Susan Hayward -Hayward won the award for her role as Barbara Graham in the film I Want to Live!
10. The Great Bear -Ursa Major is Latin for 'Great Bear'.
11. Alice Cooper -Love It to Death reached number 35 on the Billboard 200 albums chart.
12. An idiot -The word 'idiot' is a derogatory term for a stupid or foolish person.
13. Sean Connery -Rising Sun was written and directed by Philip Kaufman.
14. Shakira -Shakira holds the Guinness World Record for being the first person in the world to get 100m likes on Facebook.
15. March 1897 to September 1901

# August's Recipes

Fun August Food Holidays include:

National Brownies-At-Brunch Month, National Bratwurst Day, National Hot and Spicy Food Day, National Zucchini Day and National Trail Mix Day.

## Sunday Brunch Caramel Brownies

### Ingredients

115g butter, cubed  
150g chocolate  
25g cocoa powder  
3 eggs  
200g sugar  
140g flour  
125g dulce de leche  
100g hazelnuts  
Choccy sauce and cream to serve



### Directions

1. Melt choc and butter in a bowl over barely simmering water (don't let the water touch the bowl)
2. Remove from heat, whisk in cocoa, then eggs, then sugar, then quickly fold in flour and nuts
3. put half the batter into a greased lined 20cm square tin
4. Drop dollops of half the dulce de leche randomly over the mix, swirl just a little
5. Add rest of batter, then rest of dulce
6. Bake at 170c for 20-25 mins
7. Cut into 75-100mm squares, serve with choc sauce and cream

## Wisconsin Bratwurst

### Ingredients

2 pounds Bratwurst, cooked, pork  
2 Onions, raw  
1 cup Butter, with salt  
6 (12 fluid ounce) cans or bottles Alcoholic beverage, beer, regular  
1 ½ teaspoons Spices, pepper, black  
10 eaches Submarine/Hoagie/Sandwich Roll



### Directions

1. Prick bratwurst with fork to prevent them from exploding as they cook. Place in a large stock pot with the onions, butter, and beer. Place pot over medium heat, and simmer for 15 to 20 minutes.
2. Preheat grill for medium-high heat.
3. Lightly oil grate. Cook bratwurst on preheated grill for 10 to 14 minutes, turning occasionally to brown evenly. Serve hot off the grill with onions on hoagie rolls.

Yield: 10 servings

### Nutrition Facts

Per Serving:

952.7 calories; 25.4 g protein; 80.3 g carbohydrates; 116 mg cholesterol; 1664.5 mg sodium. Full Nutrition



# National Hot and Spicy Food Day Recipes

When we think about hot and spicy food, we tend to think about Asian cuisine. You will see that chillis are regularly used in Indian, Chinese, and Thai cooking. If you are looking for the spiciest cuisine in the world, you may want to try Sichuan (Szechwan cuisine or **Szechuan** cuisine) . It is a cuisine that is well known for its bold flavors.

## Hot and Sour Soup

### Ingredients

3 dried shiitake mushrooms , soaked in hot water and thinly sliced  
1/4 cup dried wood ear mushrooms , soaked and shredded  
50 g pork shreds  
1/3 carrot , shredded  
3 tbsp. black vinegar  
50g soft tofu  
1 tsp. dark soy sauce  
1/2 tbsp. sugar  
sesame oil for drizzling  
2 tsp. fresh ground white pepper powder

4 bamboo shoots , finely shredded  
1 thumb ginger , shredded  
5 cups unsalted chicken stock  
2 tbsp. or soy sauce  
1 tsp. salt or to taste  
1 large egg , whisked  
chopped green onion and coriander

### Pork marinating

2 tsp. light soy sauce  
1/4 tsp. sugar  
1 tsp. starch  
1/4 tsp. salt

### Starch water

3 tbsp. cornstarch or other starch  
3 tbsp. water



### Directions

1. Prepare the pork, marinate pork shreds with light soy sauce, sugar, salt and cornstarch. Mix well.
2. In a wok, add carrots, bamboo shoots, wood ear mushroom, shiitake mushroom and ginger shreds. Add chicken stock, bring to a boiling and then simmer for 15 minutes.
3. Add light soy sauce, dark soy sauce, sugar, and salt. Continue cooking for 2 minutes.
4. Then place shredded tofu in. Then place pork shreds in and gently stir by chopstick when the content boils again.
5. Stir the starch water once and then place the starch water in the soup. Heat to thicken.
6. Drizzle egg liquid in. If you want smaller flowers, stirring at a faster speed. Or for larger flowers, stir roughly.
7. Place black vinegar and white ground pepper in. Turn off fire immediately.
8. Add some extra aroma by placing chopped green onion and coriander. Drizzle some sesame oil and serve hot.

## Ants Climbing a Tree-Cellophane Noodles Stir Fry

### Ingredients

200 g mung bean vermicelli  
1 cup minced beef or pork  
pinch of salt  
1 tablespoon cooking oil  
1 tablespoon Doubanjiang  
1 tablespoon soy sauce  
1 teaspoon scallion white , white part and green part minced separately  
2 cloves garlic , minced  
1 teaspoon minced ginger  
1 teaspoon sugar  
2 cups water or chicken stock





### Directions

1. Marinade the minced beef or pork with pinch of salt. Soak Chinese vermicelli in warm water until soft around 10 minutes Move out and drain.
2. Heat up oil in wok and fry the ground pork until aroma. Transfer out.
3. Add doubanjiang, minced garlic, sliced ginger and chopped scallion in wok and stir-fry over medium fire until the oil becomes red and you can smell the aroma. Return pork and add soy sauce. Mix well.
4. Pour 2 cup of clean water (or chicken stock is much better ) and bring everything to boil. Add soaked vermicelli and sugar; give a big stir-fry to mix everything well. (There is no need to cook off all the liquid as the vermicelli continues to adsorb liquid after transferring out)
5. Sprinkle chopped green onions and serve hot.

## Yu Xiang Rou Si-Shredded Pork in Hot Garlic Sauce

### Ingredients

2 tablespoons dried ear mushrooms  
½ pound pork tenderloin  
1 small section of lettuce stem  
1 fresh red pepper  
1 fresh green pepper  
6-10 pickled peppers (or fresh long red peppers)  
2 garlic cloves , chopped  
1 inch root ginger sliced  
2 spring onion white parts , cut into small sections  
1 tablespoon chopped spring onion for garnish  
2 tablespoons peanut oil

Marinade Sauce  
1 teaspoon starch  
1 teaspoon salt  
2 teaspoons cooking wine  
Stir-fry sauce  
1 tablespoon cornstarch  
2 tablespoons cooking wine , you can replace it with dry sherry wine  
2 tablespoons light soy sauce  
2 tablespoons black vinegar  
2 teaspoons sugar  
2 teaspoons salt  
1 tablespoon sesame oil

### Directions

If you use dried ear mushroom, please soak the dried ear mushrooms with clean water for 20 minutes. Shred the pork tenderloin and then marinade with salt, cooking wine and starch. Mix well and set aside. Shred the black ear mushrooms, lettuce stem and peppers into shreds in similar sizes too. Prepare another bowl, add all the ingredients for stir-fry sauce; mix well and set aside. Heat up 2 tablespoons of oil in a wok; add shredded pork to stir-fry until the pork become white from pink. Move shredded pork out of the wok. Leave 1 tablespoons of oil in wok; add garlic, ginger and green onion to stir fry for the aroma. Then put side ingredients in to stir-fry for around 1 minute and then return the pork shreds. Add stir-fry sauce and do some stir-fry until the sauce is evenly coated on the ingredients. Move out from the wok and garnish some spring onions.



# Protein-Packed Zucchini Bread

## Ingredients

1 medium zucchini (8 ounces)  
½ teaspoon salt  
Nonstick cooking spray  
1 ½ cups gluten-free oat flour  
1 cup gluten-free all-purpose flour  
½ cup almond flour  
½ cup sugar (see Tip)  
⅓ cup vanilla-flavor whey protein powder  
2 teaspoons baking powder  
1 teaspoon ground cinnamon  
½ teaspoon ground ginger  
¼ teaspoon ground cloves  
6 ounces plain fat-free Greek yogurt  
2 eggs  
¾ cup unsweetened almond milk  
½ cup chopped walnuts

## Directions

Coarsely shred zucchini (you should have about 2 cups shredded zucchini). Place shredded zucchini in a sieve set over a bowl. Sprinkle the salt over zucchini; toss to combine. Let stand 1 hour to drain. Place zucchini between three or four layers of 100-percent-cotton cheesecloth or two or three layers of paper towels; squeeze out excess liquid. Set aside.

Preheat oven to 325 degrees F. Coat a 9x5x3-inch loaf pan with cooking spray or line with parchment paper; set aside.

In a large bowl whisk together gluten-free oat flour, gluten-free all-purpose flour, almond flour, sugar, whey protein powder, baking powder, cinnamon, ginger, and cloves.

In another large bowl whisk together yogurt and shredded zucchini. Add eggs and almond milk; stir until combined.

Add flour mixture to zucchini mixture; stir until well mixed. Stir in walnuts.

Spoon batter into prepared pan. Bake 65 to 75 minutes or until a wooden toothpick inserted in the center comes out with only a few moist crumbs attached.

Cool in pan on a wire rack 10 minutes. Run a thin metal spatula around the sides; turn out onto the wire rack. Cool completely.

## Nutrition Facts

Serving Size: 1 Slice

Per Serving: 167 calories; 6.1 g total fat; 0.8 g saturated fat; 28 mg cholesterol; 159 mg sodium. 76 mg potassium; 21.9 g carbohydrates; 2.8 g fiber; 8 g sugar; 7.7 g protein; 85 IU vitamin a iu; 2 mg vitamin c; 10 mcg folate; 107 mg calcium; 1 mg iron; 19 mg magnesium;





## Healthy Homemade Trail Mix

### Ingredients

- 3/4 cup raw pecans (Toast in the oven for 10 mins at 350 degrees F)
- 3/4 cup raw cashews (Toast in the oven for 10 mins at 350 degrees F)
- 1/2 cup raw sunflower seeds
- 1/2 cup raw pumpkin seeds
- 1/2 cup unsweetened, unsulfured cherries
- 1/2 cup unsweetened, unsulfured raisins
- 1/2 cup chopped 82% dark chocolate
- 1/4 tsp sea salt
- 1/2 tsp cinnamon
- pinch of nutmeg

### Directions

1. Combine all ingredients in a large bowl and mix well.
2. Store in a ziploc bag or mason jar.
3. Will keep for up to 1 month.



## Decadent Turtle Snack/Trail Mix

### Ingredients

- 1 package (14-1/4 ounces) Chocolate Chex
- 1 cup pecan halves, toasted
- 3/4 cup packed brown sugar
- 6 tablespoons butter, cubed
- 3 tablespoons light corn syrup
- 1/4 teaspoon salt
- 1/4 teaspoon baking soda
- 1 cup semisweet chocolate chips
- 1 cup Kraft caramel bits
- 1 cup miniature pretzels

### Directions

In a large microwave-safe bowl, mix cereal and pecans. In a 2-cup glass measuring cup, combine brown sugar, butter, corn syrup and salt; microwave, uncovered, on high for 1-2 minutes or until smooth, stirring once. Whisk in baking soda. Pour over cereal mixture, toss to coat. Microwave, uncovered, on high 3 minutes, stirring every minute.

Spread onto a parchment paper-lined baking sheet; immediately sprinkle with chocolate chips and caramel bits (do not stir). Refrigerate until chocolate is set. Break into pieces. Stir in pretzels. Store in an airtight container.

### Nutrition Facts

3/4 cup: 300 calories, 12g fat (5g saturated fat), 10mg cholesterol, 290mg sodium, 49g carbohydrate (31g sugars, 2g fiber), 3g protein.







# **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](mailto:kwilson@crowncars.com).**

**The closing date for articles for next month's newsletter is**

***Friday August 21st***

**Thanks!**

Kirstie Wilson  
Group eCommerce Specialist  
& Newsletter Editor