



Happening Around Crown

October 2020, 270th Edition

Published by Crown Management Company

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

Focus on the Process, not the Outcome!

2020 has been a great teacher, and we have certainly all learned a lot this year. We have become more adaptive to change, more proactive and more reactive, more flexible and more vigilant. And our Crown team has again proven to be superb! Thank you for the important part you play on our winning team.

One thing we have learned to a greater extent than ever before is that with so many variables beyond our control, we must focus only on those things we CAN impact. We can easily get off track if we focus on things we CANNOT impact.

Before our Tampa Bay Lightning won the Stanley Cup this week, I heard Coach John Cooper state that the key for the team through the playoffs has been “to focus on our process, not on the outcome”. What he meant by that is instead of focusing on their desired outcome of winning the Cup, the team focused in-

stead on what it could control, sticking to its proven processes and game plan for winning. In the end, that is what would determine the outcome, and the outcome would not happen without the team's discipline in executing their process.

There is application for each of us in this. Do we focus on our goals, or instead concentrate on the things we must do to achieve our goals? Do we have discipline in executing our own process each day, our own game plan? Only in this way can we hope to get the outcomes we desire. Nothing happens by magic, and nothing positive happens without a good plan and the related effort required.

As we head into the 4th quarter of this challenging year, I am thankful that our company has not only been able to navigate through these times, but has done so in spectacular fashion. Let's make this a year we can look back on and say we achieved our goals and won our own Stanley Cup!



Crown Moving Up!

The Tampa Bay Business Journal recently published its annual listing of the largest private companies in the Tampa Bay area, and Crown

TAMPA BAY 200 (LARGEST PRIVATE COMPANIES)

RANKED BY 2019 REVENUE

	Company name Website	Address Phone	Revenue 2019	Revenue 2018	Revenue 2017	Year founded	Business description	Top executive
1	Publix Super Markets Inc. ① publix.com	3300 Publix Corp. Pkwy. Lakeland, FL 33811 863-688-1188	\$38.12 billion	\$36.09 billion	\$34.56 billion	1930	Grocery store chain	Todd Jones, President/CEO
2	RTG Furniture Corp. (Rooms to Go) ② roomstogo.com	11540 U.S. 92 E. Seffner, FL 33584 813-623-5400	\$2.5 billion	\$2.56 billion	\$2.4 billion	1991	Retail furniture stores	Jeffrey Seaman, CEO
3	Morgan Auto Group ③ morganautogroup.com	3031 N. Rocky Point Dr. W. #770 Tampa, FL 33607 813-991-4376	\$2.4 billion	\$1.99 billion	\$1.4 billion	2005	Automobile sales and service	Brett Morgan, CEO Bmorgan@morganautogroup.com
4	Colorado Boxed Beef Co. ④ coloradoboxedbeef.com	404 N. Ingraham Ave. Lakeland, FL 33801 863-967-0636	\$2 billion	\$1.7 billion	\$1.4 billion	1975	Wholesale meat, custom distributor, logistics specialists	John Rattigan, President/CEO j.rattigan@cbbcpr.com
5	Beall's Inc. ⑤ beallsinc.com	1806 38th Ave. E. Bradenton, FL 34208 941-747-2395	\$1.4 billion	\$1.4 billion ¹	\$1.4 billion	1915	Retail department stores	Matt Beall, CEO
6	Coca-Cola Beverages Florida LLC (Coke Florida) ⑥ cocacoloflorida.com	10117 Princess Palm Ave. #100 Tampa, FL 33610 813-327-7285	\$1.3 billion	\$1.3 billion	n/a	2015	Independent Coca-Cola bottler	Troy Taylor, Chairman/CEO ttaylor@cocacoloflorida.com
7	Crown Automotive Group ⑦ crowncars.com	6001 34th St. N. St. Petersburg, FL 33714 727-527-5731	\$975 million	\$914 million	\$909 million	1969	Automotive dealerships	Dwayne Hawkins, CEO
8	iQor ⑧ iqor.com	200 Central Ave. St. Petersburg, FL 33701 800-811-4214	\$940 million	\$1 billion ¹	\$1.2 billion ²	1998	Outsourced customer support services	Gary Praznik, CEO
9	Ferman Automotive Group ⑨ ferman.com	1306 W. Kennedy Blvd. Tampa, FL 33606 813-251-2765	\$936.02 million	\$899.97 million	\$816.88 million	1895	Automobile and motorcycle dealer	James Ferman, Jr., President/CEO
10	FCCI Services Inc. ⑩ fccigroup.com	6300 University Pkwy. Sarasota, FL 34240 800-226-3224	\$930.16 million	\$852.2 million	\$836 million	1959	Commercial property & casualty insurance	Christina Welch, President/CEO
11	AVI-SPL ⑪ avispl.com	6301 Benjamin Rd. #101 Tampa, FL 33634 813-864-7168	\$918 million	\$820 million	\$720 million	1979	Audio-video products, installation and services	John Zettel, CEO
12	Automated Petroleum and Energy Co. Inc. ⑫ automatedpetroleum.com	1201 Oakfield Dr. Brandon, FL 33509 813-681-4279	\$909.17 million	\$962.66 million	\$853.27 million	1981	Gasoline distributor	Bill McKnight, President bill@apecgas.com
13	W.S. Badcock Corp. ⑬ badcock.com	200 N. Phosphate Blvd. Mulberry, FL 33860 877-706-8959	\$874.08 million	\$802.43 million	\$692.26 million	1904	Retail furniture chain	Rob Burnette, President
14	Checkers & Rally's Restaurants ⑭ checkers.com	4300 W. Cypress St. #600 Tampa, FL 33607 813-283-7000	\$798.41 million	\$824.64 million	\$844.37 million	1986	Fast food restaurants	Frances Allen, CEO
		11600 9th St. N.	\$741.3 million	\$735 million	\$460.6 million		Tech-driven MEP & systems	Scott Moulton, CEO

moved up from # 9 in 2018 to #7 in 2019. A big thank you goes to our Crown team for your efforts in moving us up!

Automotive Industry Update

Cox Automotive had a webinar showcasing recent data on changes brought about in this year of Covid. Overall dealers can be thankful that our industry has not been impacted to the extent of many others. While new vehicle supply is still a concern, it appears to be resolving and should be back to near normal levels in the 4th quarter. New vehicle supply has varied greatly by manufacturer, and is sometimes dependent on suppliers, but all are gearing up to get more vehicles rolling onto dealer lots soon. The used car business has seen a big surge nationally since April, and all Crown preowned departments have been capitalizing on the strength of the market, which is projected to continue to some extent the balance of this year. Service and Parts business has taken a big hit nationally during Covid, but thankfully the Crown fixed ops are back to recording better year

over year performance. Some process evolutions and strong customer rapport have been key!

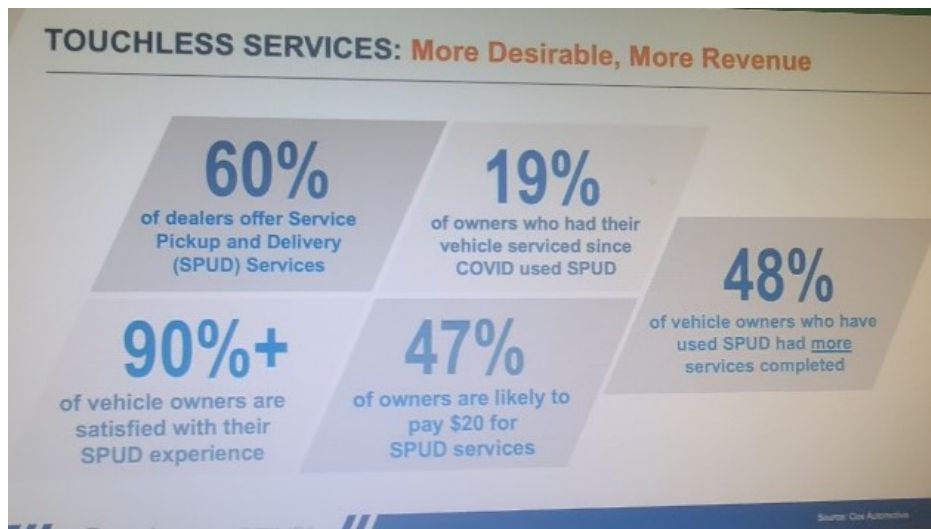
For some other topics of note, this slide shows how Online Shopping has advanced this year. This is a trend that will certainly continue, and Crown is geared up to facilitate online sales and seeing more of this business than ever.



This trend also means that we need to learn and develop new skills and new ways of interacting with our customer base.



Finally, service pick up and delivery, or valet service as we call it, has been put on fast forward due to Covid. Customers expect more, and we must deliver.



I am confident that we are ready for this new normal, and that our ability to be nimble in implementing rapid change has been a real key to our success this year.

I am looking forward to a strong finish this year with what has gotten us this far: a super team, great teamwork, our Crown processes, and focusing on the things we can impact!

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 **Kim Glazener**, Controller for Nissan, Kia & Mitsubishi

So how did Kim end up in the car business? She took a job as a wholesale title clerk at what is now AutoNation Ford, just to have work of some sort just after getting married, and while waiting on the extensive process of applying to the FBI. She did whatever jobs they had available learning all the different positions within the office. She got a job with AutoNation Mega store in Clearwater, and under the watchful eye of the controller, started working her way around the office in all positions. At the same time, her clearance came through for the FBI and she was applying for clerk positions with the bureau, she was promoted to controller for the AutoNation mega store. She decided to give the car business a shot as the salary was much more enticing than a clerk's with the FBI. Ever since then, she has stayed in automotive accounting, working her way up the ladder.

Kim started at Crown in June 2008 as an accounting clerk for the Mercedes, Jaguar, & Audi team. This was supposed to be a temporary (6 months at the most) position for her, as she and her family were slated to move to Texas. Well that move never happened, and she has been with Crown ever since. In 2016, she was promoted to Assistant/Office Manager with Leah Bischoff for the Nissan, Kia & Mitsubishi team. Last year with the retirement of Kathy Spry, Leah was promoted, and Kim was offered the opportunity for the controller position.

Kim was born and raised in St. Petersburg, and is a graduate of Florida State University with a degree in Criminology. During college she took a semester off and interned with a weekly news magazine for NASCAR, doing marketing and public relations. She traveled around the country with the Cup circuit, enjoying every aspect of racing. Not really knowing exactly what she wanted to do with a Criminology degree, she decided to go back to college for nursing. Knowing that it wasn't really a good idea to go into more debt to get another degree, she decided to join the US Air Force, being able to go in as an officer and serve her country while getting a nursing degree sounded exciting. Little did she know while waiting to go into the USAF she would meet the love of her life while waiting tables, and decided that boot camp was not the way to start off a marriage. She and Chris have been married for 25 years and have 2 wonderful kids. Seth is 19, working in retail, and considering culinary school, but waiting for things to settle back down, so he can attend in person schooling. Brooke is 15 and is a swimmer and diver on her high school team, and keeps Kim busy going to practices and meets this time of year. She and Chris enjoy going out on their boat and meeting their neighborhood friends on the water. They all still enjoy going to Disney together, vacationing in the mountains and going on cruises.



With family in Beech Mountain, NC



Kim with Bobby Allison & The King-Richard Petty



Enjoying family time playing miniature golf

Congratulations on being the October 2020 Crown Success Story Kim!

Happening Around Crown, October 2020

Special PTO-Vacation Carryover due to COVID-19

From David Fetkenher, CFO

In response to the past 6 months of travel restrictions due to the COVID-19 pandemic, Crown instituted a Special PTO-Vacation Carryover where an employee with expiring PTO-Vacation may carryover up to an additional 10 days (40 hours) of unused PTO-Vacation. However, this special carryover is limited to the amount of COVID-19-PTO days unused and the amount of PTO-Vacation days unused. For example, if an employee used 3 of the 10 COVID-19-PTO days, they would be able to carryover up to 7 unused PTO-Vacation days at their employment anniversary. Please note that this special carryover is in addition to the normal 3 day (24 hours) PTO-Vacation Carryover.

Now that travel restrictions have eased and PTO-Vacation can readily be utilized, Crown has decided to place an end date of December 31, 2020 for the ability of an employee to utilize Special PTO-Vacation Carryover. We wanted to give you as much notice as possible that any employment anniversaries after December 31, 2020 would fall under the normal PTO-Vacation carryover of 3 days (24 hours) of unused PTO-Vacation.

Capital Eurocars Named A Fender Bender Reader's Choice: OEM Parts Dealer

Capital Eurocars has been named a *Fender Bender* Reader's Choice: OEM Parts Dealer.

According to the Fender Bender website (<https://www.fenderbender.com>) "As OEM repair requirements grow more stringent and the vehicles of the modern world more complicated, knowing where and how to find a reliable parts dealer will be critical to your shop's success. The FenderBender Reader's Choice: OEM Parts Dealers is here to help you navigate that process. Based on input from almost 250 survey participants sampled from the qualified circulation of FenderBender in February 2020, the findings showcase the role of OEM parts buying in the collision repair shop, identify top OEM dealers and indicate the reasons shops choose the dealers from whom they buy."

FenderBender's Reader's Choice: OEM Parts Dealers

Press **Esc** to exit full screen



THE TOP OEM DEALERS: READER'S CHOICE AWARD WINNERS

The OEM parts dealers recognized by FenderBender readers

SOUTH REGION: Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas

Acura of the Rio Grande Valley
Allan Vigil Ford Lincoln
Ancira Auto Group
Athens BMW
Audi Cary
Audi Fort Myers
Audi Grapevine
Audi Knoxville
Audi Northlake
Audi of Charlotte
Audi Plano
Audi Porsche of Nashville
Audi Raleigh
Audi San Juan
Audi Sugar Land
Audi Tulsa
Autobahn Motorscars
AutoMax Auto Group
AutoNation
Bartow Ford Co.
Bay Cars
Beaman Auto Group
Benchmark Automotive / Overnight Parts Alliance
Bert Ogden Auto Group
Bill Knight Automotive
BMW MINI of Arlington
BMW MINI of Dallas
BMW MINI of Nashville
BMW MINI of South Atlanta
BMW of Little Rock
BMW of Southpoint

BMW of Tulsa
Bob Boyts Honda
Bob Howard Auto Group
Bob Mayberry Hyundai
Bob Moore Auto Group
Bobby Beck's Volkswagen
Braman Motorcars
Bruce Lowrie Chevrolet
Cannon Motors of Mississippi
Capital Eurocars
Carey Paul Honda
Carlock Auto Group
Cass Burch Automotive Group
Chatham Parkway
Clark-Knapp Honda
Classic BMW
Clay Cooley Auto Group
Craim Automotive Team
Crest Auto Group
Critz Auto Group
Crossroads Ford
Cumberland Auto Center
Dale Earnhardt Jr. Chevrolet
Dallas Dodge Chrysler Jeep
David Waintrip Automotive Group
Don Carlton Auto Group
Don Herring Mitsubishi
Don Theaters Automotive Group
Downtown Nashville Motors
Duval Motor Company

Dyer & Dyer Volvo Cars
Family Toyota
Ferguson Superstore
Fiesta Chevrolet
Fort Myers Infiniti
Fowler Auto Group
Freeman Buick GMC
Fucillo Automotive Group
Gary Force Acura
Gastonia Chrysler Dodge Jeep RAM
Gem Mazda
Gene Messer Auto Group
Cillman Automotive Group
Global Imports
Golden Circle Ford Lincoln
Gossett Motor Cars
Clay Daniels Auto Family
Greenway Tennessee Kia
Grubbs Family of Dealerships
Gunn Automotive Group
Hallmark Automotive Group
Hanania Automotive Group
Harper Auto Square
Hayes Chevrolet Buick GMC Cadillac
Helfman Motors
Hendrick Automotive Group
Hennessy Auto
Heritage Auto Group
Hertz-Clear Automotive Group
Hiley Automotive Group
Hilton Head BMW

Honda of Fort Myers
Honda World
Huffines Auto Dealerships
Hyundai of Cookeville
Hyundai of Cool Springs
Infiniti of Central Arkansas
Infiniti of Charlotte
Infiniti of Hilton Head
Infiniti of Memphis
Jackie Cooper Imports
Jaguar Land Rover Austin
Jaguar Land Rover Bluff City
Jaguar Land Rover Charlotte
Jaguar Land Rover Fort Myers
Jaguar Land Rover Hilton Head
Jaguar Land Rover of Jacksonville
Jaguar Land Rover of Tulsa
Jaguar Porsche Volvo of Greenville
Jaguar Volvo of Oklahoma City
James Corlew Automotive
Jim Ellis Automotive Group
Jim Hudson Automotive Group
Jim Norton Auto Group
Kaffer Auto Group
Kelly Auto Group
Kia of Greenville
Kraft Nissan
Lake Norman Chrysler Dodge Jeep Ram
Lance Cunningham Ford
Land Rover Frisco
Land Rover Greenville
Land Rover Hilton Head
Land Rover Jaguar Columbia
Land Rover Nashville
Land Rover San Antonio
Land Rover South Dade
Langdale Chevrolet
Larry Jay Mitsubishi
Legacy Toyota
Leth Automotive Group
Lexus of Jacksonville
Lexus of Memphis
Lexus of Nashville-North
Lexus of Tulsa
Mac Haik Auto Group
Mac Miller Buick GMC
Mads of Gastonia
Mads of South Charlotte
McLarty Daniel Automotive

Mercedes-Benz of Baton Rouge
Mercedes-Benz of Cary
Mercedes-Benz of Collierville
Mercedes-Benz of Coral Gables
Mercedes-Benz of Fort Myers
Mercedes-Benz of Jackson
Mercedes-Benz of Little Rock
Mercedes-Benz of Nashville
Mercedes-Benz of Northlake
Mercedes-Benz of Oklahoma City
Mercedes-Benz of Plano
Mercedes-Benz of San Antonio
Mercedes-Benz of South Atlanta
Midtown Kia
Mike Johnson's Hickory Toyota
Mike Whitley Honda
MINI of Fort Myers
Milton Chevrolet
Modern Toyota
Momentum Motor Cars
Moritz Dealerships
Nalley Automotive Group
Napleton Clermont Chrysler Jeep Dodge Ram
Napleton Automotive Group
Newton Motor Group
North Freeway Hyundai
North Star Dodge
O'Brien Auto Park of Fort Myers
O'Steen Automotive Group
Palmer's Airport Hyundai
Palmer's Toyota Superstore
Park Place Lexus Plano
Parker Automotive Group
Parkway Ford
Pajon Chevrolet
Peacock Automotive
Porsche Fort Myers
Porsche of Hilton Head
Porsche Plano
Potamkin Automotive Group
Price Lubricant Automotive
Prince Automotive Group
Proctor Dealerships
Dandy Marton Automotive Group
Red McCombs Automotive
Regional Hyundai
Rebecca Chevrolet
Rick Case Automotive Group
Riverside Ford Lincoln

Roadshow BMW MINI
Robinson Toyota
Rogers Dabbs Chevrolet
Russell Chevrolet Honda
Sam Pack Auto Group
Seoggin-Dickey Dealerships
Scott Clark Auto Group
Serra Automotive Group
Shotenkirk Automotive Group
South Pointe Automotive
Southern Motors Automotive Group
SouthWest Auto Group
Spikes Ford
Sport Durst Automotive
Sterling McCall Group
Steve Landers Auto Group
Stivers Decatur Subaru
Stone Mountain Nissan
Subaru of Calmsett
Subaru of Pembroke Pines
Subaru South Blvd
Superior Dodge Chrysler Jeep Ram
Sutherland Automotive
Tom Bush Family of Dealerships
Town & Country Ford
Toyota Greenville
Toyota of Gastonia
Toyota of Irving
Toyota South Atlanta
Trocen Automotive Group
University Ford Durham
University Volvo
Vaden Automotive Group
Valdosta Nissan
Valley Auto World
Vandergiff Automotive
Volkswagen of Fort Myers
Volkswagen of South Charlotte
Volvo of Cary
Volvo of Fort Myers
Volvo of Savannah
Weaver Brothers
Wilson Auto Team
Wilson Auto Group
Wolfchase Chrysler Dodge Jeep
World Ford Panazola
Wyatt Johnson Automotive Group

Congratulations to GM Crawford Atkins, Parts Manager Danny Junkins and the Capital Team!

Crown Life

Welcome Geoff Everhart

From **David Simches**, Used Car Director

Please welcome to Crown **Geoff Everhart**. Geoff joins the Used Car Special Ops team. He is a buyer and will help find inventory.

Geoff ran his own independent used car lot in the Tampa area for over 20 years. We are very happy to have him on the Crown Team.

He has been married to his wife Stephanie for 28 years and they have 2 daughters.

In his spare time Geoff loves to go off shore fishing.

He is pictured with a nice Z convertible he purchased for our Nissan store! Good luck Geoff and welcome to the team!

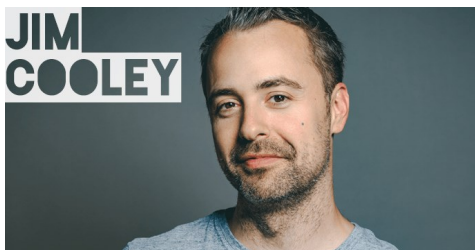


Jim Cooley Nominated for CMA Award

Jim Cooley, son of **Mike Cooley** (VP Corporate Information Systems) and his wife **Mary**, has been nominated for a 2020 CMA award. Jim is a sound engineer in Nashville and has been nominated in the Mix Engineer category. In 2018 Jim was nominated by the Academy of Country Music for Audio Engineer of the Year.

Mike said "To say we are proud of Jimmy would be an understatement!"

You can see the full list of 2020 CMA nominees [here](#).





Pictures of our
Crown Family
kiddos returning to
school!

Crown Life

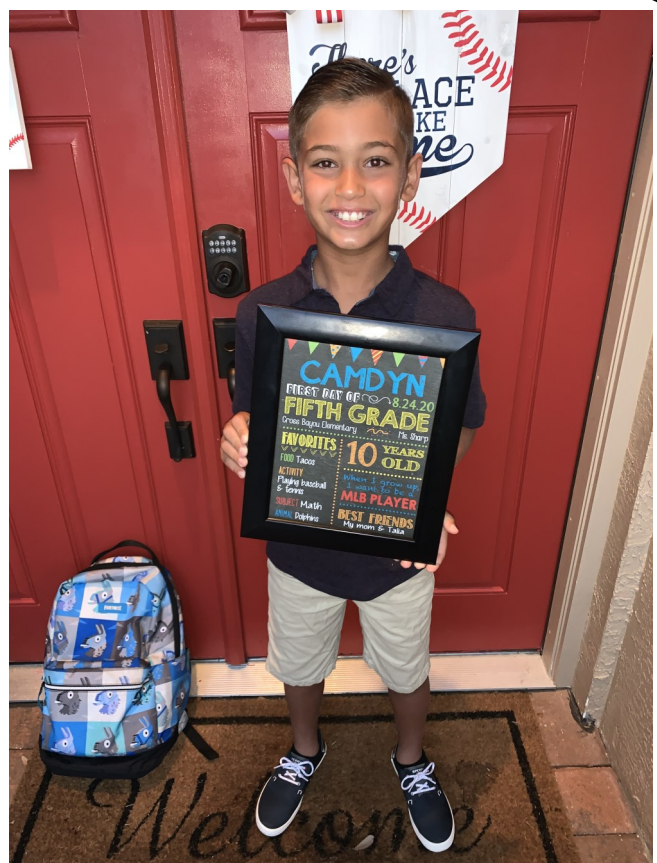
From Brooks Falzone.
Service Advisor, Crown Honda.

Brooklyn Falzone.
16 years old.
Junior at Northside Christian



From Kaylee Schaad Hasenour
Administrative Assistant
Audi Clearwater

Camdyn Schaad
10 years old
Cross Bayou Elementary School
5th grade



Crown Life

From Michal Niezbecki
General Manager
Jaguar/Land Rover St Petersburg

Crew Niezbecki
Age 2 ¹/₂
Grace Lutheran School



Dustin Wheeler
Service Advisor, Capital Eurocars

Liam Wheeler
Age 9
Robert's Elementary School
4th grade
(pictured with baby sister Norah)



Crown Life

Annie Miller
Human Resources, Dublin

Landon
11 years old
St. Matthew school
Grade 6

Bella
13 years old
St. Matthew school
Grade 8



Terri Simmons
Title Clerk Capital Eurocars

Darius Donaldson Jr.
5 years old
Hawks Rise Elementary
Kindergarten



Crown Life

Cliff Stoufer,
Service Manager, Crown Kia

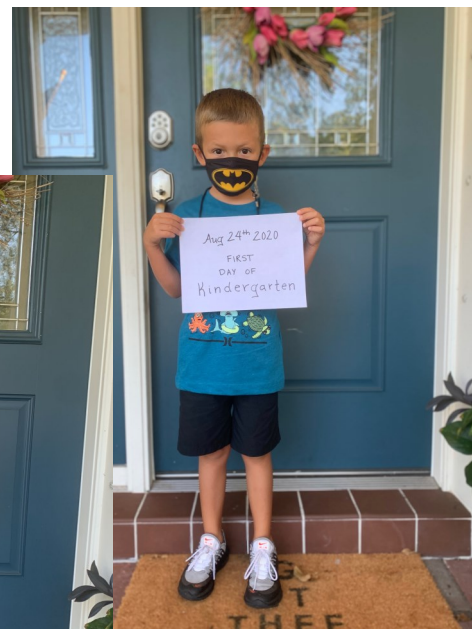
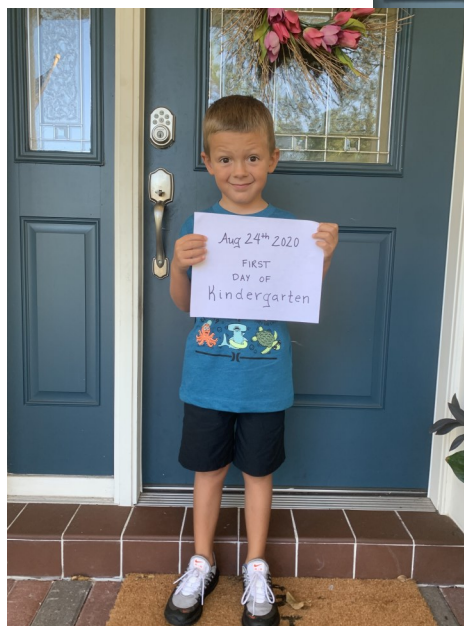
Brendan Stoufer
First day at the Fire Academy
19 years old

Brendan is a sales porter for us here at
Kia



Cole Connor
General Sales Manager
Crown Buick GMC

Hunter Connor
Age 5
Jamerson Elementary
Kindergarten



Crown Life

Ashlee Proefke
Sales Consultant, Crown Acura

Nolan
7y/o
2nd grade

Archer Proefke
5y/o
Kindergarten

Westlake Christian School



Matt Taneja
Sales Administrator
Jaguar Land Rover St Petersburg

Sophia and
13
8th grade

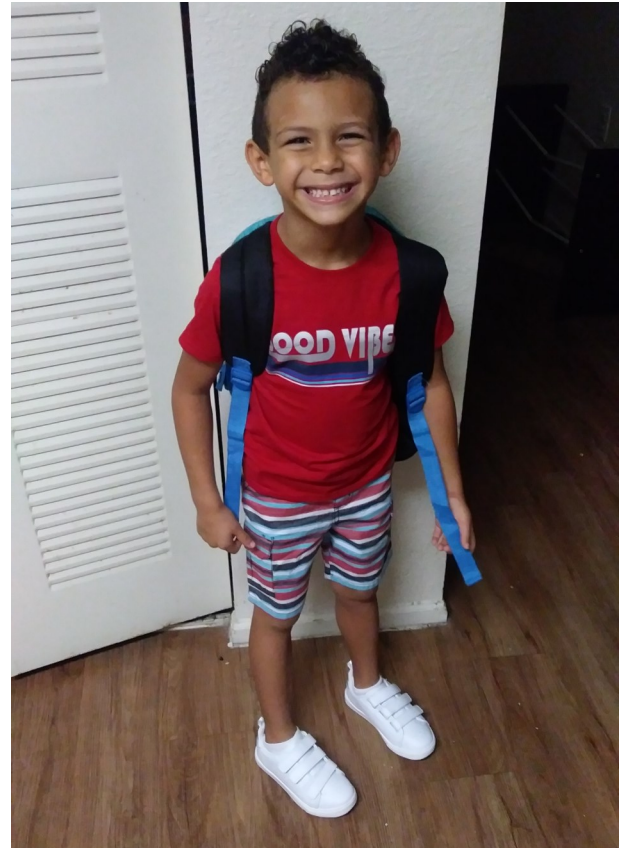
Ravi Taneja
3
Pre-K for Ravi

Alegria Montessori School, St Petersburg

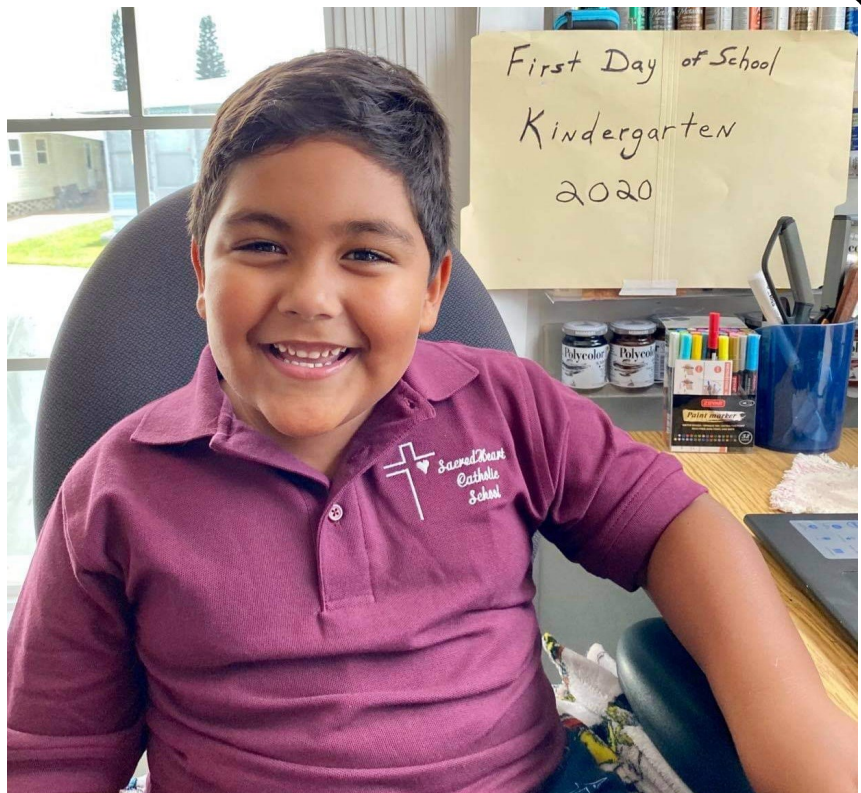


Crown Life

Samantha Scollo
Service Advisor at Crown Volvo
Titan Burks
5
Deer Park Elementary
Kindergarten



LOURDES GREEN
SERVICE CASHIER
CROWN NISSAN
JOHN GREEN Jr.
5 Y/O
SACRED HEART CATHOLIC
SCHOOL
KINDERGARTEN



Crown Life

Melanie Amoriello
Crown Accounting

Ryleigh Amoriello
10 years old
5th grade/gifted program
Northwest Elementary



Justin Hoffman
Sales Consultant
Crown Hyundai

Lincoln Hoffman
Age 5
pre-k S
Saint Petersburg Christian



Crown Life

Lizzie Jenkins
Insurance Agency General Manager
Aurora Jenkins
Age 8
3rd Grade



Victoria Muzyka
HR Development
and Recruitment Marketing Mgmt.

Valerie Muzyka
Grade 12 - Senior
Sickles High School



Crown Life

Lori Cook's Daughter Engaged

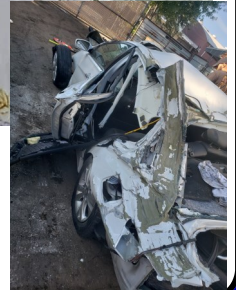
From **Lori Cook**, Sales Administrator, Crown Hyundai

I would like to announce the engagement 9-16-20 of my daughter Amanda to Lance Dokes (Crown Kia Sales Consultant). Amanda and Lance met here at Hyundai when Amanda worked here 1 day a week. They have been together a little over 2 years.

2 years ago on the same date they were engaged they were in a horrific accident that authorities couldn't believe they walked away from. That is the day they both knew they loved each other. They were engaged in a surprise proposal for Amanda at Upham beach at sunset with their Family surrounding them. A date that will now be remembered for the love they share and the vows they will make.

Wedding plans will be in the works.

Our families are so excited.



Congratulations Amanda & Lance

Dustin and Renny Wheeler Welcome Parker

Dustin Wheeler (Porsche Brand Ambassador, VW Audi Service Advisor at Capital Eurocars) and wife **Renny** welcomed **Parker Harrison** on 8/21/20. He was born at 10:10pm and weighed 7lb 7oz. He was also welcomed by siblings Robert and Norah.



Congratulations Dustin and Renny

Crown Life

Joann Douin Welcomes Grandbaby!

Joann Douin, HR/PR Admin in Tallahassee is proud to announce the arrive of her grandbaby, Xavier David Acevedo

He was born to Joann's daughter **Alissa** and her fiance, **Eddie**, on 9/14/2020 at 5:58am. He was 8lbs 2.5oz and 21inches.



happy
halloween

Crown Life

Jim Myers Receives Thank You from Jo-Lynn Brown

Jim Myers, COO, received the email thank you below from Jo-Lynn Brown, Managing Editor of Tampa Bay Business and Wealth Magazine.

From: Jo-Lynn Brown [<mailto:JBrown@tbbwmag.com>]

Sent: Tuesday, September 8, 2020 11:44 AM

To: Jim Myers <jmyers@CrownCars.com>

Subject: Thank you! Your team is the best!

Hi Jim,

Just wanted to send a quick note saying I have never experienced such wonderful treatment at a car dealership in my life. Every single person was just wonderful!

Kristina was amazing. Danny came around multiple times to introduce himself and check on us and our progress. Vinny came by to say hi too.

Then when my day got bad...I left to discuss with my better half and get his approval, and my car broke down two blocks away! I was sweating and on the brink of an anxiety attack but Kristina sent someone to help me and we got my car towed back to the dealership. They gave me water and then Kristina drove me home.

I don't know of anywhere else that would go that much out of their way to help someone. We're waiting to see what we want to do. Repair the car and keep it, or trade it in and get my new car, but have higher payments. But no matter what, I will deliver a rave review of my experience and never visit another car dealership again. I'm truly grateful for their kindness to me.

Jo-Lynn Brown

Managing Editor

Tampa Bay Business & Wealth Magazine

[327 11th Avenue N., Suite 100](#)

[St. Petersburg, FL 33710](#)

Direct: 727-860-8229

Cell: 727-900-3069

www.TBBWmag.com

[Vote for TBBW!](#)

Goods & Services: BEST NEW BUSINESS & BEST STARTUP

People, Places & Politics: BEST CEO (BRIDGETTE BELLO)

& BEST COUPLE (BRIDGETTE & JOSE BELLO)

Crown Life

Jim Myers Receives Email Praising Dave Biagi

Jim Myers, COO, received an email from Scott Cook praising **Dave Biagi**, Service Advisor at Crown Buick-GMC.

-----Original Message-----

From: Scott Cook [mailto:scott.cook5@live.com]

Sent: Tuesday, September 22, 2020 3:03 PM

To: Jim Myers <jmyers@CrownCars.com>

Cc: David Biagi <dbiagi@CrownCars.com>

Subject: Service - Dave Biagi

Jim,

Dave had been assigned to coordinate my Yukon's service needs on several occasions.

On each occasion, I was impressed by the professionalism and efficiency he exhibited. Moreover, he also displayed a courteous and humorous demeanor that gave me the impression I was engaging with a warm, family business, and not a large corporate entity.

That type of service needs to be commended.

After a car purchase, the routine service is the ongoing link with customers and, if done well, can create a customer bond that leads to loyalty and referrals. Dave does a great job in this regard.

Best regards,

Scott Cook

CONSTRUCTION UPDATES

Cleveland Construction Progress

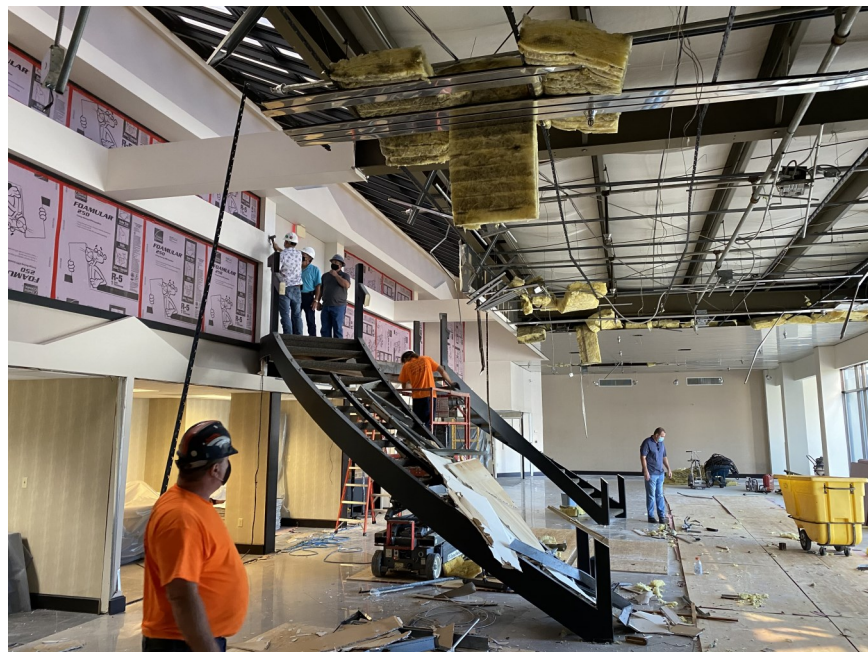
Here are the latest photographs of the construction progress at our new dealership in Cleveland TN.



CONSTRUCTION UPDATES

Center Showroom / Management Company Remodel Begins

The remodel of the center showroom in the Volvo / Jaguar Land Rover / Management Company building has begun. This includes the addition of a conference room, a training room and two offices. There will also be new stairs and new skylights.



September Reviews

Surveys and comments from just a few of our happy customers

PINELLAS

Crown Acura

Vasili Barlamas, Sales Consultant

By drewfellios, DealerRater

Had a great experience purchasing a Q5 for my mother. Vasili Barlamas was our sales guy and he answered every question we had and walked us through every feature and option before we settled on one style/color. Ryan Wolfe was our finance contact. The product speaks for itself and these gentlemen do a good job of minimizing the process of buying a car, telling you what you need to know, scheduling you for future services and getting you on your way.

Danielle Hebner, Service Advisor

By Adam Rich, Google

This was my first time for service at Audi Clearwater and the experience from start to finish was exactly how you would hope. Danielle Hebner was friendly and professional and explained everything involved with my 30k checkup and oil change. She also kept me up to date throughout the process. Highly recommend this dealer for your Audi service needs!

Crown Audi

Gillian Barnes, Sales Consultant

By Willy B, Google

Gillian Barnes was spectacular! Extremely easy to work with, highly professional and very knowledgeable. Answered all our questions and more. Couldn't have asked for a better experience. HIGHLY recommend you seek her out to get the best experience possible at Crown Acura!

Julian Bitar, Service Advisor

By BG, DealerRater

Service was professional and courteous. Parts I needed was not available, had to pay for Fed Ex fees to get parts, but with that said , happy they were able to get my AC running again.

Crown Buick/GMC

Lauren Corcoran, Sales Consultant

By JC Fortunato, Google

Lauren Concoran was amazing and very helpful. Thanks Lauren!

Greg Berry, Service Advisor

By Tony Christman, Google

Greg Berry was my Service Manager.. pleasant to work with, timely , professional and made sure my problems were taken care of and they were.. all the way from the Service Manager, Checkout Desk Lady to the Courtesy Driver, kind and professional people. Thank you

Crown Collision Center

Anthony Matthews, Estimator

By Robin A, Facebook

Work was excellent, can't tell my vehicle was ever in an accident.

Crown Eurocars

Phillip Boone, Sales Consultant

By Mae Welch, Google

Phillip Boone greeted me with a warm smile! He listened to me as I expressed myself as to what I was looking for and my financial situation! Mr. Boone was very professional! He exemplified knowledge of what he was doing as a car salesman. He was patient with me and really took the time to explain all details of our transaction with my purchasing a new car. If the opportunity comes I will be more than honored to refer others to deal with him when purchasing their new Mercedes! Kudos to Phillip Boone on a job well done!

Andy Kinner, Service Advisor

By Ama Appiah, Cars.com

I had my battery replaced at Crown Mercedes and I worked with Andy Kinner. I waited while the work was done and I was kept up to date and the work was done in a timely manner. The service was Excellent

Crown Honda

Enver Bekric, Sales Consultant

By Cry Green, DealerRater

ENVIR WAS REALLY VERY HELPFUL AND THIS IS THE SECOND TIME WE BOUGHT A CAR FROM HIM. WE WENT BACK TO HIM BECAUSE HE IS HONEST AND TRIES TO HELP YOU GET WHAT YOU NEED IN A CAR . ALSO, VERY KNOWLEDGEABLE ABOUT SETTING UP AND EXPLAINING EVERYTHING TO YOU. THANK YOU ENVIR.

Zachary Rupert, Service Advisor

By dbern66, DealerRater

achary Ruppert was awesome. I had to have a routine oil change and tire rotation and had an issue with my apple car play. He had the team troubleshoot and fix it in no time. I highly recommend Crown Honda.

Crown Hyundai

Connor Groot, Sales Consultant

By Rebecca Overlock, Facebook

coming back to buy my car from connor...great guy !! 😊

Ryan Murray, Service Advisor

By Shell, DealerRater

Ryan Murray has been my service representative for a couple of years. He is so courteous and super compassionate about his customers and their needs. Thanks Ryan for everything.

Crown Kia/Mitsubishi

Ennio Hadzic, Sales Consultant

By Alison Engleman, Facebook

Ennio (EZ) helped me today. I leased a brand new 2021 K5, an insane birthday present to myself, which is today! The whole staff went above and beyond in helping me, for hours, decide what I wanted and liked more. They even brought out a massive birthday bow for me, and made me feel very special. Thank you all! I'll definitely remember it.

Michael Stephenson, Service Advisor

By Amber M, Google

Michael Stephenson was very friendly and helpful in regard to communicating and interacting with me the entire way through... From making the appointment to explaining the services and status of my vehicle. Thanks Michael!

Crown Nissan

Anthony Horton, Sales Consultant

By Janet Klein, Facebook

Anthony Horton is a amazing salesperson. We dealt with him over the phone for a few days before actually coming in. He made everything very easy and even let us drive our new car right out the showroom. Thank you Anthony

Lesley Shepard, Service Advisor

By Jabbi Jitta, Google

Came in for my first service. Lesley S. was my service advisor. She was great and prompt. Since I dropped off my car she made sure to follow up with me after it was done and even got it washed. Great service every time I go.

Crown Volvo

Mary Mattingly, Sales Consultant

By Randy Collony, Facebook

We are really happy with the purchase of our second Volvo XC60 from Mary Mattingly. We drive down from Winter Haven Florida to buy our Volvos from Mary.

Brian Tessitore, Service Advisor

By Sylvia Rusche, Google

I arrived 5 minutes ahead of my appointment time and was greeted by Brian Tessatore, signed paperwork and was taken to the lounge. My car was done in an hour and a half, the timeframe I had been given. Very pleased with the experience.

Jaguar St. Petersburg / Land Rover St. Petersburg

Skye Martens, Sales Consultant

By Sameet Sam Patel, Facebook

Had a wonderful experience getting into my new car. Skye Martens was my sales rep, he went above and beyond. He got me into my car within two days and I didn't even leave my home to do so. If you're looking for a Jag or range, I would use this dealership and Skye as your rep. Thanks again guys!!

Danny Mick, Service Advisor

By Sharon Zimring, Edmunds

A recall on my 2010FX was done cheerfully and professionally, thanks to the great service team , Dan Mick and the tech who may sure my repair was done completely and properly

TALLAHASSEE

Capital Mercedes-Benz

Jeremiah Franklin, Sales Consultant

By Patrick Greene, Edmunds

My truck died suddenly and I was in the market for a new car. After looking around online, I found a nice Mercedes and entered my contact info into the website for more details, I expected it would be a few days before I heard anything; but Jeremiah Franklin called and texted me within the hour. The team at Capital Eurocars was so helpful and easy going that I was in for a quick test drive in just a couple of days. That test drive turned into a same-day purchase and Jeremiah and the team did an excellent job finding great financing and got me on my way that day in my new car! Excellent customer care to match a quality product.

Parke Stafford, Service Advisor

By Marc H, DealerRater

Always have to give Parke Stafford 5 stars. I appreciate it that Parke keeps one in the loop when they have your car. I usually have questions, he always has answers.

Capital BMW

Michael Tizzani, Sales Consultant

By Roz Johnson, Google

We had a wonderful experience purchasing our X5 from Capital BMW. Our Salesman, Michael Tizzani was friendly, patient, and well informed about the car we were purchasing. He stayed in touch with us, answered all questions quickly, and helped us to achieve the deal that we needed. He has since stayed in touch to answer questions about the vehicle's features. I would definitely purchase a car from Capital again

Ian Wyre, Service Advisor

By Melvin Williams, Google

This place is great. They make you feel right at home The sale person Ian ,wyre was very nice I will always bring my car here for service.

Capital VW-Volvo-Porsche

Kemar Edwards, Sales Consultant

By Lballenger2000, DealerRater

Kemar Edwards is top notch. He made the car buying process so easy for me. I was out of town for most of the process and he communicated each step so clearly. No hassle and fast. If you want service, call Kemar...he gets things done!

Ryan Boatwright, Service Advisor

By PING LU, Google

Ryan Boatwright Is very friendly & professional, he made sure it's safe during this covid time. Thank you Ryan !

OHIO

Crown Eurocars

Melisa Greenberg, Sales Consultant

By Randall Hall, Google

This is the second vehicle I have leased from Crown Mercedes-Benz Dublin. Both times I have worked with Melisa Greenberg. She goes the extra mile to make sure the buying experience is comfortable. You never feel rushed or pressured. Crown Mercedes makes sure you will be a repeat buyer.

Shengqian Saguisi, Service Advisor

By Denise Rabold, Edmunds

Shen Saguisi was who I dealt with and he was punctual and courteous.

Crown Chrysler Dodge Jeep Ram

Billy Ra Pruitt, Sales Consultant

By Drew Smith, Google

Billy Ra Pruitt is the best and got us into our dream car.

Tyler Ramsey, Service Advisor

By Binning Law, Google

Always great service. Ty Ramsey is the best. Thanks Ty!

Crown Kia

Peyton Seay, Sales Consultant

By Alexandra Howard, Google

I had a great experience at Crown Kia. They were very quick with the buying process and I'm so in love with my Kia Forte! Many thanks to Peyton for his great guidance and service!

Alex Greenland, Service Advisor

By Manda Horsley, Google

Alex and the service team @ Crown Kia always take great care of my car. My schedule is challenging to say the least; but Alex always finds a way to get me in...to include when I unexpectedly find myself needing help. It may have been the sales team that sold me the car originally, but the service team keeps me coming back! Thanks guys.

TENNESSEE

Cleveland

Greg Yeoman, Sales Consultant

By Bksosebee01, DealerRater

Great car buying experience. I would definitely recommend this dealer, friendly, courteous and professional. Greg and the rest of the staff were great to work with.

Thomas Trentham, Service Advisor

By Nathan Sherlin, Google

I had to get some major repairs done to my wrangler under warranty. Thomas Trentham was my service rep and was very helpful and informative throughout the entire process. Crown did a great job of diagnosing the problem quickly and repairing my vehicle free of charge. They even got me a rental vehicle for an entire week since the repairs were under warranty. I will definitely be coming back to this dealership.



Crown Winner's Circle August

PINELLAS

Acura

Richard Morris

Audi

George Rangelov

Buick-GMC

Tammy Wagner

Eurocars

Victor Lema

Honda

Enver Bekric

Hyundai

Rashawn Latimer

JLR

Skye Martens

Kia

Kristina Harrison

Mitsubishi

Ryan Smith

Nissan

Cathy Voogd

Volvo

Joe Caporicci &
George Guirguis

CAPITAL EUROCARS

MB

Jessica Wade

BMW

Trey Purvis

VW-VOL-POR

Kemar Edwards

DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR-FIAT

Jason Stull

Kia

Dallah Abdelmajid

TENNESSEE

Chattanooga

Trevor Turner

Cleveland

Katzman Barrett

Thank you for a job well done!

Internet SOM August

GROUP

Cathy Voogd

PINELLAS

Acura

Gillian Barnes

Audi

George Rangelov

Buick-GMC

Jeffery Steinmetz

Eurocars

Neville Barnett

Honda

John Young

Hyundai

Connor Groot

JLR

Skye Martens

Kia

Kristina Harrison

Mitsubishi

Ryan Smith

Nissan

Cathy Voogd

Volvo

Michael Grace

CAPITAL EUROCARS

MB/BMW

Jessica Wade

VW-VOL-POR

Kemar Edwards

DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR-Kia

James Stith

FIAT

Don Meyncke

TENNESSEE

Chattanooga

Joshua Blackburn

Cleveland

Katman Barrett

Thank you for a job well done!



October birthdays

MANAGEMENT COMPANY

Pedro Rodriguez - U/C Buyer Coordinator - 10/6
 Christopher Wardrum - Corp. Controller - 10/8
 Joseph Lamphier - VP Sales Marketing - 10/10
 Donna Pencosky - Group Controller- Acct Op Manager - 10/12
 David Simches - Used Car Group Director - 10/14
 Robert Shaw - U/C Sales Manager - 10/18
 Leah Bischoff - Accounting Ops Manager - 10/26
 Dennis England - Network Administrator - 10/27
 Sheryl Shearer – HR Manager / Payroll Supervisor - 10/30

Allstate

Premarti Wood - Allstate Sales - 10/3

Motorsports / UC Recon

Kelly Riley Long - Service Tech/Foreman - 10/3

PINELLAS COUNTY

Acura

Gurudatta Kissoon - Service Technician - 10/3
 Julian Bitar - Service Advisor - 10/18
 Jimy Edgil - Service Porter/Driver - 10/23

Audi

George Rangelov - N/C Sales Internet - 10/2
 Tain Lucas - Car Washer - 10/4
 Bruce Lovett - Car Washer - 10/10
 Vantuil Cabral Herrera - N/C Salesperson - 10/12
 Nicholas Spesia - Service Advisor - 10/23

Buick-GMC-Collision-Detail-Recon

Sandra Kellstrom - P/T File Clerk - 10/3
 David Dalton - Service Advisor - 10/3
 Jeffrey Steinmetz - N/C Salesperson - 10/7
 Pauline Valdivieso - B/S Office Manager - 10/8
 Michael Clark - Lot Porter - 10/13
 Bryan Eng - B/S Tech-Recon - 10/19
 Tatijana Zitz - B/S Estimator - 10/28
 Maxwell Saltz Jr - F & I Manager - 10/28

Eurocars

Debra Wilson - New Car Sales Admin - 10/3
 Phyllis Doctor - Scanner/Warranty Clerk/Cashier - 10/4
 Marc Israel - F & I Manager - 10/11
 Michael King - Detailer - 10/11
 Michael Constantine - Parts Counter - 10/15
 Dimitre Todorov - Parts Ship/Receiver - 10/16
 Joselito Serrano - Parts Counter - 10/23
 Criseria Arriola - Service Warranty Clerk - 10/25
 Nicholas Luccia - N/C Salesperson - 10/30

Honda

Elizabeth Knowles - Controller - Acura / Honda - 10/10
 Athena Jondro - F & I Manager - 10/26
 Michael Tan - Salesperson - 10/29

Hyundai

Joie Costa - Service Technician - 10/5
 Steven Seay - Service Porter - 10/13
 Joshua Saltz - Sales Manager - 10/14
 Lajoi Sinclair - BDC Receptionist - 10/16
 Thomas Quillin - Sales Person - 10/18
 Ryan Murray - Service Advisor - 10/28

Jaguar

Rafael Reyes - Apprentice Service Technician - 10/16
 Stephen Bollinger - Valet Driver - 10/18
 Josephine Kane - N/C Salesperson - 10/26

Kia/Mitsubishi

Kara Winston - Accounting - 10/2
 Brendan Stoufer - N/C Lot Porter - 10/2
 Danny Smith Jr - Business Dev. Sales Manager - 10/9
 Kristina Harrison - N/C Salesperson - 10/31

Nissan

Kenneth Larrison - Service Technician - 10/6
 Kim Glazener - Controller- Nissan - 10/8
 John Riddlebarger II - Service Advisor - 10/11
 Craig Heller - Service Technician - 10/13
 Shawn Meehan - Service Manager - 10/15
 Kevin Ryan - Service Technician - 10/16
 Terry Hawkins – Secretary/Treasurer - 10/18



October birthdays

Shawn Gleason - Express Technician - 10/19
Justin Calhoun - N/C Salesperson - 10/19
Christopher Derby - Service Technician - 10/22
Jon Waterhouse - Service Advisor - 10/24
Mila Martz - Nissan Billing - Edit Clerk - 10/28
Angel Pla - Apprentice Technician - 10/29

Volvo

Kenneth Feck - General Manager - 10/10

CAPITAL EUROCARS

Patricia Clifton - Title Clerk - 10/2
Jerald Desroses - Car Wash - 10/3
Jacob Salomon - Salesperson - 10/4
Ryan Miskin - Technician - 10/4
Jeremy Christoph - Salesperson - 10/11
Derrick Frazier - Technician - 10/12
Joe Gruen - Service Director - 10/14
Beth Boyd - Office Manager - 10/14
Chris London - FSM - 10/15
Parke Stafford - Service Advisor - 10/17

DUBLIN, OH

Eurocars

Jason Flood - Technician - 10/5
Rich Renner - General Sales Manager - 10/13
Shane Moody - Sales Porter - 10/17
Craig Brooks - F&I Manager - 10/19
Mike Lyons - Service Advisor - 10/31

DUBLIN, OH

CDJR-KIA-FIAT

Alex Greenland - Service Advisor - 10/4
Noah Orr - Service Advisor - 10/11
Juan Hernandez - Salesperson - 10/13
Stephen Fout - Salesperson - 10/19
Stevan Johnson - Sales Porter - 10/20
James Stith - Salesperson - 10/23
Tom Grout - Sales Porter - 10/24
Aidan Placek - Lube Technician - 10/27

TENNESSEE

Chattanooga

Lance Brown - Salesperson - 10/2
Manny Ospina - Salesperson - 10/15
Donna Standridge - Human Resource/Payroll - 10/19
John Bricker - Service Technician - 10/22
Cameron Martin - Car Washer - 10/23
Christian Baugh - Lube Technician - 10/24
Benny Hamby - Used Car Manager - 10/28

Cleveland

David Souders - Pt Dealer Trade Driver - 10/15
Dean Craft - Salesperson - 10/26



October

EMPLOYEE ANNIVERSARIES

MANAGEMENT COMPANY

David Fetkenher – CFO/VP - 10/12/2015 - 5yrs
Amy Spiegel - Group Marketing Director - 10/14/2015 - 5yrs
David Simches - Used Car Group Director - 10/18/2016 - 4yrs

PINELLAS COUNTY

Acura

Stephanie Barry - Warranty Administrator - 10/1/1995 - 25yrs
Scott Martin - Counter - 10/20/2017 - 3yrs
Diana Nesbit - Billing/Edit Clerk - 10/28/2019 - 1yr

Audi

Karl Clarke - Loan Car Coordinator - 10/4/2018 - 2yrs
Matthew Temple - Service Technician - 10/10/2011 - 9yrs
Daniel Rounding - Car Washer - 10/30/2019 - 1yr

Buick-GMC-Collision-Detail-Recon

Terrance Brown - Detailer - 10/3/2011 - 9yrs
Dorothea Pack - N/C Salesperson - 10/6/2018 - 2yrs
Tammy Wagner - Salesperson - 10/7/2013 - 7yrs
Dong Vu - B/S Technician - 10/14/2019 - 1yr
Fellipe Das Chagas - B/S Technician - 10/14/2019 - 1yr
Selena Packett - Wholesale Parts Counter - 10/16/2017 - 3yrs
Dewayne Shively - Detailer - 10/18/1990 - 30yrs
William Hevel - Service Advisor - 10/20/2014 - 6yrs
Anthony Matthews - B/S Estimator - 10/21/2019 - 1yr
Debbie Potter - Service Cashier - 10/24/2019 - 1yr
Andrew Venezia - B/S Tech- Recon - 10/27/2004 - 16yrs
Luis Aldana - Detailer - 10/27/2014 - 6yrs
Johnathan Grundon - Internal Service Advisor - 10/28/2019 - 1yr

Eurocars

Victoria McGraw - A/P Clerk - Jag/Euro/Audi - 10/2/1991 - 29yrs
Wesley Harris Jr - Sales Manager - 10/2/2013 - 7yrs
Raymond Bedell - Service Tech-Shop Foreman - 10/3/2014 - 6yrs
Taylor McDeavitt - New Car Sales - 10/7/2019 - 1yr
Eduardo Cintron - Mb Product Technician Specialist - 10/7/2016 - 4yrs
Danny Roman - Service Technician - 10/9/2019 - 1yr
Sameh Youssef - New Car Sales - 10/16/2019 - 1yr
Romeo Pelletier - Euro Service Detailer - 10/17/2018 - 2yrs
Tristen Wethington - Billing Clerk - 10/24/2019 - 1yr
Steven Wilson - Service Technician - 10/30/2018 - 2yrs

Honda

Amanda Allen - BDC Operator - 10/2/2018 - 2yrs
Nicholas Feliciano - F&I - 10/3/2018 - 2yrs
Cary Forney - N/C Sales - 10/10/2013 - 7yrs
Jonathan Murray - Parts Counter - 10/10/2011 - 9yrs
Lori Glenn - Accounting Clerk - 10/10/2016 - 4yrs
Maria Diaz - Service Cashier - 10/21/2019 - 1yr
Deborah Dietrich - BDC Operator - 10/25/2011 - 9yrs

Hyundai

Thomas Quillin - Sales Person - 10/3/2016 - 4yrs
Brennan Steinig - Service Porter - 10/10/2016 - 4yrs

Jaguar

Billie Jean Shelton - Service Warranty Admin - 10/9/2018 - 2yrs

Kia/Mitsubishi

Joseph Galbraith - Parts Manager - 10/16/2019 - 1yr
Francisco Merejo Avila - Shipper/Receiver - 10/21/2019 - 1yr

Nissan

John Riddlebarger II - Service Advisor - 10/10/2019 - 1yr
John Edge - Parts Counter - 10/14/2019 - 1yr
Victor Gonzalez Cesar - New Car Sales - 10/14/2019 - 1yr
Danny Touch - Express Service Advisor - 10/14/2014 - 6yrs
Kenneth Arnold - Parts Manager - 10/14/2002 - 18yrs
Christopher Derby - Service Technician - 10/15/2018 - 2yrs
Daniel Wacker - Service Technician - 10/19/2009 - 11yrs
Monica Hanson - U/C Titles - 10/23/1996 - 24yrs

Volvo

Jacob Pryor - Express Service Technician - 10/2/2019 - 1yr
George Guirguis - New Car Sales - 10/4/2018 - 2yrs
Charles Apple - Service Manager - 10/9/2013 - 7yrs



October

EMPLOYEE ANNIVERSARIES

CAPITAL

Ozell Williams - Parts Advisor - 10/5/2005 - 15yrs
Josh Braden - Technician - 10/18/2011 - 9yrs
Beth Boyd - Office Manager - 10/24/2011 - 9yrs
Micheal Felton - Salesperson - 10/1/2013 - 7yrs
Joe Trozzo - Service Advisor - 10/27/2016 - 4yrs
Jessica Wade - Salesperson - 10/9/2017 - 3yrs
Jack Brookshaw - Sales Porter - 10/16/2017 - 3yrs
Eric Orman - Courtesy Driver - 10/26/2017 - 3yrs
Jessica Carbaugh - Service Advisor - 10/23/2019 - 1yr

DUBLIN, OH

Eurocars

Jason Flood - Technician - 10/3/2011 - 9yrs
Tyler Long - Technician - 10/8/2008 - 12yrs
Bill Tippie - F&I Manager - 10/10/2018 - 2yrs
George Stevens - Service Greeter - 10/13/2003 - 17yrs
Cj Sexton - Sales Manager - 10/26/2015 - 5yrs

Chrysler Dodge Jeep RAM-KIA-FIAT

Damon Clark - Service Director - 10/1/2008 - 12yrs
Don Meyncke - Salesperson - 10/1/2015 - 5yrs
Kevin George - Technician - 10/7/2015 - 5yrs
Kevin Kelly - Service Advisor - 10/7/2019 - 1yr
Joe Melfe - F&I Manager - 10/9/2013 - 7yrs
Scott Duncan - Parts Manager - 10/16/1996 - 24yrs
Dominick Siclari - General Sales Manager - 10/19/2015 - 5yrs
Jarrod Auten - Preowned Sales Manager - 10/21/2013 - 7yrs

TENNESSEE

Chattanooga

Ken Nichols - General Manager - 10/1/2019 - 1yr
Dusty Angland - Internal Service Advisor - 10/7/2019 - 1yr
Shelby Newt - Salesperson - 10/14/2019 - 1yr
Toney Hicks - Parts Driver - 10/15/2018 - 2yrs
Brandon Loftin - E Commerce Sales Manager - 10/22/2019 - 1yr
Charly Gentry - Service Advisor - 10/28/2019 - 1yr
Robert Monk - Parts Counter - 10/31/2011 - 9yrs

Cleveland

Jayne Harris - Interim General Manager - 10/5/2018 - 2yrs
Margarett Hewitt - Warranty Administrator - 10/17/1995 - 25yrs
David Edney - Parts Driver - 10/21/2013 - 7yrs

W E L C O M E
TO THE
TEAM

NEW EMPLOYEES

AUGUST 2020

MANAGEMENT COMPANY

Geoffrey Everhart Jr - Group Preowned
Acquisition Specialist - 8/10

Allstate

Eric Bushey - Allstate Sales Rep - 8/25
Theodore Greene Jr - Allstate Sales Rep - 8/31

PINELLAS COUNTY

Acura

Noah Craggan - N/C Salesperson - 8/11
Rocky Nikci - N/C Salesperson - 8/31

Audi

Thomas Photopulos - N/C Sales Manager - 8/3
Danielle Hebner - Service Advisor - 8/4

Buick-GMC-Collision-Detail-Recon

Joshua Grimmer - Detailer - 8/4
Jordan Emmett - N/C Salesperson - 8/12
Alexander Grove - B.S Technician - 8/17
Joseph McCollum - Service Technician - 8/24

Eurocars

Michael Owens - Valet/Porter - 8/3
Glenn Lacroix - Svc Porter - Valet - 8/12
Joseph Williams Iii - N/C Salesperson - 8/17
Karl Rigaud - N/C Salesperson - 8/31
Nicholas Luccia - N/C Salesperson - 8/31

Honda

Jason Peckham - Service Technician - 8/19
Athena Jondro - F & I Manager - 8/31

Hyundai

Steven Seay - Service Porter - 8/3
James Hufft - N/C Salesperson - 8/10
Joshua Keener - F & I Manager - 8/31

Jaguar

Stephen Bollinger - Valet Driver - 8/3
Hunter Rice - Apprentice Service Technician - 8/11

Kia/Mitsubishi

Brent Lorenz - Shipper/Receiver - 8/10
Anthony Ciaschi - Service - Porter - 8/11
Ennio Hadzic - N/C Salesperson - 8/20

Volvo

Ethan Foyt - Service Technician - 8/3

CAPITAL EUROCARS

Brent Gordon - Salesperson - 8/24
Alicia Hurley - Service Porter - 8/24
Aubrey Keith - Salesperson - 8/24
Chris London - FSM - 8/31
Dillon Dunbar - Technician - 8/31

DUBLIN, OH

Eurocars

Sean O'Neil - Apprentice Tech - 8/24

Chrysler Dodge Jeep RAM-KIA-FIAT

Daniel Harris - Service Advisor - 8/4
Stephen Foug - Salesperson - 8/5

TENNESSEE

Chattanooga

Jeremy Brown - NC Sales Manager - 8/1
Courtney Shirkey - Salesperson - 8/3
Lance Brown - Salesperson - 8/5
Christian Baugh - Lube Tech - 8/24

Cleveland

Trevin Pridmore - Lube Tech - 8/3
Brad Harmon - Service Advisor - 8/10



CYBERSECURITY

CISA leads the Nation's strategic and unified work to strengthen the security, resilience, and workforce of the cyber ecosystem to protect critical services and American way of life.

#PROTECT2020 is a national call to action initiated by CISA, the lead federal agency responsible for national [election security](#), to enhance the integrity and resilience of the Nation's election infrastructure, and ensure the confidentiality, truthfulness, and accuracy of the free and fair elections necessary for our American way of life. This page is a starting point for resources on election security for the public as well as election officials at all levels. Read the [#Protect2020 Strategic Plan](#).

As information technology becomes increasingly integrated with physical infrastructure operations, there is increased risk for wide scale or high-consequence events that could cause harm or disrupt services upon which our economy and the daily lives of millions of Americans depend. In light of the risk and potential consequences of cyber events, strengthening the security and resilience of cyberspace has become an important homeland security mission.

COMBATING CYBER CRIME

Today's world is more interconnected than ever before. Yet, for all its advantages, increased connectivity brings increased risk of theft, fraud, and abuse. As Americans become more reliant on modern technology, we also become more vulnerable to cyberattacks such as corporate security breaches, spear phishing, and social media fraud. Complementary cybersecurity and law enforcement capabilities are critical to safeguarding and securing cyberspace.

Law enforcement performs an essential role in achieving our nation's cybersecurity objectives by investigating a wide range of cyber crimes, from theft and fraud to child exploitation, and apprehending and prosecuting those responsible. The Department of Homeland Security (DHS) works with other federal agencies to conduct high-impact criminal investigations to disrupt and defeat cyber criminals, prioritize the recruitment and training of technical experts, develop standardized methods, and broadly share cyber response best practices and tools. Criminal investigators and network security experts with deep understanding of the technologies malicious actors are using and the specific vulnerabilities they are targeting work to effectively respond to and investigate cyber incidents. DHS components such as the U.S. Secret Service and U.S. Immigration and Customs Enforcement (ICE) have special divisions dedicated to combating cyber crime.

Safety Fact of the Month

Falls caused more than 240,000 injuries to workers in 2018, with older workers most at risk. Sept. 21-25 is Fall Prevention Awareness Week.

Make Fall Safety a Top Priority

Falls are a leading cause of unintentional injury-related death at work. In 2018, 791 people died in falls from heights and from the same level at work. For working adults, depending on the industry, falls can be the leading cause of death.

Hazards in the Workplace

Also in 2018, more than 240,000 people were injured badly enough in falls to require days off of work, according to [Injury Facts](#).

Construction workers are most at risk for fatal falls from height – more than seven times the rate of other industries – but falls can happen anywhere, even at a "desk job."

NSC data for 2018 measures deaths and injuries due to falls from height and falls on the same level, by industry, including:

- Construction: 10,650 injuries, 320 deaths
- Production: 17,160 injuries, 39 deaths
- Transportation and Material Moving: 45,730 injuries, 82 deaths
- Farming, Fishing and Forestry: 4,380 injuries, 17 deaths
- Building and Grounds Maintenance: 16,880 injuries, 99 deaths
- Healthcare: 13,600 injuries, 3 deaths

Falls are 100% Preventable

Whether working from a ladder, roof or scaffolding, it's important to plan ahead, assess the risk and use the right equipment. First, determine if working from a height is absolutely necessary or if there is another way to do the task safely.

- Discuss the task with coworkers and determine what safety equipment is needed
- Make sure you are properly trained on how to use the equipment
- Scan the work area for potential hazards before starting the job
- Make sure you have level ground to set up the equipment
- If working outside, check the weather forecast; never work in inclement weather
- Use the correct tool for the job, and use it as intended
- Ensure stepladders have a locking device to hold the front and back open
- Always keep two hands and one foot, or two feet and one hand on the ladder
- Place the ladder on a solid surface and never lean it against an unstable surface
- A straight or extension ladder should be 1 foot away from the surface it rests on for every 4 feet of height and extend at least 3 feet over the top edge
- Securely fasten straight and extension ladders to an upper support
- Wear slip-resistant shoes and don't stand higher than the third rung from the top
- Don't lean or reach while on a ladder, and have someone support the bottom
- Never use old or damaged equipment; check thoroughly before use

Millions of people are treated in emergency rooms for fall-related injuries every year. A fall can end in death or disability in a split second, but with a few simple precautions, you'll be sure stay safe at work.



< month > Quiz

HALLOWEEN TRIVIA QUESTIONS

1. Halloween is celebrated on the 31st of October. What is the day after Halloween called?
Allhallowtide All Saints Day Black X-Mass All Saints Eve
2. According to the National Confectioner's Association, how many pounds of "candy corn" is made every year?
35 million pounds 5 million pounds 15 million pounds 50 million pounds
3. There a few strange laws concerning Halloween in the US. In one state, it's illegal to dress up as a nun. Do you know what one?
Alabama Ohio Kentucky Utah
4. In the US, is Halloween the most popular holiday for parties, or is it one of these other holidays?
Independence Day Halloween Super Bowl Thanksgiving Day
5. According to traditional Western thinking, how many witches make up a coven?
7 4 9 13
6. Making its debut in the 1800s, what candy was originally called "Chicken Feed"?
Tic Tacs Skittles Candy Buttons Candy Corn
7. Most countries regard Halloween as good natured fun. However, one of the countries listed below has made Halloween illegal? Which one?
Canada Germany Jordan England
8. Beni Meier set a new record for the largest (heaviest) pumpkin in 2014. Do you know where he grew his award winning pumpkin?
Canada America Russia Switzerland
9. "Trick-or-treat" is the phrase most commonly used by children on Halloween. Which nation is credited with giving birth to this phrase?
America Canada Ireland England
10. In Hollywood, California, it is illegal to use what item from 12:00 AM on October 31 until 12:00 PM November 1?
Firecrackers Eggs Candles Silly String
11. Jack-o-lanterns are a common sight on Halloween. Which of the following is not traditionally used to carve a jack-o-lantern?
Pumpkin Potato Turnip Watermelon
12. Which of the following traits would not be associated with werewolves?
A Long Middle Finger Fear of Garlic A Unibrow Fear of Water
13. Halloween's origins date back to what ancient Celtic festival?
Lughnasadh Imbolc Bealtaine Samhain
14. "Guising" is a tradition in Ireland and Scotland. Exactly, what is the practice?
Saying Prayers for the Dead Bobbing for Apples Fortune Telling Trick-or-Treating
15. A strange Halloween law in this US city states there are to be no Halloween celebrations on Sunday. Where is this law in effect?
A city in Montana A City in Utah A City in Alabama A City in Delaware

September Quiz Answers

September General Knowledge Quiz

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 - The 25th US President of the United States was William McKinley.

October's Recipes

Fun October Food Holidays include:

Eat Country Ham Month ● Fair Trade Month ● National Apple Month ● National Applejack Month
National Caramel Month ● National Cheese Month ● National Chili Month ● National Cookie Month
National Dessert Month ● National Italian Heritage Month ● National Pasta Month
National Pickled Peppers Month ● National Pizza Festival Month ● National Popcorn Poppin' Month
National Pork Month ● National Pretzel Month ● National Seafood Month ● Vegetarian Awareness Month

Caramel Apple Dessert Pizza

National Pizza Month ● National Apple Month ● National Caramel Month

Ingredients

1/4 cup butter, softened	1/4 cup sugar
1/4 cup packed brown sugar	1 large egg
2 tablespoons canola oil	1 tablespoon light corn syrup
1 teaspoon vanilla extract	1 cup whole wheat pastry flour
3/4 cup all-purpose flour	1/2 teaspoon baking powder
1/4 teaspoon salt	1/4 teaspoon ground cinnamon

Topping:

1 package (8 ounces) fat-free cream cheese	1/4 cup packed brown sugar
1/2 teaspoon ground cinnamon	1/2 teaspoon vanilla extract
3 medium tart apples, thinly sliced	1/4 cup fat-free caramel ice cream topping
1/4 cup chopped unsalted dry roasted peanuts	

Directions

- In a large bowl, cream butter and sugars until light and fluffy. Beat in the egg, oil, corn syrup and vanilla. Combine the flours, baking powder, salt and cinnamon; gradually add to creamed mixture and mix well.
- Press dough onto a 14-in. pizza pan coated with cooking spray. Bake at 350° for 12-15 minutes or until lightly browned. Cool on a wire rack.
- In a small bowl, beat the cream cheese, brown sugar, cinnamon and vanilla until smooth. Spread over crust. Arrange apples over the top. Drizzle with caramel topping; sprinkle with peanuts. Serve immediately.

Nutrition Facts: 1 slice: 238 calories, 9g fat (3g saturated fat), 29mg cholesterol, 228mg sodium, 36g carbohydrate (20g sugars, 2g fiber), 6g protein.



Pizza Popcorn

National Popcorn Month ● National Pizza Month

Ingredients

4 tablespoons unsalted butter, at room temperature	
1/4 cup sun-dried tomatoes in oil, drained well	
1 clove garlic, smashed	1/3 cup popcorn kernels
1 tablespoon grapeseed oil	2 tablespoons grated Parmigiano-Reggiano
3/4 teaspoon dried oregano	1/2 teaspoon kosher salt

Directions

- In a food processor, puree the butter, tomatoes and garlic until it forms a smooth paste. Heat a small saute pan over medium heat and add the butter mixture. Heat the butter until melted down and fragrant, about 3 minutes. Keep warm.
- Heat a large saucepan over high heat. Once hot, add the popcorn kernels and oil, and shake the pan to coat the kernels in the oil. Cover and continue to cook over high heat until the kernels begin to pop. Shake the pan once again and reduce the heat to medium-high. Continue to cook until the popping slows dramatically, 1 to 2 minutes.
- Pour the popped popcorn into a large bowl. While still warm, add the flavored butter, cheese, oregano and salt. Toss to coat, and then serve.



Seafood Pasta

National Italian Heritage Month ● National Pasta Month ● National Seafood Month

Ingredients

3 tablespoons olive oil divided use
1/2 cup onion finely chopped
2 teaspoons garlic minced
1/4 teaspoon crushed red pepper flakes optional
28 ounce can San Marzano Whole Tomatoes pureed in a blender or food processor
salt and pepper to taste
2 tablespoons butter
12 ounces spaghetti or other long pasta
1/2 pound shrimp peeled and deveined (leave tails on if desired for nicer presentation)
1/2 pound sea scallops
1/2 pound clams scrubbed
1/2 pound mussels scrubbed and de-bearded
2 tablespoons parsley chopped



Directions

- Heat 2 tablespoons of the olive oil in a large pan over medium heat. Add the onions and cook for 4-5 minutes or until softened. Add the garlic and cook for 1 more minute.
- Stir in the red pepper flakes (optional), then add the pureed tomatoes. Season with salt and pepper to taste.
- Bring to a simmer and cook for 20 minutes or until sauce has just started to thicken. Stir in the butter, then remove the sauce from the heat.
- While the sauce is simmering, cook the spaghetti in a large pot of salted water according to package directions.
- Drain the pasta, reserving 3/4 cup of the pasta cooking liquid.
- Heat the remaining tablespoon of olive oil in a large pan over high heat. Season the scallops with salt and pepper, then add them to the pan.
- Cook the scallops for 1-2 minutes per side or until browned and opaque.
- Remove the scallops from the pan. Season the shrimp with salt and pepper and add them to the pan. Cook for 3-4 minutes or until pink and opaque.
- Remove the shrimp from the pan. Place the clams and mussels in the pan, along with the reserved pasta water. Bring to a simmer.
- Cover and cook for 4-6 minutes or until clams and mussels have opened. Discard any shells that did not open.
- Add the shrimp and scallops back to the pan along with the tomato sauce and spaghetti. Toss to coat everything with the sauce.
- Sprinkle with parsley, then serve.

Nutrition facts: Calories: 561kcal | Carbohydrates: 64g | Protein: 38g | Fat: 17g | Saturated Fat: 6g | Cholesterol: 182mg | Sodium: 716mg | Potassium: 1066mg | Fiber: 7g | Sugar: 12g | Vitamin A: 840IU | Vitamin C: 27.5mg | Calcium: 192mg | Iron: 6.6mg



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
*Wednesday October 21st***

Thanks!

Kirstie Wilson
Group eCommerce Specialist
& Newsletter Editor