



Happening Around Crown

February 2020, 261st Edition

Published by Crown Management Company

Edited by Kirstie Wilson

Crown Mission Statement

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

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

Bringing out the Best in Others

Next month is our annual Awards Edition of the Crown newsletter, in which we spotlight fellow Crown teammates, departments and dealerships who won recognition, honors and awards in 2019. But there are also many “behind the scenes” teammates who just seem to make everyone around them better. They show up, take responsibility, lend a hand whenever needed, and do so with a smile. They are the often unsung leaders among us, and this month it is time to shine the spotlight on them!

The following article by **Tony Dungy** from his book **Uncommon Life Daily Challenge** reminds us of the important role of those individuals who make everyone around them better. These individuals are our real MVP’s, as the author points out:

“As iron sharpens iron, so a friend sharpens a friend. Several years ago, the Colorado Rockies baseball team re-signed a former player and asked for his input. This player had enjoyed a sixteen-year career with six different major league baseball teams and in the process had been a teammate of hundreds of different players.

Before jumping into that year’s free agency market, the Rockies organization was looking at potential players to sign to their roster. The insights from the former player they had just rehired could be invaluable to them in the process.

“The most indispensable player in this year’s market will be Jamey Carroll. If we don’t get anyone else, we need to get Jamey.” he said.

To say that the others in the meeting were surprised in an understatement. Jamey was a 5-foot 9-inch, 170-pound middle infielder who had batted .251 with no home runs and three stolen bases the prior sea-son.

But the wise consultant divulged Jamey's real talent: "He makes everyone around him better. He does the little baseball things, like hitting behind runners, bunting, and other personal sacrifices that won't show up in box scores, but in the process everyone around him rises to a higher level. He's the best teammate I've ever had."

We can all be like that—if we choose to be. We are around people every day whom we can either serve by helping to make them better or dismiss and focus on our own needs. We can help them by being a positive example and doing things for them that may go unnoticed, or we can drag them down.

We get to choose what type of teammate we want to be.

We also get to choose whether we want to be around people, such as Jamey, who lift us up or people who might drain us. If given the choice, wouldn't we want to be around the Jamey Carrolls of the world every day? I would.

We all have the opportunity to have quite an influence on those around us on a daily basis, making others stand out and shine.

And a postscript to the story about Jamey Carroll. His own game improved with the Rockies, and in 2010, his current team—the Los Angeles Dodgers—awarded him the Roy Campanella Award for outstanding leadership."

Are you a good teammate, office mate, roommate? Be intentional in finding ways to bring out the best in those you are with on a regular basis."

I hope we will each take the time to thank someone who has played an important part in bringing out the best in us, those Crown teammates who we could not do without, and who deserve recognition.

I hope we also each ask ourselves the important question, am I doing all I can to bring out the best in others? If so, you are a Crown MVP. And if not, today is a great time to begin! I believe the degree of our success in 2020 will be determined by how well we bring out the best in our Crown coworkers.

As iron sharpens iron, so a friend sharpens a friend. We are blessed to work with a fantastic group of teammates at Crown, and I thank you for your contribution to our company.

I hope you enjoy the edition of the Crown newsletter. There are some very interesting articles including Crown Dublin GM, **Marc Wigler's** account of his father's 100 birthday.

By Jim Myers

President & COO



2019 Awards Edition

The March 2020 edition of the newsletter will be our annual Awards Edition.

Please collate all of the dealership, department and personal awards achieved in 2019 and submit them to
Kirstie Wilson
kwilson@crowncars.com

by
**Wednesday
February 19th**



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 **John Pearson**, Sales Manager at Crown Acura.

John began working with Crown Acura in 1994. His friendship with Tom Loesch led him to Crown. John grew up in Miami and enjoyed riding and working on motorcycles. He landed his dream job (at the time) selling Honda motorcycles in Clearwater. Tom Loesch was his hiring manager and mentor. When Honda launched their luxury division in 1986, Tom was one of the Crown's first employees of their new Acura store. John had gone on to other things but Tom encouraged him to come work for Crown Acura in 1994. John worked on the sales floor for 19 years and in sales management for the last six.

John and his wife Patty share a great appreciation for wildlife and have spent the last several years exploring dozens of rivers, swamps and springs from the Okefenokee to the Everglades by kayak observing the various amazing creatures that inhabit them. Patty is usually the trip photographer and generally takes the better pictures.

More recently John and Patty have taken up camping, usually in places that are known as good starting points for paddling trips. When John retires he and Patty will be doing a lot more camping and paddling. Crown has been John's second family for 25 years, a continually evolving family and he will miss the interaction and camaraderie that he has enjoyed.

John is retiring from Crown on February 7th and tells me that he plans to camp, paddle, ride bikes, work at the humane society, visit family, maybe even read a few books. And a nap in the afternoon!

Crown Acura GM **Darren Hutchinson** says "After 25 years of service, John has decided to retire. I can say for me personally and I believe for all those who know John, it goes without saying that he is one of the kindest and most remarkable managers we have ever had the pleasure to work with. Not only has John been a mentor to countless members of our group over his time here, he has more importantly made a difference in the lives of all those who have had the pleasure to call him a friend. In Ireland we have a saying and I believe it is very appropriate for John, "There are good ships and wood ships, ships that sail the sea, but the best ships are friendships, may they always be!"



Congratulations on being the February 2020 Crown Success Story John!

Happening Around Crown, February 2020

Crown Cares

We have a number of charity events coming up in Pinellas that we wanted to share with you.

February 29th - PurpleStride

Crown is sponsoring the 2019 Purple Stride walk at Vinoy Park to raise awareness and funds for Pancreatic Cancer.

According to the Pancreatic Cancer Action Network, who organize Purple Stride walks all over the U.S., pancreatic cancer recently surpassed breast cancer to become the third leading cause of cancer-related death in the U.S.

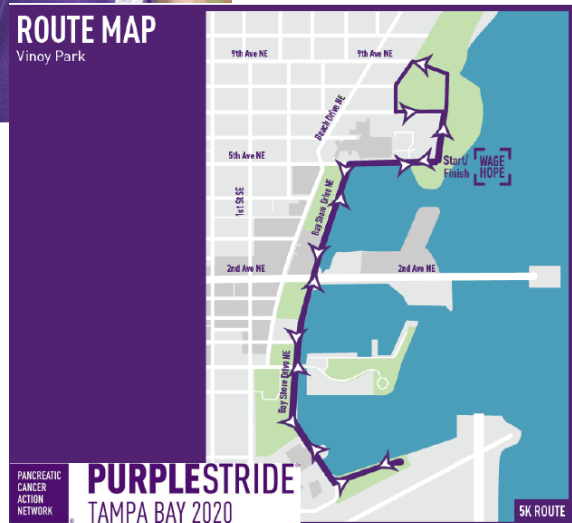
As a part of our sponsorship we are able to send a team to participate in the walk, which is a 5k. There are 30 spots available for anyone wishing to participate. The route for the walk is provided below.

The walk is 8:30am on Saturday February 29th. Opening ceremonies are at 8am.

To participate please contact Kirstie Wilson at kwilson@crowncars.com.

You can find our more about Pancreatic cancer and the work of the Pancreatic Cancer Action Network at <https://www.pancan.org/>

Deadline to respond is end of day Wednesday, February 5th.



Crown Cares

Friday February 28th - HEAVENDROpt Annual Fundraiser

Crown is once again sponsoring the annual fundraiser of this local non-profit. HEAVENDROpt buys retired military parachutes and employs people with disabilities (including disabled veterans) to turn them into products. Some of the proceeds are donated to veteran's charities. HEAVENDROpt's annual fundraiser recognizes ten paratroopers and their amazing work.



Crown is a table sponsor and has 6 seats available for anyone who would like to attend. The event is being held at Banquet Masters on the corner of 49th St and Ulmerton Road. Please contact Kirstie Wilson at kwilson@crowncars.com for more information.

To learn more about the event visit: <https://evergreenls.org/angels-of-the-sky/>

To learn more about HEAVENDROpt visit: <https://heavendropt.org/>

Deadline to respond is Friday February 7th

March - May - Habitat for Humanity Home Build

We shall be sponsoring and building a new Habitat for Humanity home in Pinellas Park in late March through May. The home is for Mia Dorsey and her son, whom we shall introduce more in later editions of the newsletter. The address is 6381 68th Street North in Pinellas Park.

Our commitment to this home build is financial and a contribution of hours. Crown's volunteers, be they employees, friends or family, together must work 200 hours on the house build.

More details on the build schedule and volunteer slots will be sent out to everyone soon!





Employee Referral Bonus Recipients

The **Technician Referral Bonus** program is available to you and is paid based on the criteria below:

- \$800** Paid to the employee who refers a technician with less than 1 year experience.
- \$1000** Paid to the employee who refers a technician with a minimum of 1 year professional “non-dealer” experience or has a minimum of 1 year dealer lube service experience only.
- \$2500** Paid to the employee who refers a technicians with a minimum of 2 years professional “dealer” repair experience.

The **Crown Recruitment Referral Bonus** of **\$500** is available for all other positions and is paid based on the criteria below.

- \$100 will be payable upon hire of the newly recruited employee. HR must be notified of the referral at the time of hire by the hiring manager
- An additional \$400 will be payable when the newly recruited employee is employed for 120 days.
- This bonus does not apply for immediate household relatives (spouse, sibling, children, parents)
- This bonus may be claimed by check request signed by the applicable hiring department manager and General Manager
- Crown reserves the right to suspend, change or terminate this bonus at any time

We would rather pay you than a recruiter, so please take advantage of this bonus!

This month’s Employee Referral Bonus recipients are:

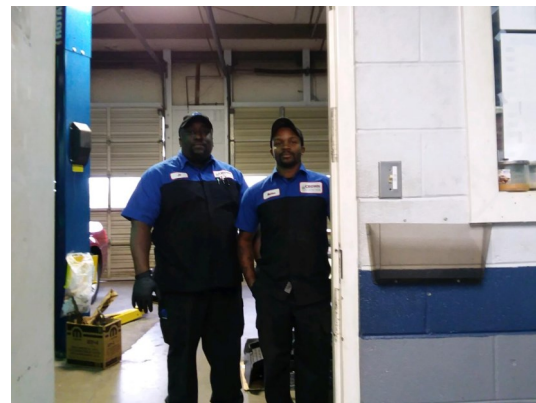
Tennessee—Chattanooga

Nasion Herring, Technician, was referred by Chelsea Moses, Cashier.

JP Parker, Lube Tech, was referred by Nasion Herring, Technician



Nasion Herring and Chelsea Moses



JP Parker and Nasion Herring

Crown Life

Mr. Hawkins Recognized by Tampa Bay Lightning as a Lightning Community Hero

On January 14th at the Lightning game against the Los Angeles Kings, Mr. Hawkins was recognized by the Tampa Bay Lightning as a *Lightning Community Hero*.

According to the Lightning's website, Lightning Community Hero Program "recognizes grassroots Heroes whose noble efforts make a positive impact of others. Honorees' rich history of volunteerism and good works are celebrated via an in-game video that illustrates how the Hero is using his or her life to help others less fortunate, and inspires our fans to also use their lives to help make a difference in the greater Tampa Bay community. The Hero is also presented with a \$50,000 grant on their behalf to benefit the charities of his or her choice.

The recipients on the \$50,000 grant awarded on behalf of Mr. Hawkins were St. Petersburg Free Clinic; Starting Right, Now; Florida Dream Center & Mount Dora Christian Home and Bible School.



Mr. Dwayne Hawkins and Kevin Hawkins, Crown's Executive Director



L to R: Joe Lamphier, Kevin Hawkins, Dwayne Hawkins, Terry Hawkins & Jim Myers



L to R Jim Myers, Dwayne Hawkins, Kevin Hawkins, Joe Lamphier & Terry Hawkins



L to R Braydon Coburn, Lightning defenseman, Dwayne Hawkins & Steve Griggs, Lightning's President & COO



Dwayne with representatives of Jabil who hosted the event in their suite

Crown Life

Crown Welcomes Ron Griffin

From **Joe Lamphier**, Executive VP and CRO.

Please join us in welcoming Ron Griffin to our Crown family. Ron will be our first Service Drive Director, a new position designed to capitalize on the opportunities we have in our service drives to improve customer loyalty.

Ron comes to us most recently from Auto Alert, where he was the Performance Manager for much of the Florida territory. Ron also worked with Ford corporate, and prior with a dealer in the Orlando dealer where was an Auto Alert trainer, equity mining manager, internet and phone room manager.

Ron has been a friend of our company for years and knows many of our team members since he has been our Auto Alert representative on and off for the last two plus years.

Ron is married to Adrian and will be moving over from the Orlando area with their two children. Ron is originally from Thomasville GA and grew up in Central Florida. For hobbies he enjoys spending time with my family, coaching his children in sports and is a huge fan of Florida State Football and the Jacksonville Jaguars. His office will be at the management company offices at JLR and Volvo, and his cell phone number is (407)864-2334. We'll look forward to



Welcome Ron!

Crown Chattanooga Welcomes Tim Pendergast

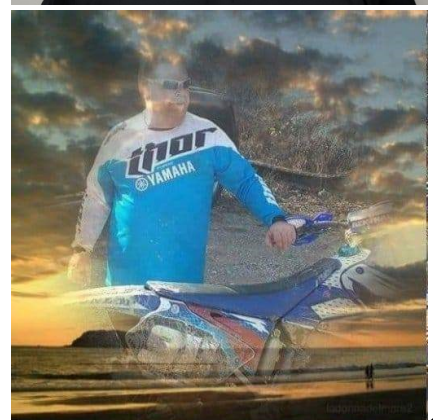
From **Ken Nichols**, GM, Crown CJDRF, Chattanooga

Please welcome to Crown Chattanooga **Tim Pendergast**, our New Car Sales Manager

Tim was born and raised in Maine but has spend most of my adult life in the south. He has been in the automotove business since 1986 and says that he has enjoyed every day of it!

Tim has been married to wife **Hayley** since 1988 and they have 2 children, **Corey** and **Kasha**, and 6 wonderful grandchildren.

Tim's passions are selling cars, riding his dirt bikes (2 of his granddaughters ride as well) and any form of motorsports. Tim tells me that "I am excited to be part of the Crown Family and look forward to a long career here."



Welcome Tim!

Crown Life

Sophie Morris Promoted to General Sales Manager

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

Congratulations to Sophie Morris in her promotion to General Sales Manager at Crown Acura

Sophie has truly been instrumental to the growth and success of Crown Acura with a difference maker attitude. Sophie is constantly helping to push and motivate her sales team on a daily basis and leads by example with integrity and humility with every guest joining the Crown Acura family



Sophie with fiancé Logan, and children Liam, Isla and Alivia

Congratulations Sophie!

Shane Duhaime Promoted to Parts & Service Director

From **Walter Noppenberger**, VP Fixed Operations

It is with great honor and expectation that I announce **Shane Duhaime** as the Parts and Service Director of Crown Buick GMC. Shane will also continue in his role as Parts Manager of Crown Hyundai. Shane has significant responsibilities as the “feet on the ground” manager of 3 departments. I am totally confident he is up to the task.

Please give Shane your congratulations and support.



Shane with his wife Vicky

Congratulations Shane!

Crown Life

Trevor Gant Promoted to Service Manager

From **Lance Dowdy**, General Manager, Crown CJDR Cleveland

Trevor Gant started with Crown Chattanooga as a Technician in 2014 and worked to become a Chrysler certified Level 3 Technician across all training categories. He transferred to Cleveland to in 2016 where he was the top technician. He pursued an opportunity to be a Service Advisor at a Nissan Store at the end of 2016 and was then offered an opportunity and became a Service Manager at the Infiniti store in Chattanooga in 2019. His heart and experience lead him back to Crown CDJR in Cleveland and we are blessed to have him leading our Service Department. His relationships with **Larry Dales**, Service Manager, and **Patricia Hollifield**, Assistant Service Manager, have really strengthened our ability to take care of customers at both Tennessee stores. With him and **James Perry**, shop foreman, we have two of the most capable and knowledgeable management team to grow our technicians. Trevor is married to **Danielle**, Service Advisor at Chattanooga, and they



Trevor with Danielle, Keagan and Elaina

Congratulations Trevor!

Lizzie Jenkins First in Florida for Allstate Workplace Benefits

Lizzie Jenkins, General Manager of Crown Insurance Inc., our in-house Allstate Insurance Agency, was recently informed that she and the agency were number 1 in Florida for their Allstate Workplace Benefits results for 2019. Lizzie received the news in an email from Jesus R. Valdes, Allstate Field Sales Manager on January 15th.

Top 10 Allstate Benefit Agencies in **December**

Agent Full Name	Production Credit Month to Date Amount
CROWN INSURANCE INC	258,046.70
MURPHY FAMILY INS	15,083.93
TED TODD INSURANCE	10,953.50
DOMAIN, NICK	10,587.02
JACKSON, JULIE	10,399.28
LIA INS GROUP INC	9,863.82
THE MILLER INSURANCE GROUP LLC	5,782.54
TAPIA, DAVID RICARDO	5,084.78
TAMPABAY INS PRTRNS	3,267.16
SCHUMAN INSURANCE INC	3,153.88

2019 Allstate Benefits Production Credit Leaders

Agent Full Name	Production Credit Year to Date Amount
CROWN INSURANCE INC	258,046.70
MURPHY FAMILY INS	42,137.13
TAPIA, DAVID RICARDO	39,511.98
JACKSON, JULIE	30,402.91
STEADMAN INS AGCY	24,008.95
ANZAR LLC	21,707.92
RICHARD DEAN INSURANCE	20,556.78
LIA INS GROUP INC	17,811.56
TED TODD INSURANCE	15,905.30
DOMAIN, NICK	14,471.93
CATHY SINK PA	14,268.31
MATTHEWS INS SVCS	14,196.84
TAMPABAY INS PRTRNS	13,517.43

Congratulations Lizzie!

Crown Life

Crown Tennessee Announce Latest \$5000 Test Drive Winner

From **Lance Dowdy**, General Manager, Crown CJDR Cleveland

We're pleased to announce the latest winner of our quarterly \$5000 Test Drive Giveaway. His name is **Timothy Tilley**. He is a local business owner, T & P Auctions in Cleveland, TN.

Pictured left to right are **Jayme Harris**, General Sales Manger, **Lance Dowdy**, General Manager; **Tucker Norwood**, Mr. Tilley's grandson; **Timothy Tilley**, **Chancy Deakins**, Financial Services Manager and **Steve Lilly**, Sales Consultant. This is Steve's second customer to win the \$5000 Test Drive prize.



Audi Clearwater Supports First Annual *I Support Veterans* Benefit Concert

David Jacovides and the **Audi Clearwater** staff supported the First Annual *I Support Veterans* Benefit Concert held in Safety Harbor on January 11th. David produced a video on why they support the organization that you can see by clicking [here](#).

FIRST ANNUAL
"I SUPPORT VETERANS"
BENEFIT CONCERT
JANUARY 11, 2020

JOIN THE PARTY IN SUPPORT OF
I SUPPORT VETERANS.org
BY THE YELLOW RIBBON

THE HARBOR BAR
840 MAIN ST, SAFETY HARBOR

STARTS AT 2PM
ENDS WHEN THE COPS ARE CALLED

Crown Life

Michael Groves Recognized for 20 years as a Porsche Technician

In January the Capital Porsche dealership in Tallahassee recognized one of their Porsche technicians, **Michael Groves**, for being with Porsche brand for 20 years. Michael is a Gold Level Technician and started with Porsche on January 1st 2000.

GM **Crawford Atkins** and Service Manager, **Nick Tinaro**, presented Michael with a plaque and a Porsche model



Congratulations Michael!

♥ HAPPY
Valentine's
DAY ♥

Crown Life

In Memoriam

It is with an extremely heavy heart that we inform you that the Crown family was struck with tragedy on January 5th.

Doug Robinson, Service Director at Crown Buick GMC passed away after suffering a heart attack.

Doug was a key leader at Buick-GMC and as good a GM service manager as there is on the planet. More importantly a wonderful human being, teammate and family man. He will be missed tremendously by all. Please keep his wife Anna and family in your prayers as they deal with Doug's untimely death.

Doug was born in Cincinnati, OH on March 22, 1963, and was part of the automotive community for nearly all his professional life. He loved his family and coworkers dearly. He enjoyed being on the water and fishing with friends or just hanging out on a sand bar, always with a cup in his hand as his son Jeff would say. He loved to watch football especially his Gators and Bucs, enjoyed cooking on his green egg, and was famous for his prime rib and collard greens. Doug was a key leader for Crown Automotive at the Buick GMC store but he went out of his way to help anyone that needed it and went above and beyond for his team.

Survivors include his wife Anna; sons, Jeff(Andrea), Alex; daughter, Heather; brother, Greg(Kristie); and grandchild, Kennedy.

A gathering of family and friends was held Sunday January 19th. The family asks in lieu of flowers to please make donations to the Guy Harvey Foundation @ <https://www.guyharvey.com/ocean-foundation/>



Crown Life

Thank You from PARC

We received this lovely email from Andrea M. Castañeda, Director of Community Relations & Volunteers at PARC and a copy of the PARC newsletter featuring photos of their clients receiving their *Holiday Wishes* gifts.

Hello!!!

I hope your 2020 has been off to a great start! It's been a whirlwind here at PARC getting back into the swing of things and finalizing everything from the 2019 Holiday Gift Program.

I wanted to extend a personal thank you for all of your hard work in coordination of your sponsorship, it takes a lot of work and organization to ensure the program runs smoothly and I would like to acknowledge your efforts.

This year, we collected approximately 2000 gift donations from the Tampa Bay Community, fulfilling almost 300 more gifts than the previous year – all of which would not have been possible without your generous contribution. For those of you who were unable to attend our holiday parties & gift opening, let me share that it was a sight to be seen – smiling faces, laughter, and wrapping paper filling every possible inch of PARC.

Thank you, thank you, thank for all you have done to make the 2019 holidays at PARC special. Please see attached document and share with your participating staff at your organization.

Thank you,
Andrea

Andrea M. Castañeda
*Director of Community Relations
& Volunteers*
PARC
Office: 727-341-6929
Cell: 727-422-8620
www.parc-fl.org

PARC's Holiday Gift Program
HOLIDAY NEWSLETTER

WINTER 2019

We did it! Thanks to your generous support, PARC was able to provide 2,000 gifts to our clients during the 2019 Holiday Gift Program. Your charitable gifts provided a precious opportunity for approximately 800 individuals to unwrap gifts special to them during the holiday season.

We are so lucky to have you as a donor. Thank you for investing in our organization and in the clients we serve. PARC and our clients are full of gratitude for your generosity.

We want you to be an active member of our community too. Please visit our website at www.parc-fl.org to sign up for our emails and newsletters. And watch for invitations to PARC events that we have throughout the year. If you or a member of your organization is interested in a tour, please contact me as tours are available throughout the year.

Best wishes for the New Year!
Andrea M. Castaneda
Community Relations Director
acastaneda@arc-fl.org

Fast Facts:

- Approximately **2,000** Holiday Gifts were donated to PARC clients
- 45 Participating Gift Sponsors from around the Tampa Bay Area
- 5 New Participating Sponsors
- 425 gifts was the largest numbers of gifts donated by an organization
- 50 hours contributed by volunteer Elves organizing and picking up gifts

please see attached photos

Crown Life

Marc Wigler's Father Turns 100

From **Marc Wigler**, President and General Manager, Crown Ohio

On January 14th, my father Jerome Wigler turned 100 – like many of his generation, an interesting man with a storied past. Born in Detroit in 1920, he picked up and started playing the violin at the age of 4 – was considered a musical prodigy - soloing for a couple orchestra's at age 11 – my grandmother moved with him to New York to attend and graduate from the Julliard School of Music before he turned 21. He played in the N.Y Philharmonic and Minneapolis Orchestra's as they were not full year contracts back then. Within a couple years, he was drafted into the Army where he ultimately ended up in England - he was trained as a medic where he would often play the violin with others for the troops and officers. Fast forward 18 months to June 6th, 1944 where he was part of the first wave landing on Omaha Beach in Normandy...on that day forward, the medics carried guns.

Surviving the "worst days of his life", something he would never share (in fact, would not talk about the war until he was maybe 75)- fast forward to December 1944, he ended up being wounded during the battle of the Bulge – the building he was in was blown apart – 18 of the 19 in the building died that day. Ultimately ending in a hospital in Liege, Belgium...as he recuperated he met my mother Gabrielle Verdin – where they married in 1945.

Moving back to New York, he again played with the New York Philharmonic – during the off seasons, he traveled with Frank Sinatra as a member in his band – they all loved Frank. He was ultimately offered in 1951 a first seat with the Philadelphia Orchestra – at that time they were one of the only symphonies with a yearlong schedule due to the amount of worldwide travel they did – they were the first 'cultural ambassadors' from the U.S. to travel to both post war Russia and at the time 'Red' China.

He stayed full time for 61 years – retiring in 2012 – although 'substituted' as recently as 2015. He is known now as one of the last surviving veterans who participated in both D Day and the Battle of the Bulge...he received among others two bronze stars and a Purple Heart.



My mother passed away in 2008 – 10 years later In July of 2018 he decided to sell his home of 65 years in Swarthmore, PA and buy a home sight unseen in Southern California in the Irvine / Laguna Bch area...did this in a total of 6 weeks. Took his driving test – passed on the 6th attempt. Almost daily he drives about 60 miles to a Casino up in the mountains – loves the slot machines.

For his birthday, we had a party for him at Maestro's Ocean Club on Newport Beach – 19 people flew in from Philadelphia, Japan and Taiwan – a table of ten was just for him and his past Orchestra members – another table of family and friends. He was toasted all night, telling stories from the 50's through the 90's....he gave a speech for 20 minutes – was a pretty amazing night. He reminded my brother and I that he's much more than a 'recent pain in the neck'.



Crown Life

Lynette Ogden's Granddaughter Goes To State Championship

From **Lynette Ogden**, Dealer Trade Coordinator, Crown Honda

My granddaughter Haylie Scelzi is 11 and is on 2 different teams in competitive cheerleading; Team Genesis and Team Halos. This weekend of January 18th was their first State Championship. Both her teams brought home a silver medal. I am so proud of her and her teams!



Grandson Plays Old Man At School

From **Paul Velardi**, Sales Consultant, Crown Honda

My daughter Rachel did the makeup for Elijah to be an "old man" at his Plato Academy school old person's day. This was on January 28th at the Clearwater School.

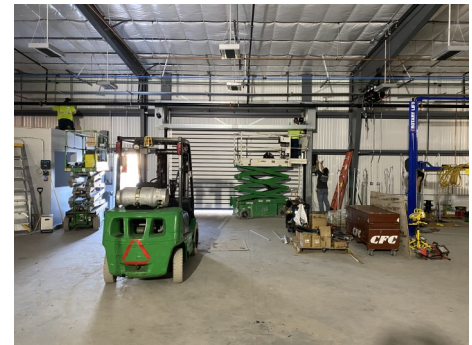
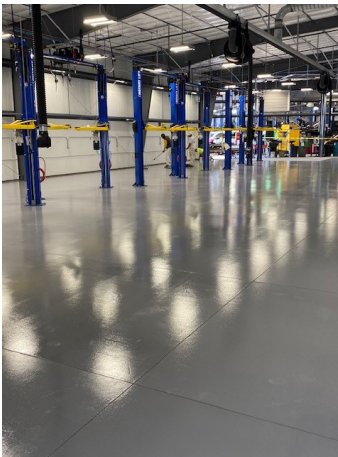
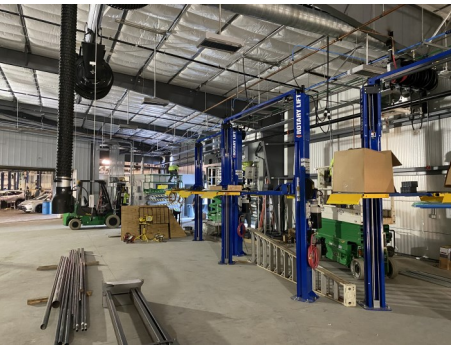
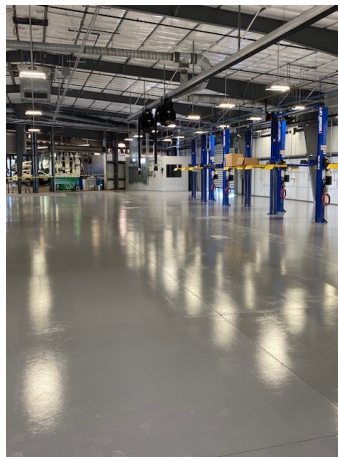


CONSTRUCTION UPDATES

Honda Construction Updates

Honda's service department is due to move into the newly constructed area on February 10th and then construction will start on the existing service area.

In the sales area the grid system is being hung and more interior progress has been made with completion expected by end of April.



CONSTRUCTION UPDATES

Honda Construction Updates

Here are the latest aerals of the Honda dealership from January 17th.



CONSTRUCTION UPDATES

Motorsports Construction

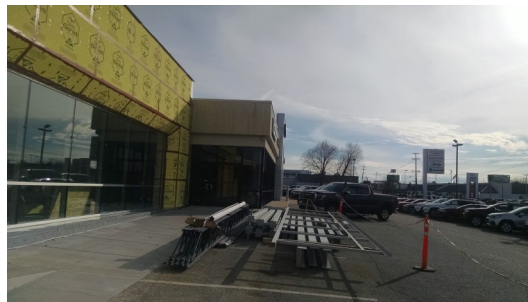
The construction to build a new home for Crown Motorsports is progressing well.



CONSTRUCTION UPDATES

Crown Chattanooga Construction

Construction at our Chattanooga Chrysler Dodge Jeep Ram FIAT dealership is progressing. The old CDJR showroom is being renovated and the old FIAT showroom is being retrofitted into a Jeep showroom.



CONSTRUCTION UPDATES

Crown Chattanooga Construction

Jack Antinore, Office Manager at Chattanooga, sent me this great photo of a Jeep Rubicon on the steps of the building while under construction. GM Ken Nichols is pictured with the Jeep.

Jack said “No Jeeps were harmed in the making of this picture ;-)”



January Reviews

Surveys and comments from just a few of our happy customers

PINELLAS

Crown Acura

Bart Bartley, Service Advisor

By Judy Wilson, Edmunds

Bart Bartley is an amazing service representative. It is his presence that keeps me coming to this dealership. He is honest, takes time to explain everything and always is so nice and knowledgeable.

Gillian Barnes, Sales Consultant

By Jane D, Yelp

Gillian Barnes was Incredible!!

She made the buying process a breeze from beginning to end.

I will recommend everyone I know to see her when ready to buy a car.

Thank You I Love my RDX

Crown Audi

Shawn Burns, Service Advisor

By W. Hampel

We had an Emergency - Shawn Burns got us a Loaner Car and had the Problem fixed in short Order. Could not be more satisfied with Shawn and the Audi Service ! Thank you !

Vasilena Tsekova, Sales Consultant

By Amanda Douglas Chornoby, Google

Highly recommend Vasi Tsekova for your Audi car buying needs! From the initial communication via text to the day at the dealership, Vasi was nothing but helpful. I had narrowed my search down to four vehicles on the lot and Vasi was very knowledgeable about each and every one. I never felt rushed to make a decision. She made turning in my previous Audi lease super easy.

Crown Buick/GMC

Dave Biagi, Service Advisor

By JTH, DealerRater

Dave is always very efficient, and has great customer service. He goes the extra mile, each and every time. It makes coming in a pleasure.

Tammy Wagner, Sales Consultant

By Joey Panariello, Google

Tammy Wagner was very helpful and knowledgeable in finding the right vehicle

Crown Collision Center

Christina Perez Estimator

By Stephen Best, Google

Crown Collision and Estimator Christina Perez are exactly what you need when your almost-brand-new car is struck and significantly damaged by a careless driver! The shop performed flawlessly-perfect repairs to the damaged side of my car.

And Christina's wonderfully engaging attention, knowledge and personality are exactly what a car-accident customer needs to erase the frown you walk in with. Kudos to Crown and Christina!

Crown Eurocars

Thomas Cammarata, Service Advisor

By LynnMarie Boltze, Google

Beautiful new location - Thomas Cammarata made my service needs seamless. He met all timelines and expectations and the showroom is a great place to wait.

Zoltan Krempaszky, Sales Consultant

By Lou, DealerRater

We found the car we wanted to buy "on-line" and Zoltan made the entire process comfortable and easy. We traveled from the east coast of Florida to Pinellas Park in order to make the purchase and will do it again when the need arises. So nice to find a dealership where you feel like you are "buying" a product rather than "being sold" a product. Thank You Zoltan and everyone at Crown. We'll be back !

Crown Honda

Michele Dessert, Service Advisor

By darrcu, DealerRater

Crown Honda is great. Have been going there for over 25 years. Michele Dessert is extremely Customer oriented and very easy to deal with. I would recommend her to anyone.

Tia Harr, Sales Consultant

By Aida Mayefsky, Google

The car I got I absolutely love. I was helped by Tia Harr at the Crown dealership and she was a pleasure to work with. I didn't feel pressured to make a decision and felt that she really listened to my wants. The manager made me feel uncomfortable with the way he communicated about negotiating the price, but Tia's disposition and a lot of the car's features sold me.

Crown Hyundai

Thomas Burkart, Service Advisor

By Christine Wild, Google

Tom was very pleasant and efficient, the lounge very clean and comfortable Always a pleasure to visit

Devon Thompson, Sales Consultant

By Kolbie Rudy, Google

Headed into Crown Hyundai a few weeks ago to get some info/numbers on the limited Palisade. Unfortunately, due to their popularity and newness, there were no limited palisades on the lot. However, my car salesman Devon did an amazing job at explaining how the current models that I could look at on the spot compared. I ended up putting a deposit down for one that was en route to the shop. I got great updates from Devon and was happy to hear it would be arriving early... When I showed up to get the car, Devon had all the paper work ready to go and was extremely helpful and kind in answering questions or giving advice. My overall experience was awesome, so much quicker than I was expecting (based on other dealerships taking hours) and every body i worked with in the process was incredibly friendly. Thank you, crown Hyundai!

Crown Kia/Mitsubishi

Sherry Vieira, Service Advisor

By Fluffy, DealerRater

This dealership has always thought about taking care of the people. Their service staff has always been informative and courteous... "Crown Kia Is King of Service"

Anik Islam, Sales Consultant

By Patty Payne, Edmunds

Anik has been amazing, definitely recommend him to friends and family. Very knowledgeable and through. Fourth KIA in I'm Never changing. Thank you Crown and THANK YOU Anik

Crown Nissan

Robert Zoffer, Service Advisor

By Nissan Altima, Cars.com

Rob Zoffer is a perfect service adviser. He went the extra step to make the visit to Crown Nissan the best possible. Thank you Rob for such perfect service. The customer care he gave me was actually better than 5 stars in every aspect of my visit.

Serge Devito, Sales Consultant

By murbike, DealerRater

Serge Devito at Crown Nissan was a pleasure to deal with while buying a car. No BS and he did everything he could to work with me to get me into the car I was after.

Crown Volvo

Brian Tessitore, Service Advisor

By david, DealerRater

Knowing that my C70 needed some repairs, I stopped by Crown Volvo. I was very fortunate to speak with Brian Tessitore. He took the time to give me thorough explanations of what needed to be done and immediately set me up with an appointment. When I arrived at the appointment, Brian again explained what needed to be done and how long it would take. I was extremely pleased with my treatment and the quality of work. I will not hesitate to call on Brian again if I have any further work and am happy to have a dealership that I can depend upon.

Mary Mattingly, Sales Consultant

By S-60, DealerRater

We had a great experience working with Mary Mattingly as we searched for a replacement for our aging Volvo S-80. She was very knowledgeable, very responsive and very patient. She answered all our questions, and seemed genuinely interested in helping us find a vehicle that met our needs at an attractive price. (Our final decision after checking out a variety of different makes and models was a 2020 Volvo S-60). Her approach confirmed the very positive impression of Crown Volvo we had from routine service stops for our S-80.

Jaguar St. Petersburg / Land Rover St. Petersburg

Len Wallace, Sales Consultant

Gary Sunley, Service Advisor

William (Bud) Hawkins, Sales Manager

Joseph Sobczak, Financial Services Manager

By Claudia, DealerRater

Len, Bud, and Joe all will work with you to make you feel like you will—and ARE—getting the best deal possible on the luxury car of your dreams. I will always go through Crown Jaguar for any future cars. No hassle, speedy, and not pushy.

TALLAHASSEE

Capital Mercedes-Benz

Joe Trozzo, Service Advisor

By Michelle Bouthillier, Edmunds

It's always quick and easy to get my car serviced. Joe is attentive and responsive to any questions or concern

Jessica Wade, Sales Consultant

By jrcfsu, DealerRater

You made the car buying very easy. Out of all my car buying experience, you gave me the best experience. Jeremy in financing , gave us a great experience. Both my wife and I, thank you both!!

Capital BMW

Ian Wyre, Service Advisor

By sandragharrison, DealerRater

Ian Wyre has always been my number one go to person for quality service. I can always depend on him when it comes to my vehicle and he has excellent communication skills.

Jacob Salomon, Sales Consultant

By Clint Lee, Google

Jacob Salomon did a good job of handling my purchase and I would recommend him to a friend.

Capital VW-Volvo-Porsche

Brook Haggstrom, Service Advisor

By John Rittwage, Google

Kudos to Brooke Haggstrom who was sensitive enough to reduce the initial charge since the service fix was longer than projected on my first incident not to mention replacing a low beam bulb herself so I paid for the bulb only without any service fees on the second event!

Kemar Edwards, Sales Consultant

By paulmcgee223, DealerRater

I HAVE PURCHASED 5 VEHICLES AT THE DEALERSHIP AND I HAVE BEEN VERY SATISFIED WITH THE SERVICE. I ENJOY KEMAR WORK ETHICS AND KNOWLEDGE. I HAVE RECOMMENDED SEVERAL OF MY FRIENDS ABOUT KEMAR AND TO STOP BY AND SEE HIM.

OHIO

Crown Eurocars

Michael Lyons, Service Advisor

By Dave McLaughlin, Google

The entire service department from scheduling through pickup is very professional. My service manager, Michael Lyons, keeps me informed as to the status of my service (which is important as I live an hour from the dealership). There aren't any surprises. Car is on time, and tidy. I am very impressed and pleased.

Melisa Greeberg, Sales Consultant

By Jess Murphy, Edmunds

Melisa Greenberg made the car buying experience a breeze, from test drive through to final paperwork and delivery! Highly recommended.

Crown Chrysler Dodge Jeep Ram

Josh Ward, Service Advisor

By MariaR, DealerRater

Josh Ward was my Service Manager recently. I brought my vehicle in and from start to finish, Josh gave excellent customer service while the mechanics took great care of my Jeep. Thanks!

Billy Ra Pruitt, Sales Consultant

By Viay T, Google

Very good experience and Billy -Ra Pruitt is too good sales consultant.. nice explanation ...

Crown Kia

Peyton Seay, Service Advisor

By Nancy Feehan, Google

Peyton Seay was a pleasure to work with in the purchase of our new car. Very knowledgeable and I would highly recommend if you're looking for a new or used car. Thanks again Peyton!!

Dallah Abdelmajid, Sales Consultant

By Sierra Roesch, Google

Thank you Crown Kia for making my recent car purchase effortless, and a special thanks to Dallah for answering all my questions and providing me with an amazing vehicle!



Crown Winner's Circle December

PINELLAS

Acura

Richard Morris

Audi

Vasi Tsekova

Buick-GMC

Tammy Wagner

Eurocars

Zoltan Kremaszky

Honda

Enver Bekric

Hyundai

Wayne Rudge

Jaguar

Robbie Dereadt

Kia

Zoranco Kirovski

Mitsubishi

Ryan Smith

Nissan

Devante Harvey

Volvo

Josh Tator

CAPITAL EUROCARS

MB

Jessica Wade

BMW

Try Purvis

VW/Volvo/Porsche

Kemar Edwards

DUBLIN, OH

Eurocars

Youss Mbao

CDJR-FIAT

Darius Skinner

Kia

Peyton Seay

TENNESSEE

Chattanooga

Lance Brown

Cleveland

Michael Kost

Thank you for a job well done!

Internet SOM December

GROUP

Zoltan Kremaszky

PINELLAS

Acura

Kyle Vannes

Audi

Vasi Tsekova

Buick-GMC

Anthony Constantinople

Eurocars

Zoltan Kremaszky

Honda

Michael Wolf

Hyundai

Jennifer Irvin

Jaguar

Christopher Rykaczewski

Kia

Blake Rexford

Mitsubishi

Brandon Stevens

Nissan

Wade Werner

Volvo

Josh Tator

CAPITAL EUROCARS

MB/BMW

Trey Purvis

VW/Volvo/Porsche

Billy Pierini

DUBLIN, OH

Eurocars

Frank Salierno

CDJR-Kia

Dallah Abdelmajid

FIAT

Juan Hernandez

TENNESSEE

Chattanooga

Lance Brown

Cleveland

Steven Lilly

Thank you for a job well done!



February birthdays

MANAGEMENT COMPANY

Kirstie Wilson - Group eCommerce Specialist - 2/4
 Bettina Lennick - Data Analyst - 2/14
 Kermit Henderson - Internal Auditor - 2/14
 Lynn Gerth-Thoman - BDC Manager - 2/18
 Ronald Griffin - Group Service Drive Director - 2/21
 Ray Sparks - Wholesale Parts Director - 2/22

PINELLAS COUNTY

Acura

Greg Muszynski - Service Tech - 2/1
 Gary Scott - Sales - 2/20

Audi

Anthony Dionysiou - Service Technician - 2/1
 Reinhard Paul - Service Technician - 2/11
 Michael Cabral - Service Technician - 2/12
 Christopher Grow - FSM - 2/22
 Allen Mead - Audi Parts Counter Trainee - 2/23
 Jean-Marc Biewend - Sales Manager - 2/26

Buick-GMC-Collision-Detail-Recon

Raymond Park - Recon Coordinator - 2/1
 Robert Patterson - N/C Sales Manager - 2/3
 Marla Hairston - B/S Receptionist - 2/4
 Anthony Constantinople - New Car Sales - 2/7
 Christopher Scutt - Collision Center Assistant Parts
 Manager - 2/9
 Debra Simpson - Detailer - 2/10
 Shelly Croft - Assistant Office Manager - 2/11
 Anthony Savelle - N/C Salesperson - 2/14
 Efrain Maldonado - B/S Technician - 2/15
 Michael Elliott - B/Shop Manager - 2/17
 Stephen Gayon - B/S Technician - 2/17
 James Booker - B/S Buffer / Clean Up - 2/20
 Eddy Hebert - Service Technician - 2/21
 Jared Thrall - Service Detailer - Car Washer - 2/22
 Terrance Brown - Detailer - 2/24
 Dorothea Pack - N/C Salesperson - 2/28

Eurocars

Raymond Bedell - Service Technician/Shop Foreman - 2/6
 Bruno Onetti - Service Advisor - 2/7
 Steven Fields - Service Technician - 2/9
 Eduardo Pena - Service Technician - 2/12
 Serena Aspen - Service Cashier - 2/12
 Elizeo Martinez - Parts Counter - 2/16
 Francisco Vazquez - N/C Salesperson - 2/17
 Barrington Grizzle - Lot Porter - 2/19
 Drazana Beljan - Accounting Clerk - 2/27

Honda

Robert Cintio - Parts Counter - 2/1
 Antonio Guevara - Detailer - 2/3
 Bonnie Bennett - BDC Operator - 2/3
 Dwight Nicely - Service Tech - 2/6
 Jonathan Murray - Parts Counter - 2/6
 Jeffrey Klein - Service Tech - 2/6
 Mauricio Contreras - Service Tech - 2/7
 Lynette Ogden - Dealer Trade Coordinator - 2/8
 Enver Bekric - N/C Salesperson - 2/20
 Daniel Ryan - N/C Salesperson - 2/21
 Jay Biggerstaff Jr - General Manager - 2/24

Hyundai

Ryan Gibb - Salesperson - 2/12
 Rami Said - New Car Sales - 2/21
 George Tarr - General Manager - 2/23

Jaguar

Miroslav Ostojic - New Car Sales - 2/9
 Lynda Mattingly - Service Cashier - 2/19

Kia/Mitsubishi

Samuel Stidham - Ship/Receive Parts - 2/1
 Khamphong KK Keovongsa - Sales Manager - 2/5
 Lloyd Leonardo - Sales Manager - 2/8
 Karen Bowes - BDC Follow-up - 2/14
 Anthony Singleton - Salesperson - 2/23
 Kathy Oboikovitz - Warranty Clerk- Sales Admin - 2/23
 Andrew Turner - Salesperson - 2/27



February birthdays

Nissan

Steven Swope - General Manager - 2/9
David Cleveland - Express Technician - 2/13
Hans Knight - Service Porter - 2/15
Anthony Horton - Salesperson - 2/16
Conroy Richards - Salesperson - 2/23
Paul Salonick - FSM- 2/24

Volvo

Frederic Woods III - F & I Manager - 2/3
Richard Asselin - Service Technician - 2/25

CAPITAL EUROCARS

Jimmy Pumphrey - Parts Driver - 2/4
Jessica Jackson - Billing Clerk - 2/22
Reggie Murray - Detailer - 2/23
Jessica Carbaugh - Cashier - 2/28

DUBLIN, OH

Eurocars

Sabrina Fitz - Accounting Clerk - 2/1
Gilberto Martinez - Detailer - 2/4
Jarid Shearn - Technician - 2/5
Kenny Hawkins - Service Greeter - 2/16
Andrew Klein - Service Porter - 2/20
CJ Sexton - Sales Manager - 2/22
Kasie Thompson - Title Clerk - 2/22

CDJR-KIA-FIAT

Sam Nadalin - CJ Sales Porter - 2/3
Billy Ra Pruitt - CJ Salesperson - 2/3
Jason Riffle - CJ Parts Counter - 2/6
Brande Harwell - CJ Scanner - 2/9
David Hernandez - CJ Salesperson - 2/10
Harriet Fernandez - F&I Manager - 2/12
Joe Melfe - F&I Manager - 2/17
James Williamson - Fiat Sales Manager - 2/20
Jarrod Auten - Kia Sales Manager - 2/22
Bob Rinella - Kia Sales Porter - 2/25
Jason Dominguez - CJ Service Porter - 2/26

TENNESSEE

Chattanooga

Joan Hoskins - Accounting - 2/5
Michael Smith - Detail Team Leader - 2/8
Robert Sessions - Service Technician - 2/10
James Whaley - Service Porter - 2/12

Cleveland

Cole Perrin - Salesperson - 2/1
Edward Jonker - Service Lube Technician - 2/16
Trey Lassiter - Service Lube Technician - 2/18
Dan Knappen - Parts Manager - 2/21



EMPLOYEE ANNIVERSARIES

February

MANAGEMENT COMPANY

Donna Pencosky - Group Controller &
Accounting Operations Manager - 2/1/1995 - 25yrs
Joe Lamphier – Exec VP & CRO - 2/11/1991 - 29yrs
Walter Noppenberger – VP Fixed Operations -
2/12/17 - 33yrs
Tonja Collins - Payroll Clerk - 2/13/2018 - 2yrs
Marty Syers – BDC Director - 2/26/2018 - 2yrs

PINELLAS COUNTY

Acura

Melanie Amoriello - Wholesale Edit Clerk - 2/2/99 - 21yrs
Darren Hutchinson – General Manager - 2/4/2019 - 1 yr
Chris Duncanson - Sales - 2/9/2005 - 15yrs
Xoi Xuyen - Service Technician - 2/11/2002 - 18yrs
Gary Scott - Sales - 2/16/2010 - 10yrs

Audi

Justin Blocker - Lot Porter - 2/7/2018 - 2yrs
Brett Levy - Salesperson - 2/7/2019 - 1 yr
Bonnie Nestle - BDC Operator - 2/10/2016 - 4yrs
Justyn Ross - Service Advisor - 2/14/2019 - 1 yr

Buick-GMC-Collision-Detail-Recon

Megan Lathers - Wholesale Parts Counter - 2/4/19 - 1 yr
Jared Thrall - Service Detailer - Car Washer - 2/4/19 - 1 yr
Daniel Scalzi - Car Washer/Porter - 2/6/2017 - 3yrs
Joseph Cortes - Detailer - 2/6/2017 - 3yrs
David Boldin - Internet Sales Manager - 2/10/2017 - 3yrs
Michelle Trippi - Estimator - 2/12/2007 - 13yrs
Gregory Berry - Service Advisor - 2/16/1989 - 31yrs
Joel Morris - Detail - Porter - 2/22/2017 - 3yrs

Eurocars

Ryan Yarbrough - Service Technician - 2/4/2019 - 1 yr
Patrick McFarland - Service Advisor - 2/4/2014 - 6yrs
Elizeo Martinez - Parts Counter - 2/16/2015 - 5yrs
Russell Wurr - File Clerk - 2/17/2014 - 6yrs
Andrew Waite - Mobile Service Tech - 2/23/18 - 2yrs

Honda

Boutsabong Manipakone – BDC Reservationist -
2/1/2017 - 3yrs
Monica Schlapinski - BDC Operator - 2/6/2017 - 3yrs
Vieng Keovongsa - Salesperson - 2/13/2018 - 2yrs
Thomas Johnson - Service Technician - 2/21/2019 - 1 yr
Laura Della Sala - BDC Operator - 2/24/2016 - 4yrs
Dwight Nicely - Service Technician - 2/25/2019 - 1 yr
Antonio Guevara - Detailer - 2/25/2015 - 5yrs
Christopher Mosher - Lot Porter - 2/27/2018 - 2yrs
Hugo Gonzalez - Sales - 2/27/2009 - 11yrs

Hyundai

Devon Thompson - Sales Person - 2/4/2019 - 1 yr
August Lascola - Service Advisor - 2/6/2017 - 3yrs
Rafael Morales Quiles - Service Technician -
2/12/18 - 2yrs
GR Tarr - General Manager - 2/13/2013 - 7yrs
Kyle Maxwell - Express Technician - 2/16/2015 - 5yrs

Jaguar

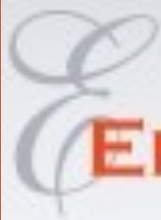
Tanner Kaufman - Salesperson - 2/1/2019 - 1 yr
Nathan Lynch - Salesperson - 2/4/2019 - 1 yr
Lane Wallace - Valet Driver - 2/4/2019 - 1 yr
Michal Niezbecki – General Manager - 2/16/2010 - 10yrs
Lucas Kreisle - Service Porter - 2/19/2019 - 1 yr
Len Wallace - Sales - 2/24/1997 - 23yrs

Kia/Mitsubishi

Kevin Baker - Salesperson - 2/7/2019 - 1 yr
Lance Dokes II - Salesperson - 2/9/2015 - 5yrs
Kathy Oboikovitz - Warranty Clerk- Sales Admin -
2/10/2003 - 17yrs
Ely Klenzak - Valet/Service Porter - 2/18/2019 - 1 yr
Michael Brown - Detailer - 2/21/2014 - 6yrs
Felix Crespo - Service Technician - 2/28/2011 - 9yrs

Nissan

Lesley Shepard - Service Advisor - 2/4/2019 - 1 yr
Timothy Marshick - Service Advisor - 2/4/2019 - 1 yr



EMPLOYEE ANNIVERSARIES

February

Volvo

Richard Asselin - Service Technician - 2/6/2017 - 3yrs
Brian Tessitore - Service Advisor - 2/6/2017 - 3yrs
Hume Spear - Salesperson - 2/6/2017 - 3yrs
Richard Neptune - Service Technician - Foreman - 2/6/2017 - 3yrs
Mary Mattingly - Salesperson - 2/6/2017 - 3yrs
Michael Thuerk - Service Technician - 2/6/2017 - 3yrs
Robert Wallace - Service Technician - 2/6/2017 - 3yrs

CAPITAL

John Sipay - Sales Manager - 2/9/2009 - 11yrs
Lorraine Head - Customer Experience Manager - 2/17/2010 - 10yrs
Tammy Harrison - Warranty Clerk - 2/15/2016 - 4yrs
Terri Simmons - Title Clerk - 2/27/2017 - 3yrs
Raul Banderas - Technician - 2/4/2019 - 1 yr
Michael Johnson - Salesperson - 2/27/2019 - 1 yr

DUBLIN, OH

Eurocars

Greg Petry - Technician - 2/16/2000 - 20yrs
Danielle Owens - Service Concierge - 2/2/2017 - 3yrs
Kenny Hawkins - Service Greeter - 2/10/2017 - 3yrs
Sabrina Fitz - Accounting Clerk - 2/26/2018 - 2yrs
Robbie Gilliland - Technician - 2/6/2019 - 1 yr
Austin Krause - Apprentice Technician - 2/11/2019 - 1 yr
Andre Berry - Sales Porter - 2/14/2019 - 1 yr

Chrysler Dodge Jeep RAM-KIA-FIAT

Lew Ash - CJ Salesperson - 2/28/2011 - 9yrs
Collin Pierce - CJ Technician - 2/8/2014 - 6yrs
Jake Kappeler - CJ Technician - 2/16/2015 - 5yrs
Mitchell Thien - CJ Salesperson - 2/1/2019 - 1 yr

TENNESSEE

Chattanooga

Chelsea Moses - Cashier - 2/5/2019 - 1 yr
Matthew Turner - Service Technician - 2/10/2014 - 6yrs
Kenny Reagan - FSM - 2/17/2017 - 3yrs
Danielle Gant - Service Advisor - 2/23/2015 - 5yrs
Brandon Loftin - Sales Manager - 2/28/2018 - 2yrs
Michael Smith - Detail Team Leader - 2/28/2011 - 9yrs

WELCOME
TO THE
TEAM

NEW EMPLOYEES

DECEMBER 2019

ALLSTATE

Derrick Reiff - Allstate Rep - 12/18

PINELLAS COUNTY

Buick-GMC-Collision-Detail-Recon

Larry Wainwright - Custodian - 12/2
Remi Racine Jr - Service Technician - 12/5
Jeffrey Steinmetz - N/C Salesperson - 12/9
Kramer Richardson - Lot Porter - 12/16
Kevin Rose - Auto Service Technician - 12/23

Honda

Thomas Snead Ribon - Sales Manager - 12/9
Gabriella Bellavia - BDC Service Reservations - 12/17
Michael McCarthy - Service Technician - 12/23

Hyundai

Alexander Ayzelman - N/C Salesperson - 12/9
Zechariah Zopfi - Express Technician - 12/10
Christopher Enigan - Express Technician - 12/13
Todd Litwin - N/C Salesperson - 12/13

Jaguar

Jereld Ramos - New Car Sales - 12/3
Yekaterina Syakov - New Car Sales - 12/26

Kia/Mitsubishi

Danny Smith Jr - Business Development Sales Manager -
12/5
Rohan Ball - Car Washer - 12/9

Nissan

Leanne Payne - F & I Manager - 12/5

CAPITAL EUROCARS

Alquedrion Price - Car Washer - 12/23
Allen Ross - Svc Porter - 12/26
Rovshan Ragimov - Technician - 12/30

DUBLIN, OH

Eurocars

Israel Young - Technician - 12/16
Molly Daniel - Accounting Clerk - 12/30

Chrysler Dodge Jeep RAM-KIA-FIAT

John Penza - F&I Manager - 12/10
Zane Finney - Service Advisor - 12/30

TENNESSEE

Chattanooga

Manny Ospina - Salesperson - 12/6
Justin Parker - Service Lube Technician - 12/17
Tim Pendergast - Sales Manager - 12/27

Cleveland

Cole Murry - Car Washer - 12/9
Stephen Perrin - Salesperson - 12/30

Navigating the age of



As we approach the 2020 elections, we are experiencing an uptick in Fake News on many social media platforms, especially Facebook and Google, as well as other online sources. Facebook says it's taking steps to combat **deepfakes**, videos doctored using cutting-edge artificial intelligence, or AI, to distort reality. The technology, which analyzes real images to generate fake ones, is a growing form of disinformation and social media platforms have been struggling with how to deal with it. Digitally manipulated video is dangerous because we tend to have faith in what we see, says Hao Li, associate professor of computer science at the University of Southern California. "It's a real problem, and it's something that is advancing really quickly," he says. "Regulators and lawmakers are not catching up with this kind of technology." When used to target elected officials or political candidates, doctored video can erode trust. Nearly two-thirds of Americans recently surveyed by Pew Research said altered images and videos caused a great deal of confusion in understanding the basic facts of current events.

How can you spot deepfakes?

Examine the video carefully before sharing it on social media. Is the video low-resolution or grainy? Is it a single person talking in the video? Is it relatively short, say 30 seconds or 60 seconds long?

Is the lighting strange or the face discolored or blurry? Is there blurriness between the face and neck or between the face and the hair? Is the sound not synced with the images?

Some of the other tell-tale signs discernible to the naked eye, according to Subbarao Kambhampati, a computer science professor at Arizona State University: different-sized eyes or ill-formed teeth, or more than two eyes, or inconsistencies in the background of the video.

Ask yourself: Who is the person publishing this information? Is this person reliable? What else has this person posted? Are the claims in the post backed up by sources you trust?

What is Facebook doing about this?

Facebook has banned videos that are "edited or synthesized" to fool users but will allow parody and satire.

Why now? Many fear this insidious form of digital disinformation could be used to mislead voters, much the same way that fabricated news stories influenced public opinion in 2016.

In 2019 it is estimated that between 10% and 40% of all profiles on Facebook are fakes. That's somewhere in the neighborhood of 240,000,000+ fake accounts!

How to spot a fake account:

1. Check the profile picture. Is it the only picture posted? Is the picture almost too perfect?
2. Read the About Section. Genuine people like to enter their accomplishments in detail. Nothing in the About section, then the account could be fake.
3. Check Friends. A genuine person would like to connect with more local people. When friends are from a different country, this is a red flag.
4. Different Name in URL and Profile.



NOW WE KNOW
1 IN 10 PEOPLE ON FACEBOOK
Find us on: **facebook.** **ARE FAKE**



In the fine print of Facebook's third-quarter earnings report

SAFETY FIRST

Report Unsafe Conditions

In 2019 2,836 work-related fatalities were reported to OSHA (Occupational Safety and Health Administration). Additionally, there were around 2.8 million nonfatal workplace injuries and illnesses reported to OSHA.

OSHA Common Workplace Violations

GEAR UP — AND GET PROTECTED!

WORKPLACE HAZARDS

- Chemicals
- Electricity
- Heat Sources
- Machinery
- Manual Handling
- Moving Vehicle Hazards
- Slip and Trip Hazards
- Working at Height

74% Falls, 10% Electrocution, 8% Struck by Object, 4% Caught in/Between

"THE FATAL 4"

4,626 workers were killed on the job in 2019 — more than 90 a week and nearly 17 deaths every day

PERSONAL PROTECTIVE EQUIPMENT (PPE)

USE PERSONAL PROTECTIVE EQUIPMENT TO AVOID:

- HEAD INJURIES**
Hard Hats (Class A, B and C)
- EYE AND FACE INJURIES**
Goggles, Welding Shields, Safety Spectacles, Face Shields
- HEARING LOSS**
Earplugs, Single-Use Earplugs, Pre-formed or Molded Earplugs
- BODY INJURIES**
Fire-Retardant Wool, Fire-Retardant Cotton, Leather
- HAND INJURIES**
Leather Gloves, Coated Fabric Gloves, Chemical-Resistant Gloves
- FOOT AND LEG INJURIES**
Foot Guards, Leggings, Safety Shoes, Electrically Conductive Shoes
- INHALATION INJURIES**
Respirators

TOP 10 WORKPLACE VIOLATIONS
TOP 10 MOST FREQUENTLY CITED OSHA STANDARDS VIOLATED IN 2019

- FALLS**
Scaffolding
Fall Protection
Ladders
- MACHINES AND VEHICLES**
Machine Guarding
Powered Industrial Trucks (forklifts)
Lockout/Tagout (Control of Hazardous Energy)
- HAZARDS**
Hazard Communication (signs)
Respiratory Protection
- ELECTRICAL**
Electrical Systems Design
Electrical Wiring

KNOW THE HAZARDS ✓
AVOID VIOLATIONS ✓
WEAR THE GEAR ✓

SOURCES

<http://www.osha.gov/whistleblower/whistleblowers.html>
<http://www.osha.gov/whistleblower/whistleblowers.html>
<http://www.osha.gov/whistleblower/whistleblowers.html>
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<http://www.osha.gov/whistleblower/whistleblowers.html>

<https://www.ishn.com/OSHAInfographic>

Stopping unsafe conditions starts with YOU. Employees must report unsafe conditions to their managers as soon as they notice something isn't right. Managers are legally obligated to create a safe working environment so if you report something as unsafe, they have to correct it as soon as possible. From wet floors to a ladder that is slightly bent and more, make sure you speak up so you can create a safe workplace for yourself and your colleagues.



WHY REPORT WORKPLACE ACCIDENTS?

It's for your own good

By providing an accident report, you may also realize other things that you did not initially think about such as the impact of the accident on your physical, mental, and emotional state.



It benefits your colleagues

If a colleague gets involved in an accident and is unable to immediately report it due to injuries or any current circumstance, it is a witness' responsibility to report the accident. It is only humane to do so. They will get the medical attention that they may need and will be given appropriate rest.

It's good for the company

A company comprised of employees that report accidents contribute to the creation of a safer company.



It benefits the community

The workplace is only part of a bigger community and reported accidents can help increase awareness about causes of accidents.



It can help prevent similar accidents from recurring

With vital information available on accident reports, the company can initiate an information drive regarding preventing accidents in the workplace.

February Quiz

The following questions are about events that have their anniversary in February

Which spaceship disintegrated on re-entry killing all 7 crew members in 2003?

In 1709, which sailor, who provided the inspiration for Robinson Crusoe, was rescued after spending 4 years as a castaway on an uninhabited island?

In 1807 the United Kingdom captured Montevideo from the Spanish during which wars?

Which American heiress was kidnapped by the Simbionese Liberation Army in 1974?

President of Haiti, Jean-Claude Duvalier, fled the country after a popular uprising in 1986, ending 28 years of one-family rule in the nation. What was his nick name?

The Boeing 747 'Jumbo Jet' made its first test flight in February of which year?

In 1858 a 14 year old peasant girl reported visions that led to her town becoming a major site for pilgrimages by Catholics. What was her name?

Nelson Mandela was released in 1990 after how many years as a political prisoner? a) 27 b) 32 c) 37

Chile declared its independence in 1818, from which country?

What was the name of the first Space Shuttle that 'boldly' made its first flight on top of a Jumbo Jet in 1977

January Quiz Answers

New Year Quiz

1. What name do the Scots give to New Year's Eve?
2. What name is given to the Jewish New Year?
3. The Caribbean island of Haiti gained independence from which country on 1st January 1803?
4. Which American President issued the Emancipation Proclamation on New Year's Day 1863?
5. Which band took New Year's Day to number 10 in the charts in 1983?
6. On New Year's Day 1975, John Mitchell, H.R. Halderman, and John Ehrlichman were convicted of obstruction of justice in the enquiry into which scandal?
7. On New Year's Day 1914, the world's first airline started operating within which American state?
8. The traditional New year Ball Drop takes place at which New York City landmark?
9. Which female singer was born LaDonna Gaines on New Year's Eve 1948?
10. On which day of the week was New year's Eve in the year 2000?

ANSWERS

1. Hogmanay
2. Rosh Hashanah
3. France
4. Abraham Lincoln
5. U2
6. Watergate
7. Florida
8. Times Square
9. Donna Summer
10. Sunday

February's Recipes

Fun February Food Holidays include:
Berry Fresh Month, National Baked Alaska Day,
Super Bowl Sunday and National Surf and Turf Day n February 29th!

Mixed Berry Crumble Bars

Ingredients

Crust and Topping:

1 cup granulated sugar
1 teaspoon baking powder
3 cups all purpose flour
1/4 teaspoon salt
finely grated zest of 1 small lemon optional, but so good!
1 cup cold unsalted butter cut into cubes

1 large egg

1/2 teaspoon pure vanilla extract

Berry Filling:

4 1/2 cups chopped fresh berries see note
1/2 cup granulated sugar
4 teaspoons cornstarch
juice of 1 small lemon



Directions

Preheat oven to 375°F. Line a 9x13 pan with foil or parchment, and butter or spray with non-stick spray.

For the crust and topping:

Using a hand mixer or stand mixer fitted with the paddle attachment, combine granulated sugar, baking powder, flour, and salt. Add lemon zest, butter, egg, and vanilla. Beat on low speed until the butter is evenly distributed in small pieces and the mixture is crumbly.

Dump a little more than half of the mixture into the bottom of the prepared pan. Use your hand or the bottom of a measuring cup to evenly press the dough into the pan.

Filling:

Gently stir together all ingredients until well incorporated.

Spread the filling over the crust, then crumble the remaining dough over the top of the berries.

Bake for approximately 40 minutes, until the top is light golden brown. Transfer pan to rack to cool, before cutting into squares. I have also refrigerated these, after cooling to room temp.

Notes

I used a combination of strawberries, blackberries, blueberries, and raspberries. I chopped the strawberries, halved the large blackberries, and left the raspberries and blueberries whole

Nutrition

Calories: 212kcal | Carbohydrates: 29g | Protein: 2g | Fat: 9g | Saturated Fat: 5g | Cholesterol: 32mg | Sodium: 113mg | Potassium: 46mg | Sugar: 15g | Vitamin A: 295IU | Calcium: 15mg | Iron: 0.9mg

Baked Alaska

Ingredients

For the Ice Cream Cake:

Vegetable oil, for brushing

1 pint raspberry, passion fruit or other sorbet, softened

1 pint vanilla ice cream, softened

1 quart chocolate ice cream, softened

1 cup chocolate wafer crumbs (about 17 crushed wafers)

1 loaf pound cake

For the Meringue:

1 cup egg whites (about 6 large), at room temperature

Pinch of cream of tartar

1 cup sugar



Directions

1. Make the ice cream cake: Brush a 3-quart metal bowl with vegetable oil; line with plastic wrap. Fill the bowl with scoops of the sorbet, vanilla ice cream and half of the chocolate ice cream, alternating small and large scoops to create a mosaic of colors and shapes. Place a piece of plastic wrap on top of the ice cream; press down to close the gaps between scoops and even out the surface. Remove the plastic wrap, sprinkle the ice cream with the wafer crumbs and re-cover with the plastic wrap, pressing gently. Freeze until set, about 30 minutes.
2. Remove the wrap and spread the remaining chocolate ice cream in an even layer on top of the crumbs. Cut the pound cake into 1/2-inch-thick slices; completely cover the ice cream with the slices, trimming as needed (you'll use about two-thirds of the cake). Cover with fresh plastic wrap and freeze until firm, at least 2 hours or up to 2 days.
3. Make the meringue: Whip the egg whites and cream of tartar in a large bowl with a mixer on medium-high speed until foamy, about 2 minutes. Gradually beat in the sugar on high speed until the whites are glossy and hold stiff peaks.
4. Remove the top layer of plastic wrap, then invert the cake onto a parchment-lined baking sheet. (If necessary, let the cake stand overturned until it slips out.) Remove the rest of the plastic wrap and cover the ice cream completely with the meringue, making the dome-shaped top slightly thicker than the sides. Form swirly peaks in the meringue using the back of a spoon. Freeze for at least 3 more hours.
5. Preheat the oven to 500 degrees. Bake the cake until the meringue peaks are golden, about 4 minutes, or brown the meringue with a blowtorch. Let the cake soften at room temperature for 5 to 10 minutes before slicing. Freeze any leftovers.

Surf & Turf for Two

Ingredients

1 tablespoon olive oil	1 tablespoon butter, melted
1 tablespoon finely minced onion	1 tablespoon white wine
1 teaspoon Worcestershire sauce	1 teaspoon lemon juice
1 teaspoon dried parsley	
1 teaspoon seafood seasoning (such as Old Bay(R))	
1 clove garlic, minced	
1/8 teaspoon freshly ground black pepper	
12 medium shrimp, peeled and deveined	
2 (4 ounce) filet mignon steaks	
2 teaspoons olive oil	
1 teaspoon steak seasoning	

Directions

Whisk 1 tablespoon olive oil, butter, onion, wine, Worcestershire sauce, lemon juice, parsley, seafood seasoning, garlic, and black pepper together in a bowl; add shrimp. Toss to coat evenly. Cover bowl with plastic wrap and refrigerate for flavors to blend, at least 15 minutes.

Preheat an outdoor grill for medium-high heat and lightly oil the grate. Coat steaks with 2 teaspoons olive oil; sprinkle with steak seasoning.

Cook steaks until they are beginning to firm and have reached your desired doneness, 5 to 7 minutes per side. An instant-read thermometer inserted into the center should read 140 degrees F (60 degrees C). Transfer steaks to a platter and loosely tent with a piece of aluminum foil.

Remove shrimp from marinade and grill until they are bright pink on the outside and the meat is no longer transparent in the center, 2 to 3 minutes per side.



Super Bowl Recipes

Classic Buffalo Chicken Wings

Ingredients

2 lb. chicken wings
2 tbsp. Vegetable oil
1 tsp. garlic powder
Kosher salt
Freshly ground black pepper
1/4 c. hot sauce (such as Frank's)
2 tbsp. honey
4 tbsp. butter
Ranch dressing, for serving
Carrot sticks, for serving
Celery sticks, for serving
GET INGREDIENTS Powered by Chicory

Directions

Preheat oven to 400° and place a wire rack over a baking sheet. In a large bowl, toss chicken wings with oil and season with garlic powder, salt, and pepper. Transfer to prepared baking sheet. Bake until chicken is golden and skin is crispy, 50 to 60 minutes, flipping the wings halfway through. In a small saucepan, whisk together hot sauce and honey. Bring to simmer then stir in butter. Cook until butter is melted and slightly reduced, about 2 minutes. Heat broiler on low. Transfer baked wings to a bowl and toss with buffalo sauce until completely coated. Return wings to rack and broil—watching carefully!—until sauce caramelizes, 3 minutes. Serve with ranch dressing and vegetables.



Pull-Apart Garlic Bread Pizza Dip

Ingredients

3 c. shredded mozzarella, divided
2 (8-oz.) blocks cream cheese, softened
1 c. ricotta
1/3 c. plus 2 tbsp. freshly grated Parmesan, divided
1 tbsp. Italian seasoning
1/2 tsp. crushed red pepper flakes
Kosher salt
3/4 c. pizza sauce 1 c. mini pepperoni
2 (16-oz.) cans refrigerated biscuits (such as Pillsbury Grands)
1/4 c. extra-virgin olive oil 3 cloves garlic, minced
1 tbsp. freshly chopped parsley

Directions

Preheat oven to 350°. In a large bowl, mix together 2 cups mozzarella, cream cheese, ricotta, 1/3 cup Parmesan, Italian seasoning, and red pepper flakes. Season with salt. Transfer mixture to a 9"-x-13" baking dish then spread pizza sauce on top. Top with remaining 1 cup mozzarella and pepperoni. Halve biscuits and roll into balls, then place on top of dip. In a small bowl, whisk together oil, garlic, and parsley. Brush on biscuits and sprinkle with remaining 2 tablespoons Parmesan. Bake until biscuits are golden and cheese is melty, about 45 minutes, then cover with aluminum foil and bake until biscuits are cooked through, another 15 to 20 minutes. Let cool 10 minutes before serving.



Slow Cooker Chex Mix

Ingredients

3 c. corn chex 3 c. wheat chex
3 c. rice chex 2 c. pretzel twists
2 c. Bagel chips 1 c. Cheetos
1 1/2 sticks melted butter
1/3 c. Worcestershire sauce
2 tsp. garlic powder
kosher salt



Directions

In a slow-cooker over high heat, combine all Chex, pretzels, bagel chips, and Cheetos.
In a small bowl, whisk together melted butter, Worcestershire, garlic powder, and salt. Pour mixture over Chex Mix and stir to combine.
Cover and cook, stirring occasionally, 1 hour and 30 minutes. (If mixture seems too hot, reduce heat to low.)

Cheesy Spinach-Artichoke Bagels

Ingredients

8 oz. cream cheese, softened
1/2 c. finely chopped artichoke hearts
1/2 c. finely chopped spinach
1 c. shredded mozzarella, divided
1/2 c. freshly grated Parmesan
1 garlic clove, minced
1 tbsp. chopped parsley, plus more for garnish
1/2 tsp. crushed red pepper flakes, plus more for garnish
Kosher salt
Freshly ground black pepper
2 bagels, halved



Directions

Preheat oven to 350° and line a medium cooking sheet with parchment paper. In a large bowl, combine cream cheese, artichoke hearts, spinach, 2/3 cup mozzarella, Parmesan, garlic, parsley, and red pepper flakes. Season with salt and pepper and stir to combine.
Place bagels cut side up on baking sheet and spread each with spinach-and-artichoke mixture. Top with remaining mozzarella. Bake until bagels are warmed through and cheese is melty, 10 to 12 minutes. Broil if desired.
Garnish with more parsley and red pepper flakes, and serve.



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 February 19th***

Thanks!

Kirstie Wilson
Group eCommerce Specialist
& Newsletter Editor