Bergey's INK

TRUCK CENTERS RECEIVES MACK AWARD

Mack Trucks announced that Bergey's Truck Centers has been recognized as the Northeast Dealer of the Year, for a second consecutive year.

Founded in 1924 and driven by a mission of keeping customers on the road, the family owned Bergey's Truck Centers exceeded sales, parts, service and leasing goals. In addition, Bergey's also received outstanding marks from their customers at all five of their dealerships located in Pennsylvania and New Jersey.

"Bergey's Truck Centers was selected Northeast Region 2015 dealer of the year because of their commitment to live their slogan of "KEEPING CUSTOMERS ON THE ROAD™", said Pat Meehan, Regional Vice President, Mack Trucks North America. "They have successfully sold and supported the entire product line through direct sales and full service leasing. As the needs of the customer have changed, the commitment from Bergey's has changed to accommodate these demands. This includes facility improvements and expansion, as well as staffing

for support as needed."

THIS ISSUE:

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- 7. Wellness
- 8-11. Employee

 Appreciation Dinner
- Buick GMC Award
 Outdoor Expo

May 2016

Bergey's Truck Centers has been recognized in the past as the 2014 Mack Northeast Dealer of the Year and Volvo 2013 Highest Customer Satisfaction in the United States.



L to R: David Schlosser, James Gavaghan, Mark Bergey, Brian O'Shea, Richard Ciesielka, Becca Kulp

WELCOME

A11 C-1	C
	.Commercial Tire Thorofare .Chrysler Jeep Dodge Ram
	.Pennsauken Truck Center
	.Colmar Parts Warehouse
David Derstine	
	· · · · · · · · · · · · · · · · · · ·
	.Zieglerville Auto Sales & Service
Terri Conn	
Michael Testa	
Cliff Luft	
Daniel Hartrum	
Michael Sasso	
Nicholas Lyle	
John Rider	
Timothy Gilbert	.Kennett Square Truck Center
Bryan Fehr	Souderton Collision Center
Jacob Lyle	
Robert Reitenbaugh, Jr	.Colmar Parts Warehouse
Michael Zubak	.Chrysler Jeep Dodge Ram
Kristen Day	.Colmar Parts Warehouse
Daniel Eller	.Kennett Square Truck Center
Edgardo Lanzo	.Pennsauken Truck Center
Zachary Landis	
Abagail Newman	
Jose Roldan, Jr	.Pennsauken Truck Center
Michael LaGuardia	
Daniel Rodgers, Jr	.Vineland Truck Center
	Souderton Detail Center
	.Colmar Parts Warehouse
Jacob Delp	.Souderton Detail Center
Timothy Mager	
Jacob Detweiler	
Kyle McGonigal	
	.Pennsauken Truck Center
Rvan Vielhauer	.Colmar Parts Warehouse
	Souderton Truck Center
	.Thorofare Commercial Tire
Jill DePoy	
	.Chrysler Jeep Dodge Ram
	Lansdale Collision Center
•	
Ashley Bergey Michael Howard	
Peter Gravinese	
•	Souderton Detail Center
Julie Kelly	
	Souderton Collision Center
Raymond Humphrey	.Chevrolet

Grant Souder	Chevrolet
Shane Fritz	Trenton Truck Center
Laura Baker	Fuel Center
Edward Hayden	Ford
Arron Dove	Harrisonburg Tire
Alexander Neumann	Ford
Hayes Conn IV	Kennett Square Truck Center
Esteban Alvarez	Kennett Square Truck Center
Laura Pfeiff	Ford
James Cook	Hatfield Commercial Tire
Michael Griffis	Trenton Truck Center
Mandi Stancill	Vineland Truck Center
David Rose	Souderton Collision Center
Kevin Staurowksy	Conshohocken Truck Center
Milan Szilagyi	Buick GMC
Guillermo Pazo	Thorofare Tire

TRANSFERS

Jessica Duke	.Lansdale Tire to Chevrolet
John Jones	.Pennsauken Truck Center to
	Trenton Truck Center
Monica Halter	.Trenton Truck Center to
	Souderton Truck Center
Joseph Horan	.Chrysler Jeep Dodge Ram
	to Chevrolet
Lloyd Burger	.Zieglerville Auto Sales &
	Service to Lincoln
Daniel Weigner	.Perkasie Tire to Buick GMC



Marriages

12/26/15......Mark A. Landes (Detail Center) married Denise Canning.



New Arrivals

1/12/16	MaryBeth Beckowski (Easton Tire) and
	her spouse Michael had a baby girl,
	Maddison Elizabeth. She weighed 7 lbs.
	1 oz. and was 20.25" long.
1/23/16	Brandynn Knauer (Lansdale Body Shop)
	and Jaquelynn Long had a baby girl,
	Aubrey Ann. She weighed 6 lbs. 6 ozs.
	and was 18.8" long.
2/4/16	Ryan Alderfer (Lincoln) and his spouse
	Liliana had a baby girl, Mila Ryan. She
	weighed 6 lbs. 12 ozs. and was 19.5" long.



CUSTOMER LETTERS

Our Friends at Bergey's,

My name is Bob Cooper and I am the Director of Transportation at Plumstead Christian School. I just wanted to point out that there are two employees at your Doylestown Store that I would like to commend. They are Ernie Stott, store manager and Vicki, who works the counter. They both went above and beyond this week

for us. The truck mechanic was on vacation and Ernie, knew that I needed my school bus back ASAP, so he fixed it himself and it was finished the same day. Since I am disabled, it is hard for me to get around, so when I stopped in front of the door to drop off the key, Vicki came out to get the key so I would not have to go inside. This kind of service is hard to find. I want to thank both Ernie and Vicki for treating me as a special customer. I would recommend this Bergey's store to anyone.



Bob Cooper

Dear Mr. Yothers,

I just wanted to take a few moments to compliment you on one of your employees.

I recently rented a 2016 Jeep Patriot from one of your agents, Ed Landis. He is my kind of sales representative – low key but efficient.

Ed made a tedious, pressure process into a painless, enjoyable procedure. He treated my wife and I with courtesy and patience. I'm sure I asked some really dumb questions but he fielded them with more grace than I would have been able to deliver.

In closing let me reiterate, Ed is a credit to the Bergey organization. Please be sure he knows it.

Sincerely,

M. J. Evangelista



INK Committee Members: Kelsy Weaver, Debra Baker, Liz Mascellino, and Jessica Reyes

HABITAT FOR HUMANITY BUCKS AWARD

Habitat for Humanity of Bucks County presented a number of awards at its Signature Event – Hard Hats & High Heels - on March 18th. Bergey's was recognized with this year's Partner of the Year Award. Members of the Bergey family are longtime financial supporters and volunteers at Habitat Bucks.

The mission of Habitat for Humanity of Bucks County (Habitat Bucks) is "Building homes, empowering families." Habitat has an open-door policy: All who believe that everyone needs a decent, affordable place to live are welcome to help with the work, and they accept volunteers and supporters from all backgrounds who are willing to serve people in need of decent housing.

Since its founding, Habitat Bucks has built 101 affordable homes in Bucks County. Revenue from Habitat ReStores provides a source of sustainable funding for the construction and repair of homes.



COMMUNITY APPRECIATION DAY

Bergey's Tire & Auto Service Center of Lansdale hosted a Community Appreciation Day on July 25, 2015 outside of the service center. Local businesses joined in the fun, including Manna on Main Street, Knights for Life, Alex's Lemonade Stand, Hatfield Police and the local fire company. Bergey's had prizes to give away and a large assortment of food for guests. The children enjoyed face painting, games and a petting zoo. Gift certificates were donated to Knights for Life and Manna on Main Street for auto repairs. Bergey's also donated a bike to Knights for Life. Over 100 community members attended the event. A special thanks to Don VonRohr for organizing this day of fun.









VISTA North American Champions

Bergey's was honored to have a team represent us at the VISTA North American competition. VISTA (Volvo International Service Training Award) is an international competition open to all aftermarket professionals within the Volvo Trucks' and Volvo Buses' global service network. Currently it is the world's largest competition for aftermarket personnel, with the last competition involving over 17,000 participants from 93 countries.

The aim of the competition is to help employees develop and improve their knowledge, skills, and ability to work as a team. VISTA is much more than a competition – it is a mass training event. The aim is to drive workshop efficiency, team work, and a consistent and effective customer service experience.

Bergey's rose to the top at the North American VISTA semi-final competition and are now ranked among the best 32 teams in the world. They finished in 1st place in the United States and 2nd place in North America. As North American champions, they will compete at the VISTA World Championship in Gothenburg, Sweden on June 1, 2016. Please join us in wishing them the very best as they represent Bergey's!



L to R: Jan Lowhagen, Ed Meyers, Nathaniel Chyle, Kevin Alderfer, Larry Groff, Dave Schlosser, Fredrik Hogberg

BLIZZARD OF 2016

The blizzard of 2016 rattled Bergey's on Friday and Saturday, producing snowfall totals greater than 2 feet. Most of the snowfall came on January 23 and dealerships closed to begin the cleanup process. After a great team effort, the cleanup was completed and we were opened back up on Monday. Thank you to all who helped clear off cars and clean up the parking lots and sidewalks all around Bergey's!





INCREDIBLE SIGHTS IN SOUDERTON





Indian Valley Chamber - Pillar Award

Each year the Indian Valley Chamber of Commerce recognizes a business for their contributions to the community. This year Bergey's was honored to receive the 2015 Pillar Award. The award is given to a large business member that has demonstrated a significant commitment to the community through civic and volunteer activities by the company and employees, is a leader in its field, is moving in a positive economic direction, offers superior customer service, and contributes to the economic growth of the area.

Bergey's family member, Renita Shelly, accepted the honor on behalf of the company. "What makes this award extra special to us is that it involves our employees and how critical all 875 of them are - not just to our company, but to our local community as a whole," stated Shelly. "We remind our employees and ourselves, we would not be here if it wasn't for our customers, especially our local customers...each and every customer is what makes it possible for us to be able to provide jobs and benefits to our employees and their families. And as our 93 year old Grandfather, Henry Bergey reminds us regularly, 'The success of the business is not due to anything we have done, but it is a gift from God.' "



L to R: Luke Bergey, Ben Yothers, Renita Shelly, Henry Bergey, Bob Yothers Jr., Fern Yothers, Bob Yothers Sr.



L to R: Renita Shelly, Henry Bergey

STAYING FIT TIPS FOR RELAXATION

Stress is everywhere. Good or bad, without proper self-care, stress can feel like it might swallow us alive. Why? Any time a change occurs causing an adjustment or interruption in our life, stress results. We then produce physical, emotional, and mental responses. However, certain exercises can activate the body's natural "relaxation response," which slows breathing, lowers blood pressure, and makes for a calmer and healthier you.

RELAXATION BENEFITS

Relaxation techniques are helpful to reduce stress and improve our quality of life. We can even benefit our overall physical and mental health by reducing chronic illness, pain, anxiety, and depression. Practicing relaxation can also:

- Improve concentration
- Minimize feelings of anger
- Lower heart and breathing rates

- Reduce muscle tension and pain
- Minimize fatigue symptoms

RELAXATION TECHNIQUES

Let's practice one relaxation technique known as progressive muscle relaxation. To begin, slowly tense and relax individual muscles. Start with your feet and work up your body to your head. This helps you become aware of muscle tension when you are stressed.

There are a variety of other relaxation techniques, such as meditation, art therapy, massage, yoga, and deep breathing. These activities can be done alone or with the help of another person. Consider downloading an app or free guided exercise. You may find one technique does not work well for you. Be persistent until you connect with one yielding results.

Relaxation techniques may not completely eradicate the stress in your life, but they can lighten your stress-load. They are often low-cost, low-risk for injury, and easily performed almost anywhere. So, why not try it? There's everything to gain and nothing to lose, except maybe some extra stress.

THINKING WELL DEPRESSION SELF-ASSESSMENT

Everyone feels down in the dumps sometimes. It's normal to be sad or tired occasionally for unknown reasons. Whether you're feeling post-holiday blues or something more, it's worth exploring.

Depression invades every area of your life, impacting your day-to-day affairs. Maybe you can't get out of bed in the morning or your appetite is never satisfied. Overcoming depression isn't just about will power; it's about getting the professional help and treatment you need for a happy productive life once again.

QUESTIONS TO ASK

- Are you feeling depressed or down lately?
- Have activities you once enjoyed lost your interest?
- Are you struggling to fall asleep or sleeping too much?
- Do you feel lethargic, lacking energy to get through your day?
- Has your appetite changed? Eating too much or too little?
- Are you struggling to focus on work or activities like reading?
- Do you or others notice you moving or speaking more slowly?
- Have your thoughts leaned toward death or harming yourself in any way?

If you identify with these questions and answered yes to several, you might be struggling with depression. It's important to see a physician or mental health professional for an official diagnosis, rather than self-diagnosing. They can rule out any other possible causes for your depressed mood.

THE NEXT STEP

Having a plan is a great start for treating depression. These suggestions can help you begin your journey toward a new beginning.

- Take notes Write down all your physical, emotional, and behavioral symptoms.
- Give yourself grace Experiencing depression is no one's fault. Improvement takes time.
- Access resources Affordable counseling is often available through your employee assistance program, community services, religious organizations, and universities. Support groups

can also be invaluable.



EMPLOYEE APPRECIATION DINNER

The Annual Employee Appreciation Dinner was held on Saturday, March 19, 2016 at Franconia Heritage Banquet Facility. Approximately 235 employees and their guests attended. Renita Shelly (Buick GMC) was the MC for the evening and Lee Delp began the meal with a prayer.

Everyone enjoyed a family style meal while working on the trivia questions to see how many they could answer correctly. The people at the table who had the most correct answers each received \$25.00.

Following the dinner, a film was shown honoring all service award winners for the year 2015. This year there were 121 employees who received service awards.

Lawrence Smith Jr. (Perkasie Tire & Auto Center), L. Duane Bergey (Bergey Tire Centers), Trevis Oeltjen Bruns (Souderton Truck Center), M. Timothy Landis (Souderton Collision Center) and J. Michael Long (Chevrolet) attained 30 years of service. Mark D. Clemmer (Bergey's Automotive Centers) and Robert E. Wiszneski (Souderton Collision Center) attained 25 years of service. All were not able to attend the dinner.

Once the photographs were finished, Luke Bergey shared a few words with the group. Then we moved on to the door prizes!

Flyers Tickets..... Philip M. Roth (Corporate)

\$150 Cash H. Dean Knechel (Souderton Truck Center)

\$100 Cash...... Stephen L. Gearhart (Conshohocken Truck Center)

and Laverne H. Moyer (Hatfield Wholesale Tire)

\$75 Cash......Philip M. Roth (Corporate), Harold K. Clemens

(Souderton Truck Center), Scott F. Hickman (Souderton Truck Center) and Grace K. Benner

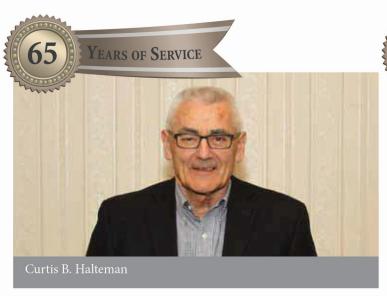
(Corporate)

\$50 Cash Carl H. Keeler (Souderton Truck Sales), Richard A.

Brasch (Colmar Heavy Duty Parts), Steven L. Derstine (Colmar Wholesale Parts) David R. Gruver (Chevrolet), Gerald Gehman (Chrysler Jeep Dodge Ram), John S. Sullivan (Chevrolet) and Sean D.

Preston (Souderton Truck Center)

Our thanks to everyone who attended the dinner, helping to make this event a success!











Back L to R: Barry M. Halteman, P. Scott Heckler, David A. Huebner. Front L to R: John S. Sullivan, Elaine R. Clemens, Brian K. Clemens.



Back L to R: James N. Huebner, Walter H. Macatee. Front L to R: Ruth A. Bergey, Kevin R. Bergey, Cheryl L. Wright.



Wilfred P. Fontanez



Back L to R: William A. Urban, Andrew R. Nace. Front L to R: Annette L. Leidy, Jonathan R. Allebach, Jr., Glenda M. Leatherman.



Back L to R: Daniel J. Frustino, Joseph M. Davis, Glenn E Wimmer, David R. Gruver, Edward R. Smith. Front L to R: Sean D. Preston, Merle Hunsberger, Frank Bivinghouse, T. Dale Frederick.



Back L to R: Allen D. Nichols, Richard A. Scouten, Brandon S. Shisler, Christopher M. Castellanos, Robert W. Haldeman, Jesse J. Ventresca, Robert E. Guinther. Front L to R: James Edward Mark Jr., Richard A. Brasch, Stanley A. Moyer, Steven J. Julian, Bruce D. Hensler, James H. Delp, Cong V. Lien.



Back L to R: Laverne H. Moyer, Dante E. Battistini, Joseph R. Hoffman, Philip G. Hoogenhuis, Aaron A. Block, David T. Kinney, Sean M. Williams, Keith Caldwell, Stephen L. Gearhart, Matthew K. Blakeslee, John M. Panacek, Richard H. Taylor Jr., Mark D. Brown, Patrick J. Gore, Stephen L. Rybacki, David E. Demkee, David J. King. Front L to R: Benjamin D. Nice, Zachary J. Carr, Gail A. Paige, Ronald E. Johnson, Kaitlyn R. Bergey, Shannan M. DiSanto, Merlin L. Hartman, Raymond K. Scott.

AWARD RECIPIENTS



Curtis B. Halteman, Souderton Truck Center



Arlin L. Derstine, Truck Leasing



James B. Clemmer, Retread Technologies



Raymond A. Lewis, Chevrolet



P. Scott Heckler, Corporate Office Barry M. Halteman, Corporate Office Elaine R. Clemens, Lansdale Collision Center David A. Huebner, Retread Technologies Brian K. Clemens, Corporate Office John S. Sullivan, Chevrolet

30 YEARS OF SERVICE

Lawrence Smith Jr, Perkasie Tire & Auto Center
L. Duane Bergey, Bergey's Tire Centers
Cheryl L. Wright, Chrysler Jeep Dodge Ram
Kevin R. Bergey, Lincoln
Trevis Oeltjen Bruns, Souderton Truck Center
M. Timothy Landis, Souderton Collision Center
Ruth A. Bergey, Corporate Office
J. Michael Long, Chevrolet
James N. Huebner, Retread Technologies
Walter H. Macatee, Conshohocken Truck Center

25 YEARS OF SERVICE

Mark D. Clemmer, Bergey's Automotive Centers Robert E. Wiszneski, Souderton Collision Center Wilfred P. Fontanez, Retread Technologies Fern Z. Yothers, Corporate Office

20 YEARS OF SERVICE

Andrew R. Nace, Retread Technologies Glenda M. Leatherman, Buick GMC William T. Peters, Easton Tire Service William A. Urban, Truck Leasing Terry R. Irvin, Chevrolet Annette L. Leidy, Buick GMC Jonathan R. Allebach Jr, Souderton Truck Center Richard H. Davis III, Truck Leasing Mark H. Young, Colmar Parts Warehouse

15 YEARS OF SERVICE

Donald C. Barbati, Trenton Truck Center Roland J. Flacco, Ford Joseph M. Davis, Ford Richard S. Franklin, Colmar Parts Warehouse Brad Ryan Kuder, Chevrolet Shaun P. Moyer, Chrysler Jeep Dodge Ram Glenn E. Wimmer, Chevrolet Jason A. Fluke, Chevrolet Kenneth M. Lang Sr, Conshohocken Truck Center Paul R. Puccio, Vineland Truck Center Timothy M. Amspacher, Souderton Truck Center Michael R. Hartzell, Souderton Truck Center David R. Gruver, Chevrolet T. Dale Frederick, Colmar Parts Warehouse Frank A. Bivighouse, Colmar Parts Warehouse Daniel J. Frustino, Corporate Office Sean D. Preston, Souderton Truck Center Merle Hunsberger, Corporate Office Edward R. Smith, Souderton Truck Center Timothy P. Conboy Sr, Colmar Parts Warehouse

10 YEARS OF SERVICE

Bruce D. Hensler, Colmar Heavy Duty Truck Parts Steven J. Julian, Thorofare Tire Service Royden M. Groff, Souderton Truck Center James H. Delp, Corporate Office James T. Golden, Vineland Truck Center Robert W. Haldeman, Chrysler Jeep Dodge Ram Stanley A. Moyer, Chrysler Jeep Dodge Ram Michael W. Thompson, Ford Brandon S. Shisler, Retread Technologies Richard A. Scouten, Lincoln Iesse I. Ventresca, Chevrolet Pamela A. Ryba, Buick GMC Cong V. Lien, Retread Technologies Allen D. Nichols, Colmar Parts Warehouse Richard A. Brasch, Colmar Heavy Duty Truck Parts David V. Nguyen, Retread Technologies Christopher M. Castellanos, Pennsauken Truck Center James Edward Mark Jr, Ford Robert E. Guinther, RBL Tire Service Center

5 YEARS OF SERVICE

Keith F. Hackman, Chevrolet
Paul C. Carsley, Pennsauken Truck Center
Daryl D. Renner, Chrysler Jeep Dodge Ram
Paul F. LaValle, Vineland Truck Center
Aaron A. Block, Chevrolet
Keith Caldwell, Hatfield Commercial Tire
Stephen E. Watkins, Zieglerville Auto Sales & Service
Raymond K. Scott, Chevrolet
Stephen L. Gearhart, Conshohocken Truck Center
Merlin L. Hartman, Chevrolet
John M. Panacek, Trenton Truck Center

Kyle J. Brown, Truck Leasing James C. Roberts, Perkasie Tire & Auto Center Richard H. Taylor Jr, Trenton Truck Center Jacob E. Reedy, Harrisonburg Tire Service Lisa Armentrout, Harrisonburg Tire Service Shannan M. DiSanto, Lansdale Collision Center Carlos Serrano, Pennsauken Truck Center Donnie W. Price, Harrisonburg Tire Service Patrick J. Gore, Retread Technologies Darian J. Derstine, Chevrolet Brian J. Mitros, Lincoln Jason L. Hemmerich, Conshohocken Truck Center Mark S. Regetta, Zieglerville Auto Sales & Service Philip G. Hoogenhuis, Buick GMC Joseph R. Hoffman, Chrysler Jeep Dodge Ram Kaitlyn R. Bergey, Souderton Fuel Center Ronald E. Johnson, Colmar Parts Warehouse Gail A. Paige, Lincoln Dante E. Battistini, Buick GMC Sean M. Williams, Buick GMC Derek J. Dimmick, Buick GMC MaryBeth Beckowski, Easton Tire Service David T. Kinney, Corporate Office Matthew K. Blakeslee, Trenton Truck Center David E. Demkee, Colmar Parts Warehouse Mark D. Brown, Souderton Truck Center Alfred Maddalena, Trenton Truck Center Michael J. Rafferty, Colmar Parts Warehouse Stephen L. Rybacki, Pennsauken Truck Center Zachary J. Carr, Buick GMC Benjamin D. Nice, Colmar Parts Warehouse Laverne H. Moyer, Hatfield Wholesale Tire Robert J. Mooney, Pennsauken Truck Center Kurt J. Wagner, Souderton Truck Center Ly Tran Hoang, Retread Technologies Robert Capaldi, Doylestown Tire & Auto Center David P. Marks, Hatfield Wholesale Tire David J. King, Colmar Parts Warehouse





We wish to extend recognition to the committee members for a job well done. They include: Debra Baker (HR), Kevin Bergey (Lincoln), Luke Bergey (Ford), Mark Bergey (Truck Centers), Becca Kulp (Souderton Truck Center), Liz Mascellino (HR) and Jessica Reyes (HR)

#1 Buick GMC Certified Pre-Owned Dealer

General Motors announced that Bergey's Buick GMC of Souderton, PA received the 2015 Northeast Region CPO Sales Leader Award. The GM Certified Pre-Owned Vehicle program honors the top selling dealership in the northeast region every year. Bergey's Buick GMC was recognized for their outstanding sales effort, selling 501 certified pre-owned vehicles in 2015. All of Bergey's Buick GMC's dedicated employees, teamwork and top-notch customer service made this possible. Earning this award is a reflection of the entire staff 's commitment to delivering an exceptional customer experience.



L to R: GM Representative, Jeff Halteman, Kathy Becker, Brandon Derstine, Dave Alderfer, Jeff Nice, Jim Pollino, Derek Dimmick, Glenda Leatherman, Glenn Bergey, Renita Shelly, GM Representative, Terry Brown



CALVARY OUTDOORS EXPO

Bergey's Dealerships had a booth at the Calvary Outdoors Expo on Saturday, March 5, 2016. Local businesses filled the church. Businesses came to introduce their products, services, opportunities, and also to share their expertise with the guests. Our booth was filled with tote bags, fishing bobbers, flashlights and balloons to distribute. Several new vehicles were on display outside the building. A special thanks to

Bob Yothers Jr., Kelsy Weaver, Kaitlyn Bergey, Rissa Bergey, Preston Moyer and Jack Mulgrew who helped at the event.

