# LOUD.... PROUD

MONTHLY NEWSLETTER
YOUR DEALERSHIP, YOUR NEWS, OUR FAMILY
VOLUME 2 - EDITION 2



**FEBRUARY 2018** 

#### **State of the Union**



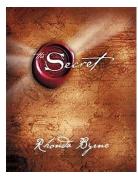
#### **SIMPLY AMAZING:**

In 2017 the Business Development Center (BDC) handled...

80,044 incoming calls
Over 20,000 calls to Hyundai Parts directly
Over 10,000 calls to Kia Parts directly
\*this doesn't include calls directly to employees lines.
Great Job!



# Gary's *Inspirational* Corner



"When you want something all the universe conspires to help you achieve it"

I highly recommend "The Secret" for anyone looking for a bit of inspiration in their life. It helps with creating clear visions and goals. Vision boards are a great way to set goals. They're a physical thing you can make to display in images, words, anything important to you.. If you don't have time for a board write it down on your mirror. Do your important thinking in the morning because that is where we're the least distracted by everything life throws

"Your life right now is a reflection of your past thoughts"

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**Shout Outs** 

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"Juan and Angel were just picked for employee of the week. The last storm was the fastest clean up due to their great planning and hard work. They started at 5am to have the lot clean and safe for our employees to arrive.

Great effort on their part.

Thanks for all you guys do."

Ed Bourbeau
General Manager Hyundai

"My shout out is to the **entire porter and parts staff.**We welcomed 120 people to the Chamber of Commerce
Elected Candidate Reception here at Gary Rome Hyundai
on Wednesday January 24<sup>th</sup>. We valet parked all of the
vehicles and did not miss a beat. It may seem unimportant
to some, but the meet and greet and caring for all of the
vehicles over a **two hour** period... **JOB WELL DONE!** 

Thank you all for your team work!"

Kevin Schechterle
Service Manager Hyundai

# **Welcome to the Family**

- Irene Costello Social Media Manager
- Erik Laakso Service Tech



# **What's Happening**

Who doesn't love Hot Chocolate on a cold January day?! We had too much fun at our **National Hot Chocolate day** party! Thanks to those who picked up their **#DrivePink**Plate Frames and donated to Rays of Hope!



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# **Killer Customers!**

Sandy Fitzsimmons came in to find a car for her daughter who totaled her car in Tennessee, and we were able to find the perfect Accent for her! Sandy's daughter is a lucky girl because her Mom, Sandy, left that night to drive the Accent down to Tennessee so she wouldn't be without a car. Way to go Mom!



# **Check Out Our Lots!**

We love to show off our new AND used inventory! It's New England so we all know that the snow isn't done just yet! We're keeping an eye out for more snow piles to drive on!



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# **Community Corner**

We had an awesome night meeting our new elected officials with the Holyoke Chamber of Commerce! Thanks to everyone who came!

"Your team was incredible and exceptional. From the valet-parking of everyone's cars, free car washes, gift bag with Jack Rome in Red Sox Uniform, to the food and Congressman Richard Neal. Incredible." ~Anthony Cignoli



# **Happy Anniversary**

Gary Rome Hyundai

- ★ Keith Brecher 10 years
- ★ Omar Espada 8 years
- ★ Larry Goldberg 5 years
- ★ Kevin Schechterle 4 years
- ★ Candice Frappier 2 years
- ★ Sue Hyde 1 year

**Gary Rome Kia** 

- ★ Richard Circe 9 years
- ★ David Nathan 5 years
- ★ Robert Mason 3 years

