

EMPLOYEE CONNECTIONS NEWSLETTER



VACATION EDITION 2023



Employees of the Month
**Brianna Zemrock
& Miggy Rivera**

Get to Know
Merissa McClain

Cover Image Cred: Shaun Stevens (Gary Rome Kia Finance Manager) from his summer vacation in Alaska

FROM THE DESK OF GARY ROME



It is great to see so many summer fun pictures from our team in this newsletter! Thank you for your contributions. Your participation added to the fun.

Personally, I was able to spend time at the lake with my family. Even more enjoyable was having my twins, Jake and Sydney, working at Gary Rome Hyundai over the summer.

As we enter Fall, we gear up for our signature Trees of Hope event to benefit the Ronald McDonald House of Springfield! Our meetings are underway. We expect to raise \$202,000 this year. The event will officially launch on Friday November 3rd and will conclude on November 17th.

A couple important event related dates to make note of - gather your friends and family:

Sunday November 5th: Paint & Sip (see Cathy for details and to register)

Sunday November 12th: Craft Fair (this was such a HUGE success last year, we're doing it again!)

I had two notable moments at the end of the summer that I wanted to share. I had the honor of having lunch with Sister Mary Caritas for her 100th birthday. She is a remarkable woman who has spent her whole life serving people in need. For those that know her, she is 100 years "young" and really just getting started!

I also had the pleasure of spending time with retired Sheriff Michael Ashe at the Annual Summer Picnic, hosted by Sheriff Nick Cocchi. Retired Sheriff Ashe was the longest serving elected sheriff in the state of Massachusetts with 42 years of service. It was an honor to speak with him.

As always, I appreciate everyone's hard work and dedication to Gary Rome Auto Group. I look forward to celebrating everyone at our Employee Appreciation Party on October 28th.

-Gary



Employees of the Month August 2023

GREAT PERFORMANCE IS NEVER LUCK. IT TAKES A LOT OF FOCUS, HEART & HARD WORK.



Brianna Zemrock
Marketing Admin **GARY ROME HYUNDAI**

Brianna goes above and beyond to help her customers and fellow staff members. Every time I need something, I know I can count on her to help me. With such a busy service department and the chaos...she always keeps a calm head. It is a pleasure to see her smile day in and day out. Congratulations, Bri!



Miggy Rivera
Parts Advisor **KIA GARY ROME KIA OF ENFIELD**

We have had a summer full of vacations and babies being born and Miggy has really stepped up in our parts department, to make everyone's lives much easier. Whether it is her fantastic customer service or helping deliver parts to our busy technicians, she is always available to help with a big smile on her face. We are lucky to have a team member like Miggy, to help with the day-to-day operations that come with a busy parts and service department. Thank you, Miggy, for all the extra effort not only this month or this summer, but all year long.

Kevin Schechterle
General Manager

David Nathan
General Manager

Seen At



Gary cheered on the Hyundai Motor Sports Team at Lime Rock Park with John Szymanski, Hyundai's Eastern Region Manager.



Our team helped out at the Second Chance Animal Shelter mobile vaccine clinic on August 18th! L to R: Brittany Zabielski (Social Media Admin), Sydney Rome (Receptionist), Ali Knight (Service Appt Coordinator), Brianna Zemrock (Marketing) Second Chance Team and far left Stephanie Rivera (Receptionist)



Sydney Rome (GRH Receptionist) won a co-ed grass volleyball tournament at Crosier Field in Holyoke.

Seen At



Dara Davignon (Executive Assistant), Pauli Bonavita (GRH Sales) and Kevin Schechterle (GRH General Manager) played in the Ronald McDonald House golf tournament at Twin Hills Country Club.



Cover Story

Summer Fun!



A beautiful rainbow in Charlene Cocrane's (GRAG Warranty Admin) backyard in Ware.



Keith Brecher
(GRH Finance
Director)
travelled to
Spain with his
son, Max.



Peter Lustenberger (GRH Sales Manager) with his
girlfriend, Emily, in Cape Cod.

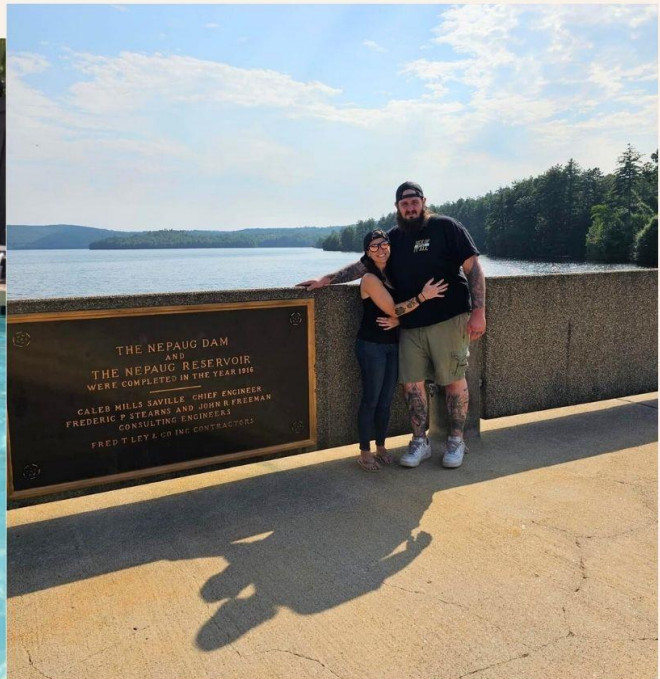


Nikki Lussier (GRH Sales) and her
fiancé, Austin, playing mini golf
with family in Cape Cod.

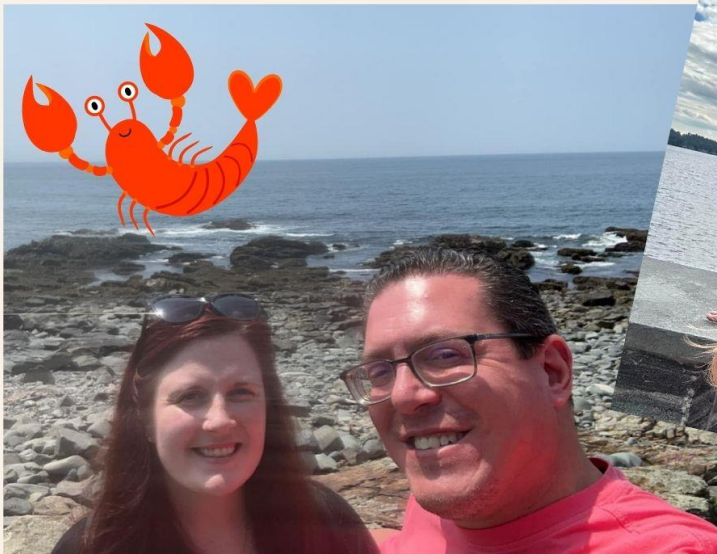




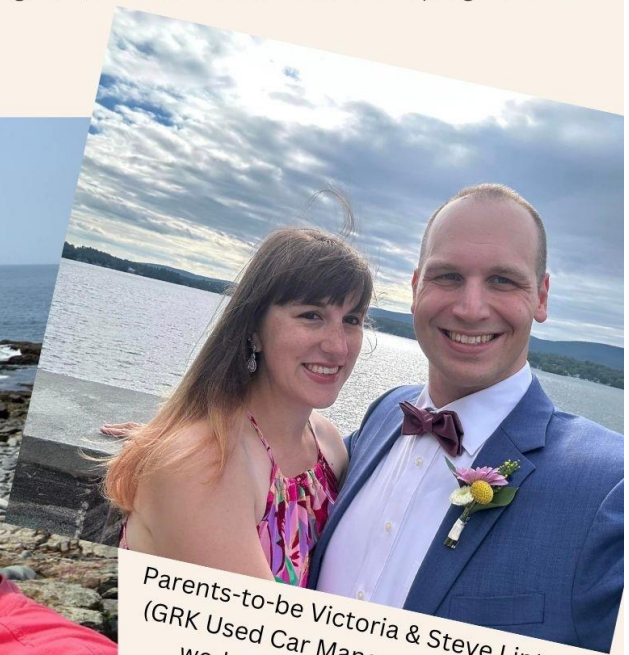
Trisden Toccaltine (GRK Asst Service Manager)
and his kids swimming in Myrtle Beach.



Lindsay Lapan (GRH Staff Accountant) & her boyfriend Chris Bergeron (GRH Technician) visited the Nepaug Dam in CT.



Phil Brecher (GRK Sales) and his fiancée, Mariah, visited the Marginal Way in Ogunquit, Maine.



Parents-to-be Victoria & Steve Liptak
(GRK Used Car Manager) attended a
wedding in Lake George, NY.



Stephanie Rivera (GRH Receptionist) with her family in New Jersey.



Elizabeth Gourde (right, Service Appt Coordinator) with a friend in Dennisport, Cape Cod.



Shaun Stevens (GRK Finance Manager) took an Alaskan cruise.





Service Advisor Mike Collins happily spent his summer vacation at Gary Rome Hyundai!



Josue "Macho" Rivera (GRH Parts Manager) went to Universal Studios with his fiancée, Lisamarie, and their children.



GRH Sales & Leasing Consultant Norm Caruolo's beautiful backyard blooms!



Chris Fenton (GRH Finance Manager) and wife, Alexa, and daughters Sloane and Cecilia at Maple Valley Scoop.



Kevin Schechterle (GRH GM) on his boat in Otis, MA.



Brittany Zabielski (GRAG Social Media Admin) in Mexico with her parents and brother.



Ali Knight (Service Appt Coordinator) visits her sister in New York.



Ryan Duzsa (GRH General Sales Manager) and his wife, Sara, took a vacation to Egypt.



Michael Davenport and his partner, Jared, strutting the streets of Great Barrington and kayaking in Otis, MA.



Robert Gourde (GRH Sales) and his partner Gabe at Cape Cod.

Renee Charles (GRAG Controller) went gator hunting in Florida! Pictured here is her daughter, Alex, and her grandchildren Marie, McKenzie, and Kingston.

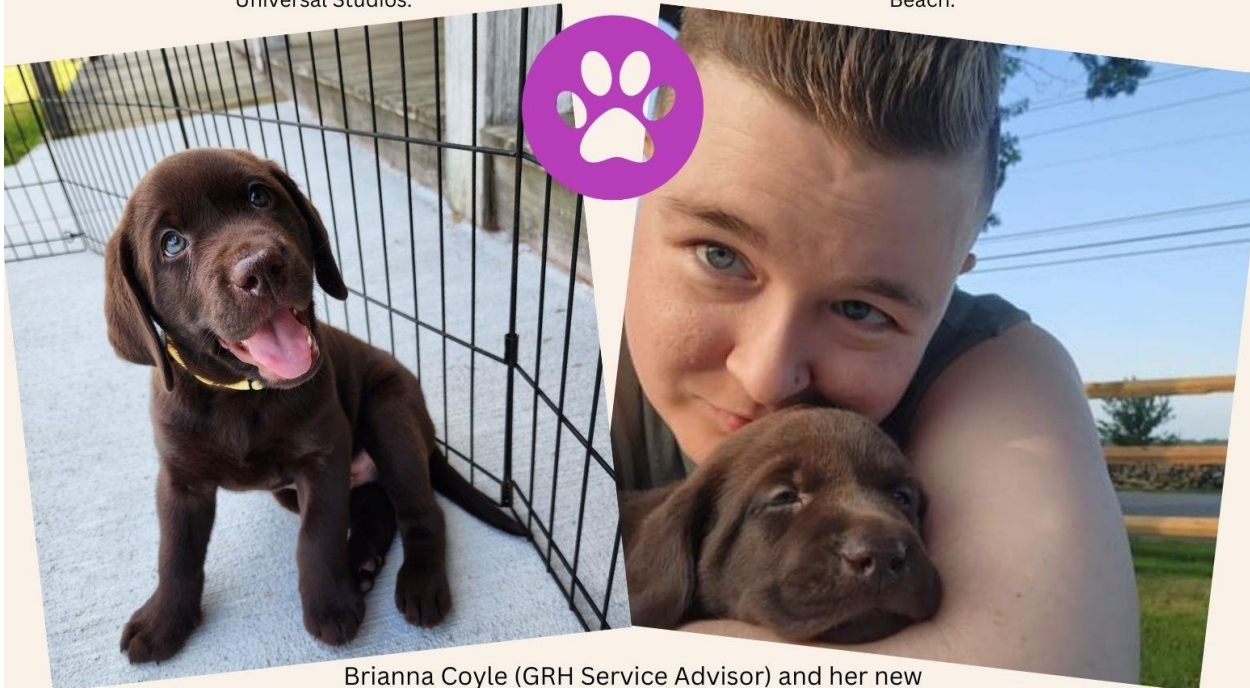




Felix Vega (GRH Service Advisor) with his family at Universal Studios.



Kevin Covington (GRH Sales) with his family in Hampton Beach.



Brianna Coyle (GRH Service Advisor) and her new Labrador pup, Bruin.



Adrien Tatro (GRH Receptionist) in South Deerfield, MA.

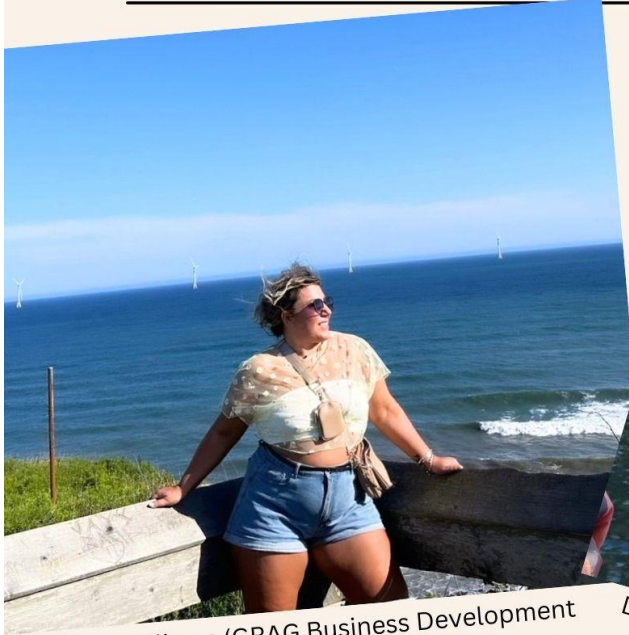


Karissa LeDuc (GRAG Business Development Specialist) with her boyfriend Nick and his son Nicholas.



Carlos (GRH Technician) and his wife, Zuleika, are expecting a baby boy on December 25th!





Vanessa Williams (GRAG Business Development Specialist) at Block Island.



Dara Davignon (Executive Assistant) on a tour of the Blasket Islands in Ireland.



Christian Jimenez (GRH Sales) and his partner, Zeus, saw Beyonce's Renaissance World Tour in New Jersey. Behind Christian is Fat Joe and behind Zeus is Jay Z in the checkered hat...We

Slay



David Nathan (GRK GM) & his wife, Marie, on
cruising on the CT River.



Jason Cisek (GRH Finance Manager) with his wife,
Carol, at Fenway.



The Maiolo Family
visited the Poconos!

Left: Paul Maiolo,
JR (GRH
Receptionist) with
his sister
Right: Paul
Maiolo, Sr
(GRH Sales)
with his wife,
Julie.





Gary rips it up on Candlewood Lake and then chills with a yoga session with his sister, Lisa.



GRH Technician Josh Jimenez's sons, Lee (above) & Caiden (below).



Special Events Alert!

"GARY ROME HYUNDAI IS THE BEST DEALER IN THE WORLD!"

-Bob Kim, National Sales Manager, Hyundai Motor America



On July 27th, Gary Rome was presented three prestigious awards by the Executives of Hyundai Motor America, that are only given to premier dealers. Gary is proud of the accomplishments and achievements of his team. He is honored to receive and accept the awards. He is proud to represent such a dynamic and environmentally conscious franchise as Hyundai. Gary and his team are both focused on corporate social responsibility.



The **Global Dealer Award** incorporates sales, service, customer satisfaction, and facility KPI's for all Dealers globally. Only 100 Dealers receive this award globally, and Gary Rome Hyundai is one of the 19 in the United States. The Global Dealer Award is for the top elite tier of those elite. With John Szymanski (left, Eastern Region Sales Manager, Hyundai) & Kevin Schechterle (GRH GM).



The **Hyundai Board of Excellence Award** is only given to a small number of dealers each year. The Hyundai Board of Excellence program is a national recognition program that rewards top-performing dealerships for sales and service excellence.



The **Golden Turtle Ship Award**, held by General Manager Kevin Schechterle, represents strength and impenetrability. When the Koreans were fighting the Japanese they were outnumbered. The Japanese had 100 ships and the Koreans only had 12. They were successful and won. Due to a long period of peace, the ship is still famous today for its innovative design as well as its role as a symbol of strength and military power. The most common and popular meaning of the turtle is longevity. With Bob Kim (left, National Sales Manager, Hyundai Motor America) and Kevin Schechterle (GRH GM).



**TOGETHER, GARY AND HIS TEAM ARE SO MUCH
MORE THAN AN AUTOMOBILE DEALER.**



Hyundai Hosts Child Safety Seat Event with Baystate Health Foundation at Gary Rome Hyundai

HOLYOKE, Mass., Aug. 2, 2023 – Hyundai Motor America and Baystate Health Foundation hosted a child safety seat check at Gary Rome Hyundai in Holyoke, Massachusetts in support of child passenger safety in the community. The event marked the beginning of the partnership between Hyundai and Baystate Health Foundation, which will include consumer educational events that include car seat safety inspections like this one. About 46 percent of car seats and booster seats are installed incorrectly or improperly used, according to data from the National Highway Traffic Safety Administration.



L to R: Brandon Ramirez (Director Corporate Social Responsibility, Hyundai Motor America), Yolanda Morrow (Pediatric Trauma Surgery Program Manager, Baystate), Dr. David Tashjian (Pediatric Trauma Surgeon Medical Director, Baystate), Gary, Daisy, Wynn & Diana Chung-Edwards (Trauma Surgery Injury Prevention Nurse Coordinator, Baystate)

“At Hyundai, we are committed to offering not only cutting-edge technologies and systems that help keep drivers, passengers, and other road users safe, but also access to education of best safety practices,” said Brian Latouf, global chief safety officer, Hyundai Motor Company. “Partnerships with institutions like Baystate Health Foundation and dealer partners like Gary Rome, who share in this mission of keeping the community and our precious ones safe, play an important role in creating the culture of safety we are so proud of at Hyundai.”

Certified technicians educated parents and caregivers on proper installation of the safety seats, as well as how to correctly buckle up their children. Technicians also inspected for expiration dates, manufacturer recalls, and proper fit of the seats. Anyone that needed a replacement car seat was able to receive one.



Kevin Schechterle (GRH GM), Ardy Chen (Vehicle Safety Investigator, Hyundai Motor America) Dara Davignon (Executive Assistant) & Brandon Ramirez (Director Corporate Social Responsibility Hyundai Motor America).

Above: Maria LePage (GRH Sales) with Daffy Duck & Bugs Bunny of Six Flags.



As part of the event, Hyundai Hope donated to the Food Bank of Western Massachusetts and the Thrive Center of Holyoke Community College, two local food sources combatting food insecurity in the greater Holyoke, Massachusetts area. The Food Bank of Western Massachusetts provides healthy and culturally responsive food directly through its Mobile Food Bank, Brown Bag: Food for Elders sites and its 170+-member food assistance network. These independent pantries, meal sites and shelters provide food and other resources to members of the community, including children, families, seniors, veterans and people with disabilities, so they may lead healthy and meaningful lives. With this donation, the Food Bank will be able to provide 40,000 nutritious meals to neighbors facing food insecurity in Western Massachusetts.

The Thrive Center and Food Pantry at Holyoke Community College (HCC) provide necessities to students experiencing food insecurity, housing insecurity and other financial needs. It supplies, at no charge, food staples, toiletries and much more including baby food, diapers and wipes to students raising families while getting an education. This donation will give access to resources to help students overcome these barriers so they can focus on their studies and find success.

"We are thrilled to host this child safety seat event at our dealership because 'doing the next right thing' drives everything we do at Gary Rome Hyundai," said Gary Rome, dealer principal, Gary Rome Hyundai. "We are grateful for community partners like the Food Bank of Western Massachusetts and the Thrive Center at HCC who are dedicated to serving our neighbors in Holyoke and beyond."

*Hyundai Hope is a corporate social responsibility initiative from Hyundai Motor North America, committed to the principal of Progress for Humanity and the goal of improving the wellbeing of society. Hyundai Hope dedicates time and supplies resources to nonprofit organizations that support the health and safety of individuals and foster positive growth in communities. For more information, visit www.HyundaiHope.com.



L TO R: Dara Davignon (Exec Asst to Gary Rome), Gary, Andrew Morehouse (Executive Director, Food Bank of Western Mass), Jillian Morgan (Director of Philanthropy Food Bank of Western Mass), Brandon Ramirez (Director, Corporate Social Responsibility, Hyundai Motor America), Amanda Sbriscia (VP of institutional Advancement, Holyoke Community College) and executive director, HCC Foundation, Julie Phillips, Interim Director of Development, Holyoke Community College), Michelle Karajelian (Manager, Corporate Social Responsibility, Hyundai Motor America) & John Sieracki (Executive Director, Holyoke Community College Foundation)



L TO R: Scott Berg (VP of Philanthropy, Baystate Health), Kathy Tobin (Director of Annual Giving & Events, Baystate Health Foundation), Gary Dr. David Tashjian (Pediatric Trauma Surgeon Medical Director, Baystate Medical Center), Brandon Ramirez (Director, Corporate Social Responsibility, Hyundai Motor America), Dara Davignon, (Exec Asst to Gary Rome), Yolanda Marrow (Pediatric Trauma Surgery Program Manager, Baystate Medical Center), Michelle Karajelian (Manager Corporate Social Responsibility, Hyundai Motor America), & Diana Chung-Edwards (Trauma Surgery Injury Prevention Nurse Coordinator, Baystate Medical Center)

Get to Know Merissa McClain

Merissa McClain is a 4 year teammate at Gary Rome Auto Group! She began her career as a receptionist at Gary Rome Hyundai on the sales floor. Shortly after, she became a receptionist in the Business Development Office and then she was promoted to a Service Appointment Coordinator. In 2023, she migrated down to Gary Rome Kia in Enfield and has smoothly transitioned into a Service Advisor - a position she truly loves! Merissa was born in Florida, spent some of her childhood in Minnesota and then moved to Massachusetts to be with family. She graduated from Holyoke High School in 2017 and continued onto Holyoke Community College, where she graduated with an Associate's Degree in Liberal Arts. Merissa is currently working towards her Bachelor's Degree in Early Childhood Education at Westfield State. She plans to continue onto the Master's Program and hopes to someday become a therapist in a school system.



"I love my co-workers and count on them for support!"

Merissa met Finn, her boyfriend of 7.5 years, during high school! She has been dating Finn for 7.5 years. Finn is a teacher at Holyoke High School. Together, they enjoy going to the movies and watching the Patriots. They hope to someday travel to Ireland and Iceland. One of their most memorable moments over the the summer was attending a Post Malone concert.

🎵 **POST MALONE Concert** ➡





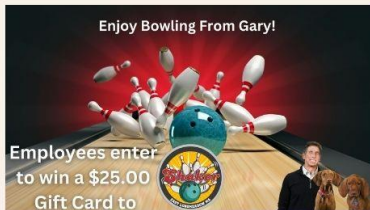
Cathy Riley, Corporate Culture Officer



CORPORATE CULTURE

A great place to work is the difference between
being a good company and a great company.

AUGUST'S RAFFLES



ARCADE RAFFLE WINNERS!

Shaun Stevens (GRK Finance Manager) & Marissa Rivera (GRH Service Advisor)



BOWLING RAFFLE WINNERS!

Omar Espada (GRH Asst Parts Manager) and Josiah Vega (GRK Lube Technician)



PAINT & SIP RAFFLE WINNERS!



Jake Rome won the August Birthday Raffle and gifted his Chipotle gift card to his fellow GRH porter, Cristobal Orellana!





CORPORATE CULTURE



SIZZLIN' SUMMER BBQ

**GARY ROME
HYUNDAI**



"Cheeseburger in paradise, Heaven on earth with an onion slice, not too particular, not to precise, I'm just a cheeseburger in paradise!" -Jimmy Buffett



Brittany Zabielski (GRAG Social Media Admin), Cathy, Denise Carr (BDC Manager) & Stephanie Rivera (GRH Receptionist)



Cathy and Grill Master Juan Romero (GRH Lot Manager)



Noah Aubrey (GRH Porter)



CORPORATE CULTURE



Brianna Zemrock (GRAG Marketing) & Pauli Bonavita (GRH Sales)
on National Watermelon Day.



Stephanie Rivera (GRH Receptionist), Carlos Rodriguez (GRH Technician) & Cristobal Orellana (GRH State Inspector/Porter) at August Birthday Celebration Day!

At Gary Rome Auto Group, we boost employee happiness and retention with year-round appreciation!

SAVE THE
date
Saturday, October 28th
Employee Appreciation Party
at the Castle of Knights





CORPORATE CULTURE



**Ronald McDonald House Charities® of
Connecticut and Western Massachusetts**
860 Howard Avenue, Suite A, New Haven, CT 06519
203 777-5683 tel. 203 777-3082 fax

www.RMHC-CTMA.org

August 16, 2023

Ms. Cathy Riley
Employees of Gary Rome Hyundai
150 Whiting Farms Road
Holyoke, MA 1040

Dear Cathy,

On behalf of the family that stays here at the Ronald McDonald House in Springfield, it is with heartfelt appreciation that we thank you for your generous donation of a Men's Care Basket with an estimated value of \$150. You are extraordinary, and we are honored to call you our friends.

The House is a home away from home for families with children needing medical care. Families travel locally, nationally, and internationally to Springfield to seek critical and essential healthcare services and life-changing medical treatment for their children.

In 2022, the Chapter:

- Provided **335 families** with **6046 nights** of care, comfort, and compassion.
- Families came from **24 states** and **6 countries**.
- Families were **supported by 452 Volunteers** and **5551 volunteer hours** of kindness.

It was an incredible service year, and we look forward to seeing the impact we will make in 2023. **You** are part of our success. Without support from friends like you, we could not offer these services.

Zach, a parent who recently stayed with us, shared the following:

"Without RMH we wouldn't have been able to stay so close to our baby, with such a piece of mind. It has not been an easy journey! The support we received, and you gave, was the best. From the kind, caring words, warm hugs, access to the kitchen and the good food that was always available, a quiet and comfortable room, the laundry facilities, and the extra blankets you offered us to use when sitting at our baby's crib side, we are forever indebted to you all!"

Thank you for supporting all the families that walk through our doors!

With gratitude for your kindness and generosity,

Rose

Rosemarie Zello
Development Manager
Ronald McDonald House of Springfield
rzello@rmhc-ctma.org or 413-794-5683

Keeping families close

*Dear GRH team,
We cannot thank you enough
for the tremendous support
you provide to the children
and families who call us their
home away from home!
I'm grateful to work with you*

At Gary Rome Auto Group, we do the **NEXT RIGHT THING!**



Our employees participate in "Wear Jeans on Fridays" campaign and together, we raise funds to give back to the community. Our employees donate \$2.50 each Friday they choose to wear jeans to work and every penny counts! The Ronald McDonald House of Springfield is one of our most esteemed charities. Thanks to all who participate on Wear Jeans on Fridays!

SHOP TALK | OFFICE BANTER | SALES PITCH

GARY ROME
HYUNDAI



STRONG APART, STRONGER TOGETHER: GRH Technicians Crystal Alston & Amanda Carson replace an engine, together!



PRETTY IN PINK: Charlene Cocrane (GRAG Warranty Admin) switches up her favorite color purple, to wear pink!



FAST & FURIOUS: Kevin Li (GRH Technician) is as speedy as the Elantra N he's working on!



PICK YOUR COLOR: No, not at the nail salon...but at the BDC office! Brianna Zemrock (GRAG Marketing) shows off her lip gloss collection.

SHOP TALK | OFFICE BANTER | SALES PITCH

GARY ROME
HYUNDAI



WORK ANNIVERSARY TRILOGY:

Edgar Vazquez, JR (7 years, Parts Advisor), Mark Linnehan (13 years, Parts Driver) & Stephanie Rivera (2 years, Receptionist)



WE'RE SEXY & WE KNOW IT: Sales & Leasing Consultants Robert Gourde and Michael Davenport cruise around in Robert's Miata on hot summer days!

SHOP TALK | OFFICE BANTER | SALES PITCH



PARTY OF 4: Wynn and Daisy Rome insisted on being included the birthday pic of Brian Boglish (Sales & Leasing Consultant).



THIS IS NOT A KIA: GRK Porter, Neithan Mulero, posing with a Hyundai.



WERKIN' IT: Dara Davignon (Exec Asst) at a NCCCC Chamber luncheon.



Twins Jake & Sydney Rome celebrated their 17th birthday as official Gary Rome Hyundai employees on August 9th!





To benefit the
Foundation for TJO Animals

October 7, 2023
Forest Park, Springfield

Registration begins at 8:30am
Event kick off at 10:00am

- Early bird registration May 15th - July 31: \$30, Includes event t-shirt.
- Registration August 1st - September 17th: \$35, includes event t-shirt.
- Sept 18th til day of event: \$35, t-shirts available to purchase while supplies last.
- Children under 12 are free.

Full event details at:
tjofoundation.org

GARY ROME
HYUNDAI



**RUN
OR
WALK**



REGISTER!

Prizes for
top dog, top
male, top
female

Refreshments
will be served
after the
race.





Save the Date

Saturday, November 4th - Friday, November 17th
3rd Annual Trees of Hope

Sunday, November 5th

Paint and Sip

1:00 PM - 3:00 PM

*Reservation Only! Call us (413) 536-4328 to reserve your spot!

Sunday, November 12th

2nd Annual Holiday Market

11:00 AM - 4:00 PM



Ronald McDonald
House Charities.
of Connecticut &
Western Massachusetts

GARYROME
HYUNDAI

Back Cover THROWBACK



L to R: Kevin Covington (Sales), Tim Ferreira (COO), Kevin Schechterle (GM), Stephanie Rivera (Receptionist), Brianna Zemrock (Marketing), Brittany Zabielski (Social Media Admin), Dara Davignon (Executive Assistant) & Gary

March 2022

SUPPLY DRIVE FOR UKRAINE



@

GARY ROME HYUNDAI

