

EMPLOYEE CONNECTIONS NEWSLETTER

APRIL 2023



Get to Know
Josh Calkins

Employees of the Month
Omar Espada & Trisden Toccaline

FROM THE DESK OF GARY ROME



Spring is officially here! It's my favorite time of year, knowing there are many warm days ahead. Last month was full of festive networking events for St. Patrick's Day and we had a lot of employee participation attending breakfasts and luncheons. As always, please let myself or Dara know if you'd like to attend networking events! Our supply drive for Turkey ended and we filled SIX truckloads with supplies. An extra big shoutout to **Jess Rios** at Gary Rome Kia, and the following Gary Rome Hyundai employees, for coordinating and assisting with collections and deliveries: **Stephanie Rivera, Cathy Riley, Brittany Zabielski, Megan O'Neill, Brianna Zemrock, Ali Knight, Paul Maiolo, JR, Juan Romero, Edgar Vazquez, and Dara Davignon.**

We had two very special visitors at Gary Rome Hyundai in March. John "Jack" Neves and Severin Kameni of Hyundai Motor America. Jack is the son of the late attorney Jorge Neves, whom our community conference room is named after, and Severin is a Hyundai District Sales Manager and Chair of Equality ERG. Severin recently moved to the east coast and we expect to see him at the dealership on a regular basis!

Gary



Dara Davignon (Executive Assistant), Jack, Tim Ferreira (GM)



Severin Kameni

Employees of the Month April 2023

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



Omar Espada

Parts Specialist

**GARY ROME
HYUNDAI**

A real model employee. Arrives a little early, always willing to stay a little late if need be. Never questions or says no when given a task. He's the man most of our wholesalers call and ask for. If you watch him work for a couple minutes, it might "wow" you as to how he multitasks and just gets the job done. Thank you for all you do on a daily basis. L to R: Omar, Tim Ferreira (GM) & Macho

Jose "Macho" Rivera
Parts Manager

Trisden Toccaline

Assistant Service Manager

**KIA GARY ROME KIA
OF ENFIELD**

Trisden has come a long way in the 5 short years he has been with us and in that time he has climbed a great ladder of success. Trisden came to us as a lube tech and has worked his way to assistant service manager. The past few month especially, I have seen Trisden grow and take on more responsibility. He has been a real asset to the service department and his contributions the past 4 months have helped us grow in every major category we measure. It has been his role in other areas that has helped a great deal as well. Trisden came to us as a painter and in our efforts to help with a "beautification" project around the dealership, he has helped tremendously with his skills and putting in plenty of extra hours. The project is not over but Trisden is still a huge help and for this reason I would like to recognize him, as Gary Rome Kia's employee of the month.

David Nathan
General Manager



Employee Accolades April 2023

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

Way to Go, John Bruso!

Gary Rome Kia Sales & Leasing Consultant

I am a younger girl and get very nervous going to dealerships with the worry of not being treated fairly, but Gary Rome Kia was amazing. I worked with John Bruso who was very kind, answered every question I had, negotiated with me, did everything he said he would. Definitely was a great experience and I highly recommend! Super happy with my car and the experience :)

Way to Go, Lizbeth Velez!

Gary Rome Hyundai Service Advisor

I own a 2009 Hyundai Accent that I bought from your dealership. On February 24, I brought my car in for service. The car needed a new gas tank and exhaust system. Lizbeth in your service department treated me with patience and understanding. She did extensive research on finding the necessary parts and followed through by being a liaison with your auto technicians. I felt part of the "family" you mention in your TV ads. It is because of Lizbeth that I was at ease during all aspects of making my car almost new again. I do not know if you have an Employee of the Month award, but I would like to see Lizbeth receive some recognition for her outstanding customer care. It is indeed a pleasure doing business with Gary Rome Hyundai.

Way to Go, Stephanie Rivera & Christian Jimenez!

Gary Rome Hyundai Receptionist, Sales & Leasing Consultant

I purchased a 2023 Santa Fe this week and my salesperson, Christian, made the buying the car a pleasure with no high sales pitch or anything like that. He answered all of my questions professionally and even some questions I didn't even know I had. He was kind and helpful when I picked up my car. It truly was so easy to buy a car from him and Gary Rome Hyundai. Your staff was wonderful. The girl at the front desk was especially kind and pleasant. Best car buying experience ever and I will tell everyone I know! Thank you, Elena Blakesley

Way to Go, Brian Boglisch!

Gary Rome Kia Sales & Leasing Consultant

Brian was the absolute best salesperson I have ever bought a car from!!! He knew everything about every vehicle and made the process seamless and quick. He helped with picking out the perfect car for me!!! Would recommend 1000%



Seen At



Gary and Dara Davignon (Executive Assistant) attended the **North Central CT Chamber of Commerce's Economic Development Breakfast** at Asnuntuck Community College. The morning included economic updates from local and state representatives, for the towns of Somers, East Windsor, Somers and Suffield.



Gary Rome Hyundai Sales Manager
Kevin Schechterle & GM Tim Ferreira



&



GREATER WESTFIELD
CHAMBER OF COMMERCE



Dara Davignon (Executive Assistant)
& Brianna Zemrock (Marketing)

St Patrick's Day Breakfasts



Brittany Zabielski (Social Media Admin) & Gary



Seen At



Leadership Summit 2023

@ MassMutual Center

This forward thinking conference is designed to help managers and leaders in all industries discover a new kind of leadership to be effective in today's shifting workforce. The day will help leaders grow, connect and have fun.



Telesha Williams (BDC Manager), Renee Charles (GRH Controller)
& Tim Ferreira (GRH GM)

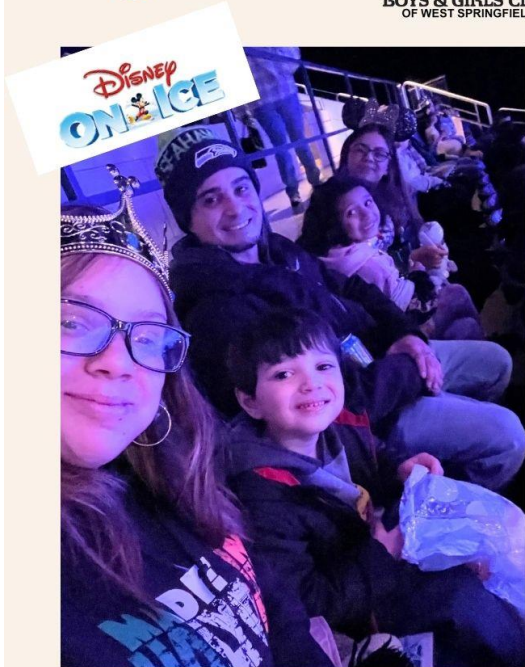


LEFT SIDE BACK TO FRONT: Omar Espada (GRH Parts), Javier Santiago (GRH technician) Colleen Lent (Registry Clerk), Edwin Feliciano (GRH Technician), Chris, Matt Schmitt (former GRH technician)
RIGHT SIDE BACK TO FRONT: Mike Aubrey (GRH Parts & Service Director), Brianna Coyle (Service Advisor), Megan O'Neill (GRH Cashier) & her wife Moira, & Josue "Macho" Rivera (Parts Manager)



Chris & his girlfriend Lindsay
Lapan (GRH Staff Accountant)

Seen At



Stephanie Rivera (GRH Receptionist) & her family enjoy the show at the MassMutual Center.



Tim Ferreira (GM Gary Rome Hyundai), Dara Davignon (Executive Assistant), Daisy Rome & Gary toured the club and its new pre-school.

GRH Sales
Manager, Kevin
Schechterle & GM
Tim Ferreira
celebrate after
Tim's fast run!



Brianna Zemrock (Marketing) and her boyfriend, Eggy, attended a WWE wrestling event.



Cover Story

The Progress of the Gary Rome Car Wash Dog Wash & Detail Center







Get to Know
JOSH CALKINS

IT Manager @



Josh has been employed by GRAG for almost 20 years! He is a wealth of knowledge when it comes to the history of both dealerships and works with every department. Josh attended Springfield Central High School, then transferred to Sci-Tech where he was a member of the first graduating class of the new school. His name is memorialized on a plaque at the school as one of the first graduates. After high school, Josh attended Porter & Chester Institute, where he studied drafting and CAD software. Directly after trade school, he worked in aerospace engineering and quality control. After being laid off, he found his way to Gary Rome Hyundai (the Kia dealership wasn't existent yet) and he's made his home here ever since. He initially worked under our current GM, Tim Ferreira, as a parts driver and then was promoted to the parts counter. Tim quickly learned that Josh had computer skills and asked him to start repairing broken machines. Josh was tech savvy and soon began to help Tim with internet sales and the online Hyundai accessory store. The Gary Rome Hyundai accessory store website was the "pioneer" of national auto accessory websites, and much credit is due to Josh for its success. When Gary opened the Kia dealership, Josh worked many late nights working there on backend IT management.

Josh is married to wife, Alison, and together they have a 4 year old son, Noah. Josh and Alison met in 1996 via online chat and remained friends throughout high school. Alison got stood up for a date one weekend, and Josh quickly came to the rescue and the rest is history! They wed in 2016 and honeymooned in Disney World, which is still a favorite travel destination, now as a family.



Josh enjoys working at his home in Charlton, MA and spending time with Noah doing outdoor activities such as sledding, exploring the woods and he will teach him how to ride a bike this spring! Josh and Alison plan lots of family movie nights on the couch or at the theater. Josh listens to heavy metal music and has attended many concerts. He is a loyal Patriots fan and has many fond memories of watching the Celtics with his father. He has converted Alison to be a New England sports fan and is looking forward to the day when Noah will enjoy it also!



Cathy Riley, Corporate Culture Officer



CORPORATE CULTURE

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



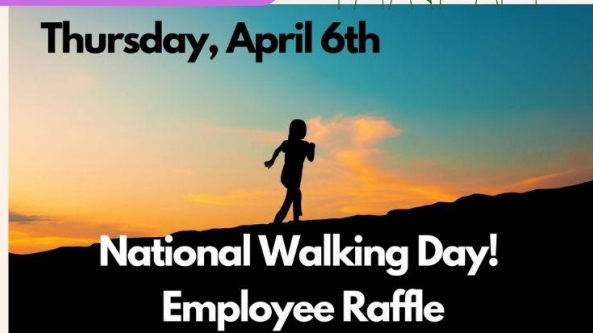
APRIL'S RAFFLES



Wednesday, April 5th

**NATIONAL
DEEP-DISH
PIZZA DAY**

Employees enter to
win a gift card!



Thursday, April 6th

**National Walking Day!
Employee Raffle**



Sunday, April 16th

*National
Orchid Day!
Employee Raffle*



Wednesday, April 19th

*National
Amaretto Day!
Employee Raffle*



Wednesday, April 26th

**NATIONAL
PRETZEL DAY!**

Employees enter to
win a gift card!



Thursday, April 27th

**NATIONAL
PRIME RIB DAY!**

Employees enter to
win a gift card!



CORPORATE CULTURE

MARCH'S RAFFLE WINNERS



1st Day of Spring Raffle Winner Brianna Zemrock (Marketing) & National Girl Scout Week Winner Renee Charles (GRH Controller)



National Cheesesteak Day Raffle Winner, Bobby Kosior (GRH Sales)



National Waffle Day Raffle Winner, Crystal Alston (GRH Technician)



National Craft Day Raffle Winner, Cristobal Orellana (GRH Mass State Inspector/Porter)



CORPORATE CULTURE

NATIONAL CEREAL DAY FUN!



Lindsay Lapan (Staff Accountant) &
Megan O'Neill (Service Assistant)



Stephanie Rivera
(Receptionist)



NATIONAL FLOWER DAY FUN!



Brianna Zemrock (Marketing), Lindsay Lapan (Staff Accountant)
& Stephanie Rivera (Receptionist)



Crystal Alston (Technician), Josh Calkins (IT)
& Amanda Carson

SHOP TALK | OFFICE BANTER | SALES PITCH

**GARY ROME
HYUNDAI**



IT'S A WOMAN'S WORLD: The women of Gary Rome Hyundai celebrated International Women's Day on March 8th L to R: Cathy Riley (Corporate Culture Officer), Jess Rios (GRK Lot Manager), Marissa Rivera (Svc Advisor), Amanda Carson (Tech), Lizbeth Velez (Svc Advisor), Mary Lavelli (BCD Specialist), Brianna Coyle (Svc Advisor), Charlene Cocrane (Warranty Admin), Brianna Zemrock (Marketing), Maria LePage (Sales), Colleen Lent (Registry Clerk), Megan O'Neill (Svc Asst), Lindsay Lapan (Staff Accountant), Brittany Zabielski (Social Media Admin), Stephanie Rivera (Receptionist), Karissa LeDuc (BDC Specialist), Ali Knight (Svc Appt Coordinator), Alicia Williams (Svc Appt Coordinator), Renee Charles (Controller), Telesha Williams (BDC Manager) & Crystal Alston (Tech).



"SLEEK, STUPENDOUS, SOPHISTICATED, STYLISH, SEXY & SEXIER!": The 6 descriptive words Gary and our sales team used to describe the brand new, all electric **IONIQ 6**. Back: Sales & Leasing Consultants Phil Brecher, Michael Davenport, Christian Jimenez & Sales Manager Peter Lustenberger. Front: Kevin Covington (Sales) & Gary.

Vanessa Williams (BDC Asst Manager) with Kevin Covington (Sales) are the first to experience the spacious interior!

SHOP TALK | OFFICE BANTER | SALES PITCH



THE FINISH LINE: Dara Davignon (Executive Assistant), Tim Ferreira (GM) & Lindsay Lapan (Staff Accountant) ran the Holyoke St. Patrick's Day Road Race!



GREEN WITH ENVY: Merissa McClain (Svc Appt Coordinator), Brianna Zemrock (Marketing) & Karissa LeDuc (BDC Specialist) prepare for St. Patrick's Day with their green shirts!



MR. SPARKLE: Angel Melendez (Porter) ensures that Gary Rome Hyundai remains the cleanest dealership in the country!



GAME ON: Pauli Bonavita (Sales) & Bobby Rubin (Used Car Manager) met up with Sammy Nathan (Kia GM David Nathan's Daughter) at a Bruins game!

SHOP TALK | OFFICE BANTER | SALES PITCH

GARY ROME
HYUNDAI



WATCH YO' BACK: Don't mess with Juan Romero (Lot Manager), Cathy Riley (Corporate Culture Officer) & Maria LePage, or else...



VISITING HOURS: Pauli Bonavita gets a surprise visit from his sweet granddaughter.

SHOP TALK | OFFICE BANTER | SALES PITCH



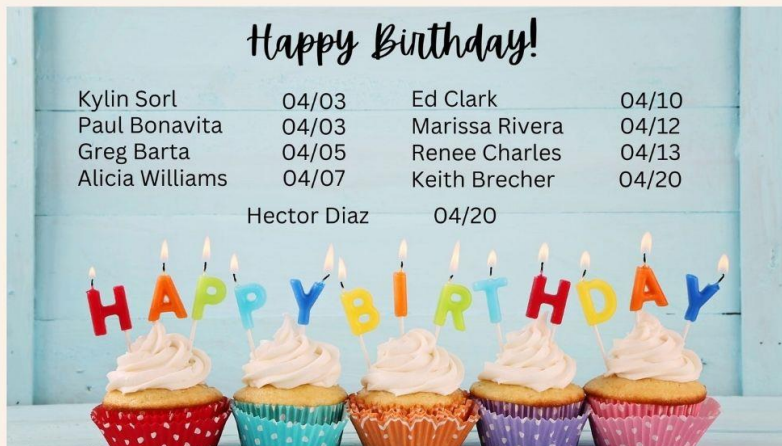
SWEET DEAL: Vanessa Williams (BDC Asst Manager) buys a new Kia with the help of salesperson D'Angelo Sanchez.



FLOWER CHILD: Trisden Toccaine (Asst Service Manager) & son Cameron on National Flower Day.



TAKE TWO: Gary & GM David Nathan film a new commercial.



Last month's employee birthday cake day, with Maria LePage (Sales), Vanessa Williams (BDC Asst Manager) & Omar Espada (Parts).

LAST PAGE THROWBACK



Our current Gary Rome Hyundai GM, Tim Ferreira, at Gary Rome Kia on February 22, 2012





#TogetherHCC

DRIVE TO
CHANGE
LIVES

Tuesday April 25

One day. 400 donors. Amazing student support.

Gary Rome Hyundai is proud to be a sponsor of HCC Drive to Change Lives! Join us on April 25 for our day of giving, #TogetherHCC: The Drive to Change Lives, and show our students that you believe in them.

Your donation of \$10 or more will impact that life of an HCC student in numerous ways, including:

- Giving life-changing scholarship support
- Providing relief to students who are hungry
- Supporting excellent academic resources that lead our students to fulfilling lives.

On April 25, you can support student success through gifts to the Academic Excellence and Innovation Fund, Greatest Needs, Student Scholarships, the Thrive Center and Food Pantry, or the President's Student Emergency Fund. Your gift will directly support our students, giving them the resources and support they need to succeed.

We can ensure that Holyoke Community College is an institution of excellence and innovation.



Donate Now

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FIND US ON SOCIAL MEDIA #TOGETHERHCC

