

# LOUD AND PROUD

MONTHLY NEWSLETTER

YOUR DEALERSHIP, YOUR NEWS, OUR FAMILY

VOLUME 1 – EDITION 6



October 2017

## State of the Union

**2017 FORTE**  
Lease For **\$34.65**/WEEK  
**No Money Down - No Trade Required**  
You don't need to be in the military, a college grad, or own a Kia. But if you do qualify, your payment could be lower.



**2017 OPTIMA**  
Lease For **\$43.95**/WEEK  
**No Money Down - No Trade Required**  
You don't need to be in the military, a college grad, or own a Kia. But if you do qualify, your payment could be lower.



**2017 SOUL**  
Lease For **\$46.28**/WEEK  
**No Money Down - No Trade Required**  
You don't need to be in the military, a college grad, or own a Kia. But if you do qualify, your payment could be lower.



Lease for  
**\$499**/mo  
Sign & Drive \$0 due at signing  
**2017 Genesis G80**  
GaryRomeHyundai.com



**GARYROME HYUNDAI.com**  
**Find Your favorite**  
Lease for  
**\$188**/mo.  
2018 Elantra See dealer for details. 2018 Sonata



Lease for  
**\$399**/mo  
w/ \$3,364 due at signing  
**2017 Genesis G80**  
GaryRomeHyundai.com



**GARYROME HYUNDAI.com**  
**Find Your favorite**  
Lease for  
**\$239**/mo.  
2017 Tucson See dealer for details. 2017 Santa Fe Sport



## Gary's Corner

Congratulations! The Gary Rome Hyundai store has been open for business at the Whiting Farms Road location for thirteen months now, and for the thirteenth month in a row we have beaten our local competition in sales! Nice job **Sales Department**! Your efforts have kept us out in front of the pack.

The **Sales Department** works hand in hand with the **BDC** (Business Development Center) handling calls and internet leads. These leads can only materialize into sales if the response is prompt and consistent, and Gary Rome Hyundai has been recognized as one of the top three dealerships in 3-day response rate in Southern New England. Kudos to **Mike Hattie** and all the members of the **BDC**! Keep up the good work.

## Gary Answers the Questions You Asked

**What was your favorite pastime or hobby as a child?**

"My favorite pastime as a kid was to go to work with my Dad at his dealership. At age 10 I learned how to drive the plow truck (I had to sit on a milk crate) and during the winter I got to plow the lot. In the springtime when the weather got warmer I loved to get the cars on the lot all lined up perfectly for my Dad."

## Shout Outs

**Kristen Ranney** in the Service Dept of Gary Rome Kia is a true team player. No matter what is asked of her, be it to work extra hours or cover when the department is short staffed, she is always there ready to help. I am glad to have Kristen as part of my team, and I appreciate all that she does to help us succeed.

**Al Fontaine**, Gary Rome Kia Service Manager

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Shout Outs	Shout Outs
<p><b>Christine Reynolds</b>, of Gary Rome Kia, has been promoted from Reception to Service Advisor. She is off to a great start picking up on the job right away, and receiving nothing lower than 1000's on her surveys. She is a great addition to our service department and we are happy to have her help the team in this new capacity - we know she is up to the challenge!</p> <p><b>Dave Nathan</b>, GM - Kia</p>	<p><b>Melanie Ostiguy</b> has recently joined the Gary Rome Auto Group family as the Social Media Administrator, and she has jumped right into her duties. If you see her snapping pictures in either store, be sure to say hi and welcome her to the Gary Rome Team!</p>
Welcome to the Family	What's Happening
<p><b>Angela Lynch</b> - Hyundai Service Writer  <b>Melanie Ostiguy</b> - Social Media Admin</p> <div data-bbox="108 1224 797 1299"> <h3>What is the U.S.O.?</h3> </div> <p>The U.S.O., or the United Services Organization, is a nonprofit organization that provides for our soldiers on active duty around the world. Their mission is to, "strengthen America's military service members by keeping them connected to family, home and country throughout their service to the nation." By providing live entertainment, such as comedians and musicians for troops overseas, operating welcome centers at U.S. airports, and running specialized support programs, the U.S.O. offers a helping hand to service members through their journey of service. For more information, or to donate directly visit <a href="http://www.uso.org/Donate">www.uso.org/Donate</a>.</p>	<p>This month we are spotlighting the <b>U.S.O. Christmas Stocking Collection</b>, a cause near and dear to <b>Bob Mason</b> of the Kia store. Bob and his wife Shirley have been active contributors to the Stockings for Soldiers campaign for years, and have collected items to send to troops overseas through the U.S.O. They have donation boxes available at the Hyundai and Kia stores where items such as toiletries, batteries, snacks, and games can be contributed. Supplies for the K-9 units are also welcome; things like Kong chew toys, cooling collars, grooming tools, and "Made in the USA" dog treats are needed. Bob and Shirley and other U.S.O. volunteers will create Christmas Stockings loaded with items that can be hard to come by when stationed overseas. Christmas may seem far off, but these efforts need to be made now to compile the supplies, stuff the stockings, and then ship them overseas. We can help. Our Chili cook off held last month raised funds for the U.S.O., and a 50/50 Raffle run by <b>Josue Rivera</b> will also contribute toward this Stocking campaign. The boxes in our waiting rooms have a list of recommended items for our troops, human and canine. Let's fill those boxes for Bob, or if you'd rather, you can donate cash and checks can be made payable to the U.S.O. Thank you Bob and Shirley for all that you do!</p>

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On Fri. Oct. 27th Gary Rome Kia will hold their **Town Hall Meeting**. Be sure to fill out and turn in your employee surveys - they will guide the give and take discussion that occurs at a typical town hall meeting. The "State of the Dealership" will be presented by the managers, and a "Q and A" forum will round out the session. See you there!

The employee raffle this month is for a **\$20 Walmart Gift Card**. See **Cathy Riley** in the business office, or call her at x1062 to put your name in the drawing. The winner will be drawn October 16th!

## Community Corner

On **Sept. 16th** the first annual **Wiffle Ball Tournament** was held. Employees and their families from the Hyundai store gathered at **Community Field** and played a full nine innings of some serious wiffle ball. There were some heavy hitters and clutch fielding on each team - fun was had by all!

The **Chili Cookoff** to benefit the **USO's Stockings for Soldiers** campaign was a huge success. \$250 in donations was raised, and **Josue Rivera's** chili was the crowd favorite. Macho's winning recipe earned him a Table and Vine gift card - Congrats!

Congratulations are due to **Josue Rivera** again - he was the winner of the September employee raffle and won two free movie passes! We have a raffle every month, so see Cathy (or call at x1062) to enter your name - we can't let the Parts Department win everything!

## With Gratitude

**Cathy Riley**, our own "Captain Culture", would like to send a big thank you out to **Josh Calkins** the IT manager. It was Josh's idea to hold the Chili Cookoff as a fundraiser, and it was a huge success!

Thanks are also due to **Berto Garcia** and **Matt Schmitt**. A local Holyoke charity was collecting donations for Puerto Rico's hurricane relief, and they asked Gary Rome Auto group to help. Donation boxes were set up and items like batteries, flashlights and other supplies were sent to help victims of Hurricane Maria.

## Happy Anniversary

**Gary Rome Hyundai**

- ★ Sherry Boudreau - 10/5 2 years
- ★ John Linnehan - 10/9 14 years
- ★ Carmen Melendez - 10/19 1 year
- ★ Chris Bergeron - 10/20 3 years
- ★ Glenn Call - 10/27 3 years
- ★ Patrick Hamel - 10/29 3 years

**Gary Rome Kia**

- ★ Michael Robare - 10/6 2 years
- ★ Katelyn Doyle - 10/9 4 years
- ★ Kristen Ranney - 10/19 2 years
- ★ William Thorpe - 10/24 4 years

If you have an idea for a fun employee event or a cause that is important to you (or a way to combine both - fun fundraising) bring your recommendations to Cathy. There are suggestion boxes in each break room, call her at x1062, or her email is [criley@garyromehyundai.com](mailto:criley@garyromehyundai.com). Cathy is always open to hear your thoughts and ideas. Her mission is from the heart - to do good for others and have fun doing it.



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**Congratulations!**

Patrick and Jill Hamel

We have two grooms to send our well wishes to here at Gary Rome Hyundai. **Josh Calkins** our IT manager and **Patrick Hamel** our Service Advisor each married their lovely fiancées on Sept. 30th. We here at Gary Rome Auto Group wish Patrick and Jill and Josh and Alison a lifetime of happiness!



**Congratulations!**

Josh and Alison Calkins

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## Shared With the Auto Group Family

Here's a tasty seasonal recipe shared by **Jane Rome** for zucchini bread. It's a fun way to use up some of those end of the season zucchinis, and you can even put a healthy twist on this loaf. Note the healthy substitutions in parentheses - enjoy!

### Theresa's Zucchini Bread

3 eggs  
1 cup sugar (or a bit less - around  $\frac{3}{4}$  cup)  
1 cup vegetable oil (or coconut oil)  
2 cup grated, peeled raw zucchini  
3 tsp vanilla  
3 cups all purpose flour (or 2 cups almond flour 1 cup whole wheat flour)  
1 tsp salt  
1 tsp baking soda  
 $\frac{1}{4}$  tsp baking powder  
3 tsp cinnamon  
1 cup walnuts coarsely chopped

Beat the eggs until light and foamy, than add the sugar, oil, zucchini and vanilla. Mix lightly but the zucchini should be well coated. Combine the flour, salt, baking soda, baking powder, and cinnamon together, and add to the wet ingredients. Stir until well blended and add nuts. Pour into 2 loaf pans. Bake in 350 degree oven for 45-60 minutes (test at 45 min - add time if needed). Remove and cool on rack.

## Always Learning

**Gary Rome** and **Telesha Williams** attended the Innovative Thinking and Entrepreneurship Lecture given by Michelle Wirth, owner of the new Mercedes-Benz of Springfield. The event was hosted by Bath Path University of which **Telesha** is a multiple degree alumnus.

