

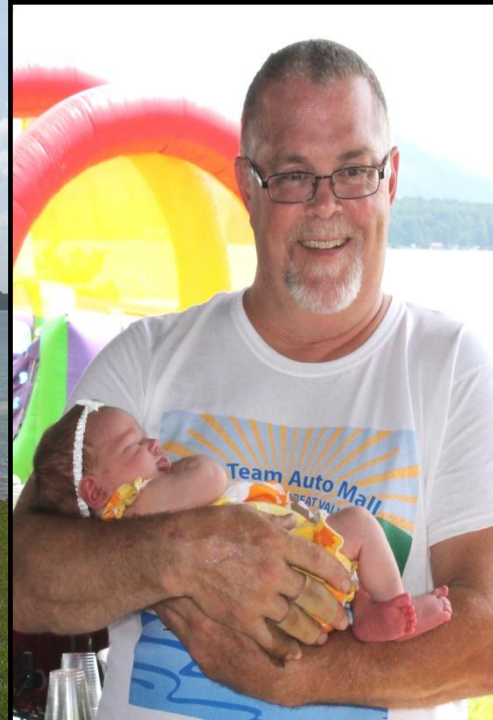
# First Team Auto Group Summer 2013

First Team Auto Mall  
Celebrates 25 Amazing Years!!!



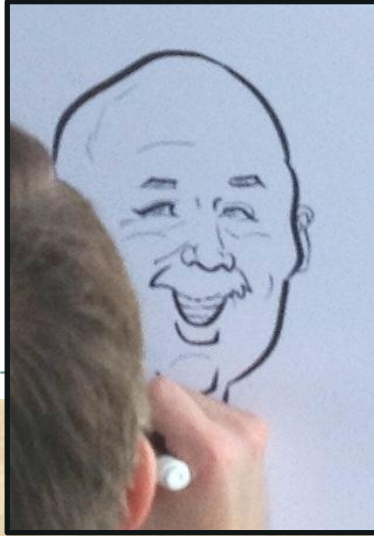
First Team Auto Mall celebrated its 25th anniversary on July 14th with a carnival at the beautiful Parkway Marina at Smith Mountain Lake. The weather was perfect! Everyone received a beach bag full of goodies and t-shirts when they arrived. There was something for everyone including awesome food, a live band, bounce houses, carnival games, carnival prizes, a carousel and swimming. There was even an airbrush tattoo artist, caricature artist, and balloon animal artist. We ended our day with delicious cake. A GREAT time was had by all!





# Can you name these people from their caricatures?

Answers on last page.



## Recently Hampton Chevrolet Sponsored Flex Fest 2013 at Peninsula Town Center!

A few lucky Facebook followers won tickets online to Flex Fest.

Exercise equipment was set up for those willing to flex their muscles, and plenty of goodies to grab including Chevrolet “eye candy”.

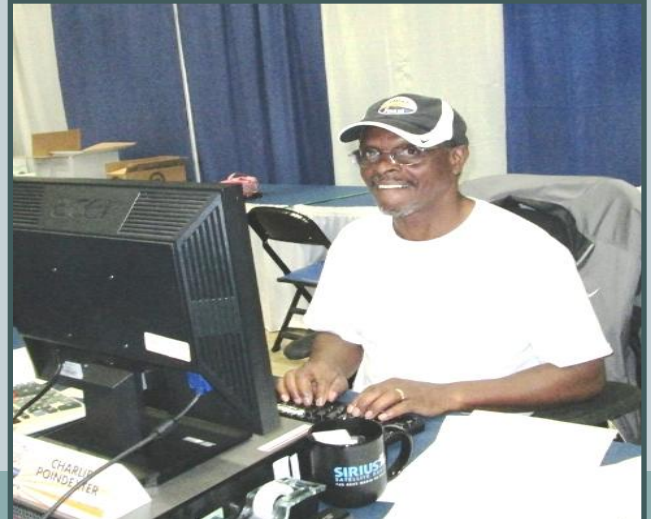


**SPONSORED BY HAMPTON CHEVROLET**

# *First Team Auto Mall has a Record-Breaking Off-Site Sale!*



**FIRST TEAM IN ROANOKE SOLD 176 CARS AT OUR MEMBER ONE OFF-SITE SALES EVENT!**





# First Team Toyota!

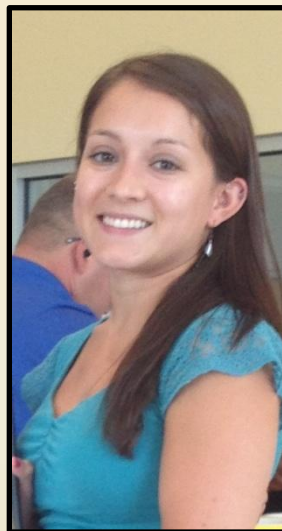
A luncheon was held to celebrate our Employee of the Quarter and the birthdays and anniversaries of second quarter employees. Lunch was catered by Rodman's and included a yummy menu of their famous barbecue, fried chicken, cole slaw, potato salad, corn muffins and baked beans. Lunch was topped off with a delicious half-vanilla, half-chocolate sheet cake from Sam's.

(Bottom left: Anita accepts her E.O.Q. certificate and cash from Ashton Lewis, Jr., C.O.O. Bottom right: Debbie Tyson grabs some chicken.)

*Congratulations to*

# Anita Avila

**Employee of  
the Second  
Quarter!**



Anita's positive attitude, willingness to help out wherever needed and cheerful demeanor makes her well-appreciated by her fellow employees!





***Congratulations  
to***

**Lisa  
Cumbia**

**Honda's  
Employee  
of the  
Second  
Quarter**

**First Team  
Honda  
Celebrates!**

A luncheon was held to celebrate Employee of the Quarter, Lisa Cumbia, and the birthdays and anniversaries of second quarter employees.

There was a great lunch by Rodman's including their famous barbecue and cake for dessert! Lisa's can-do attitude and work ethic makes her an outstanding employee!



(Photos : Top left, Vance Doughty. Top right, Lloyd Veale ready to chow down. Bottom left: Lisa accepts her E.O.Q. certificate and cash from Gerry Reust. Middle and bottom right: employees line up for delicious Rodman's BBQ and chicken.)



# HAMPTON E.O.Q. LUNCHEON

A great lunch was provided by Smoke BBQ Restaurant for the Employee of the Quarter Luncheon. Second quarter employee birthdays and anniversaries were also celebrated with delicious cakes!

Congratulations to our awesome Salesman, **Reese Johnson**, Employee of the Second Quarter, for his great performance, dedication and going above & beyond!



Q: What was the first official White House car?  
A: A 1909 White Steamer, ordered by President Taft.





# Toyota Tech, Ron Scott ties the knot while his teammates tie up his toolboxes!

Ron Scott married Sherita Webb Saturday, July 27<sup>th</sup> at Calvary Revival Church in Chesapeake. A reception followed at the Holiday Inn on Greenwich Road. Pictured at right, Toyota Techs decorated Ron's tool boxes with toilet paper and signs.





*Congratulations*  
to HMC's Body  
Shop Tech & his  
wife,  
**Karl &  
Kelley  
Neuse**  
on  
their marriage  
May 4<sup>th</sup>, 2013 on  
the beach in  
Corolla, NC. They  
honeymooned in  
Jamaica!





Congratulations to  
**Gene West**  
for reaching Honda  
Master Technician status.  
(Pictured on left, Gene receives his  
award from Derrick Phillips.)

*Congratulations to*  
Toyota Body Shop Estimator,  
**John & Emily**  
**O'Halloran**  
& big sister, Lily,

on the birth of

**Caleb Peter**  
**O'Halloran**

Born on July 18, 2013,  
Caleb weighed  
8 lbs., 4oz's, and  
was 21 inches tall.



**Baby Caleb**

# *Congratulations to Paul London & Daniel Rodriguez* at Hampton Chevy on their Promotions!

**Finance Manager, Paul London, has been promoted to Finance Director!**

**Hard-hitting Salesperson, Daniel Rodriguez, has been promoted to Finance Manager!**



**Paul London**  
*Finance Director*

From the bright lights of Scott Stadium to Finance Director, Paul London is a valued asset at Hampton Chevrolet. When the opportunity to come back home and work presented itself, Paul jumped head-first into the car industry, learning about Hampton Chevrolet from a family friend. Outside of work, if he is not working-out, watching TV, or just relaxing, he is cheering for his University of Virginia Cavaliers (very loudly in the showroom on Saturday's during football season!)



**Daniel Rodriguez**  
*Finance Manager*

Daniel was born in Dallas, TX and moved to Hampton, VA in 1990. He graduated from Christopher Newport University in 2007. He got into the car industry because he was in the wireless industry for 8 years and wanted to do something more challenging and rewarding. In 2012, he became a member of First Team. Outside of work, Daniel enjoys going to the gym, traveling, and trying out new restaurants.

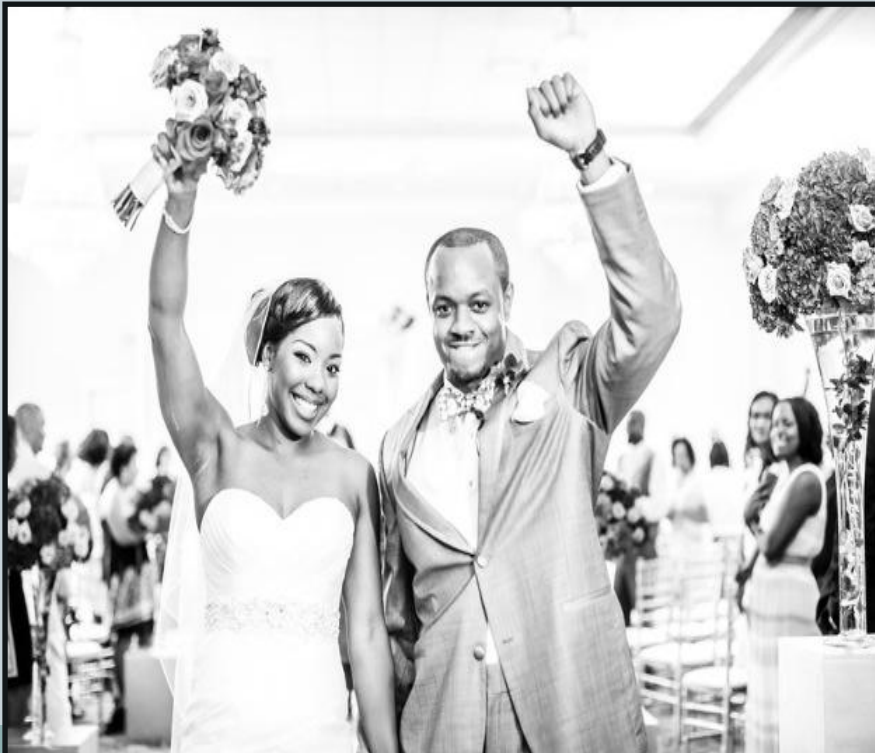
***Congratulations to  
Pam Farmer, Honda F&I Director  
Extraordinaire, on her Son's Marriage &  
Granddaughter's Graduation!***

***Congratulations to  
Pam's son,  
Milton Gerrord  
Farmer & Dionne  
Dukes***

who married on August 4<sup>th</sup> at 4:00 in the afternoon at the Waterford in Springfield, Va. The Pastor Clyde W. Ellis officiated. They honeymooned in Jamaica at the Secrets of Saint James.



***Congratulations to  
Pam's granddaughter,  
Kendra L. Farmer,***  
who graduated from dental school just a day earlier on August 3<sup>rd</sup> from Centura College. The ceremony was held at Virginia Wesleyan College at 11:00 a.m. She received an award of excellence as she graduated magna cum laude with a GPA of 3.849.



# *LOOK WHAT HAMPTON CHEVROLET'S SATISFIED CUSTOMERS HAVE TO SAY!*

“Reese Johnson and his team hit a home run again. He helped me in making the right choice in buying a new 2013 Silverado instead of a used vehicle that would leave me upside down on my trade-in. Paul took the time to find me the best deal and a lower interest rate and payment than what I was expecting. Overall it was a great experience as expected.”

Keith Watterton

"I always enjoy dealing with Jim Goslee. He is so pleasant and knows his job. He works very hard to make sure his customers are pleased and treated fairly. Len Henline is an excellent mechanic - we are always pleased with his knowledge and work. Only needed a June state inspection. It took about 10 minutes. Excellent service!!!" -Johnny

"I have been a customer of the Hampton Chevrolet office and work area for many years. I am so glad that I chose to visit your place of business all those years ago and have never been disappointed in the professionalism of your representatives and work crew. Any time I had a problem you all have done your best to find the answer to it and were very helpful with providing me with either an alternative form of transportation or shuttle to home.

I once again thank you and your center for all they do for me."

Mary M. Makowski

"My experience was absolutely awesome at Hampton Chevrolet. I feel every effort was taken to ensure my satisfaction. My salesman, Ray, was very helpful through the buying process and really seemed to care about what I needed, not just getting the sale. The finance guy, Paul, was also great, and I feel he got me great financing. I wasn't sure of my ability to get the right financing with my current credit situation, but they really worked with me on it. I feel like I walked out of there with a killer deal including 2 years of free oil changes, a great interest rate, lifetime powertrain warranty, 6 year/72,000 mile bumper to bumper warranty, and free state inspections for life. I will definitely be telling my friends and colleagues about my experience and recommending them to Hampton Chevrolet."

# More Satisfied Customers!

**“Even if  
you’re on the  
right track,  
you’ll get run  
over if you  
just sit there.”**  
Will Rogers

DEAR NIC,

I HAD A WONDERFUL EXPERIENCE TODAY THANKS TO YOUR ASSISTANT SERVICE ADVISOR, AMANDA STYER. I CALLED TO MAKE AN APPOINTMENT THIS MORNING AND AMANDA SET THAT UP FOR ME. THEN I MET HER IN PERSON AND SHE WAS VERY PROFESSIONAL AND FRIENDLY. I CAME IN FOR AN OIL CHANGE, A RECALLED POWER WINDOW MASTER SWITCH ASSEMBLY AND A HOPE AND A PRAYER FOR A REPLACEMENT DRIVER'S SIDE VISOR. WHEN I WAS TOLD THAT YOU WOULD REPLACE MY VISOR, I BECAME YOUR DEALERSHIP'S BIGGEST FAN!

THE VARIETY OF THINGS TO DO IN YOUR LOUNGE AREA WAS VERY APPEALING TO ME. I DON'T THINK I'M GOING TO DREAD HAVING MY CAR'S OIL CHANGED EVER AGAIN!

HOPE YOU ALL HAVE A WONDERFUL WEEKEND,  
SHERRI STONE

SHIRLEY FOX

Dear Todd,

Thank you for your courtesy and very prompt and efficient service on 31 July - in getting the side view mirror replaced.

It is such service and the quality of the Honda brand that has made us loyal Honda owners. (this car is the 4th Honda we have owned.)

Sincere thanks,  
Shirley Fox

1 August 2013

**“Thank you to all those who helped me on 7/12 when my car broke down – amazing job in fixing & getting me a ride to my daughter’s play in Norfolk on time! “**

Thank you,

Terry Restin

June 30, 2013

To: First Team Toyota

From: Mrs. Jannet M. and Kevin C. Butler

RE: Trade-in / New Car

I want to thank the First Toyota Team Staff, who made my experience wonderful. I came in knowing what I wanted and had a professional staff member work with me from beginning to end by the name of *Mr. Clarence Johnson*. Mr. Johnson was most professional and caring through my experience and choice. When the original deal was complete I left feeling happy with the choice I made at that time. Upon arriving at my home for some reason or another I was no longer happy with my choice. I in turn called Mr. Clarence and informed him of what was happening. His first response was we want you to be happy and satisfied, so come on back in tomorrow and I will see what we can do to make **you**, our number one customer happy! Returning to the sales floor promptly the next day with my husband, I explained that I just didn't feel comfortable with my choice of stepping outside of my own comfort zone (pearl white color vehicle). Mr. Clarence sprang into action trying to find any possible choices that I may have in regards to my color selection. He came back with a few written and visual selections. Those choices were not economically feasible with all the extra amenities. Mr. Johnson spoke to the front desk manager and Mr. Sean, who all collaborated on working diligently to make me happy and find a solution just for me. They found my vehicle and equipped it with the extras I bought from the parts department, it was cleaned, and gassed up all by the close of business! Well, I can honestly say that I am elated, ecstatic, overjoyed, HAPPY in every sense of these words. I want to thank each one of you for helping me to correct my mistake and making my experience a blessed one.

Thank you for going the extra mile and not just treating me like another business deal. I will never forget what you have done for me and my family.

Sincerely,

*Mrs. J. Butler & Family*  
Mrs. J. Butler and Family



# ALLIANCE CHRISTIAN ACADEMY

Celebrating 41 Years of Christian Education

Thank you so much for helping us in the golf tournament. I also want to thank you for all of your support. You were very generous. Thank you for everything you did to help make this golf tournament a success. Sincerely,

Alyssa R

May 15, 2013

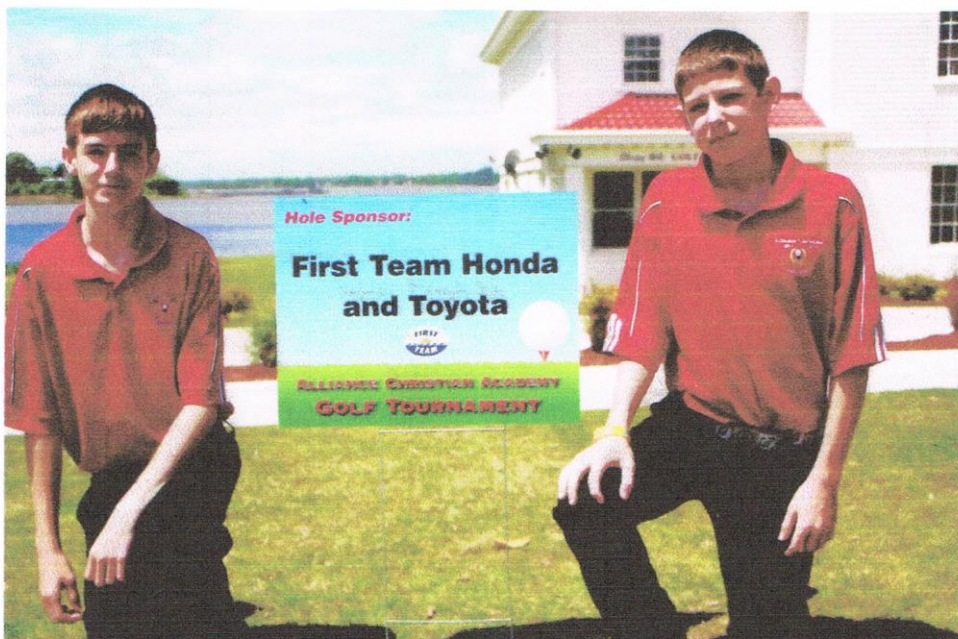
First Team Honda and Toyota  
Ashton Lewis  
3400 Western Branch Blvd.  
Chesapeake, Va. 23321

Dear Mr. Lewis,

Thank you so much for your support of the Alliance Christian Academy Golf Tournament. The tournament was a great success with a beautiful day for golf and great participation. The funds raised from the event will be used to prepare Alliance Christian Academy for its 42<sup>nd</sup> year of ministry. We have started planning for next year's tournament and hope that you will be able to support us again. Thank you for partnering with Alliance Christian Academy, as we seek to impact the youth of our community through quality Christian education.

Ralph V. Geabhart, Jr.

Ralph V. Geabhart, Jr.  
Sponsor Chairman



***First Team And Hampton Chevrolet  
Welcome  
NEW EMPLOYEES 2013***

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**TOYOTA**

Bartley Barefoot	January 3	Sales
Gabriela Kelly	January 10	Technician
Cliff Carden	March 27	Technician
Rachel Santasiere	April 15	VEP Sales
Kenley Rowe	April 22	Receptionist
Matt Salisbury	May 6	Service Porter
Ryan Vicik	May 8	Body Shop Technician
Bernard Esannason	May 28	Sales
Ray Sims	July 8	F&I Manager
Sherri Woody	July 29	Service Advisor
Duane Minnick	August 1	Body Shop Estimator
Sheila Roston	August 12	BDC Sales
Beth Sperlik	August 12	BDC Sales

**HAMPTON**

Darnell Ware	January 18	Prep Tech
Casey Peters	January 21	Prep Tech
Austin Painter	February 14	Prep Tech
Jennifer Morris	April 1	CAC Admin
Ben Smith	April 22	Sales
Ramon Almendarez	May 6	Sales
Ray Levy	May 6	Sales
Rebecca Kratz	May 7	Sales
Paul Munoz-Tollinchi	June 1	Parts Counter
Kelley Newcomb	June 4	Receptionist
Alex Katke	July 8	Receptionist
Ryan Belvin	July 9	Technician
Keaton Johns	July 9	Technician Asst.
Khanh Nguyen	July 9	Prep Tech

# ***WELCOME NEW EMPLOYEES 2013! (continued)***

## **HONDA**

Brandon Bradford	January 23	Prep Tech
Calvin Smith	April 3	F&I Manager
Stacey Oakes	April 15	Cashier
Alaena Wunnenberg	April 22	VEP Sales
Bill Newman	April 26	Technician
David Noel	May 24	Prep Tech

## **ROANOKE**

Michael Fleshman	January 7	Prep Technician
Jeffrey Wendell	January 25	Sales
Jordan Pegram	January 28	B/S Estimator
Dylan Hatcher	February 4	Body Shop Tech
Jeffrey Burd	February 11	Service Technician
Matos Coric	February 25	Service Technician
Steven Bannon	February 28	Service Technician
James Nardo	March 12	VW Sales Manager
Ronald Clemens	March 21	Sales
Ryan Canada	April 15	Body Shop Tech
Rosemarie Flanary	April 18	Accounting File Clerk
Kevin Lindsay	April 22	Service Manager
Paul Hricik	May 13	Prep Technician
Steven Nguyen	May 21	Prep Technician
Johnny Mason	May 28	Nissan Service Advisor
Trey Smith	May 28	Prep Technician
James Hartley	May 30	Service Supervisor
Justin Stevens	May 30	Service Technician
Jonathan Waldron	May 30	Sales/Customer Ser.
Chris St. Clair	May 31	Service Technician
Tiffany Hickman	June 18	Q/L Tech
Eric West	June 19	IT Director
David Hart	June 25	Sales
Matthew Brookman	June 26	Porter
Darius Burks	June 26	Porter
Reece Orrick	July 1	Sales
Jesse Powell	July 8	Finance Manager
Jeffrey Grzegorzcyk	July 8	Maintenance Tech

# ***Congratulations To Our Top Salespeople Through July 2013***

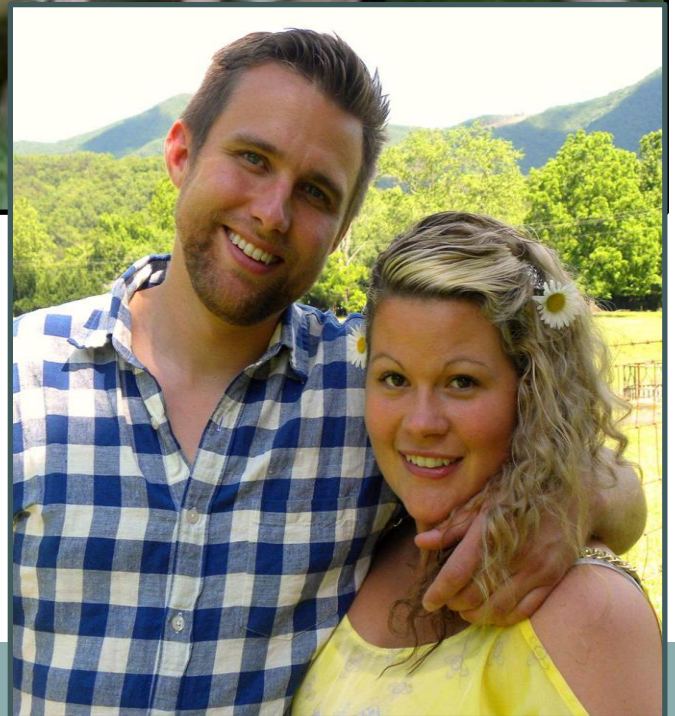
## ***Tracking to be an SSSE Winner in the (Society of Senior Sales Executives) Challenge***

***Great Job Everyone!***

<b><u>RANK</u></b>	<b><u>UNITS</u></b>	<b><u>SALESPERSON</u></b>	<b><u>STORE</u></b>	<b><u>TRACKING</u></b>
1.	158.5	Chris DeMaar	Toyota	272 Units
2.	128.0	Keith Kelso	FTAM	219 Units
3.	127.5	Horatio Doregos	FTAM	219 Units
4.	127.0	D.C. Peters	FTAM	218 Units
5.	118.0	D.A. Young	Honda	202 Units
6.	114.0	Keith Morris	FTAM	195 Units
7.	112.0	Wayne Lewis	FTAM	192 Units
8.	110.0	Matthew West	FTAM	189 Units
9.	108.0	Melvin Dobbs	FTAM	185 Units
10.	103.0	Wayne Ferrell	HMC	177 Units
11.	100.5	Mike McCoy	Toyota	172 Units
12.	98.5	Scott Gallagher	Toyota	169 Units
13.	96.0	William Brady	Toyota	165 Units
14.	95.5	Rick Burke	FTAM	164 Units
15.	92.5	Mike Gilmore	Honda	159 Units
16. <b><i>a</i></b>	91.0	Mike Varnell	Toyota	156 Units
16. <b><i>tie!</i></b>	91.0	Daniel Rodriguez	HMC	156 Units
17.	90.0	William Scott	FTAM	154 Units
18. <b><i>a</i></b>	88.0	Linda Hamelburg	FTAM	151 Units
18. <b><i>tie!</i></b>	88.0	Kenny Martin	FTAM	151 Units
19.	84.5	Bartley Barefoot	Toyota	145 Units
20. <b><i>a</i></b>	84.0	Jim Dalla Villa	FTH	144 Units
20. <b><i>tie!</i></b>	84.0	Mike Powers	FTH	144 Units

# They're Back!

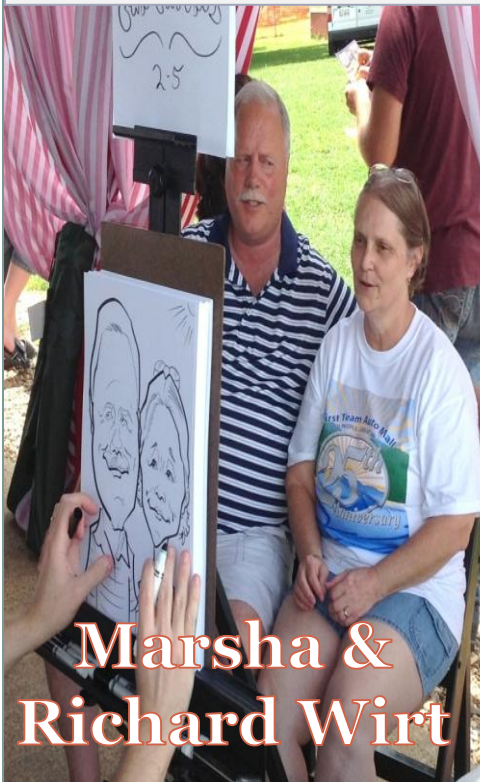
Martha Crawford welcomes home her son, Jesse, and his family on their return to the East Coast. Jesse has been in the Coast Guard for 12 ½ years. Previously stationed in Santa Barbara, CA (it's a rough life but *somebody* had to do it!), they are now stationed in Rehoboth, Delaware. Pictured are Jesse, his wife, Holly, Halle, Micah, Piper and Dean.



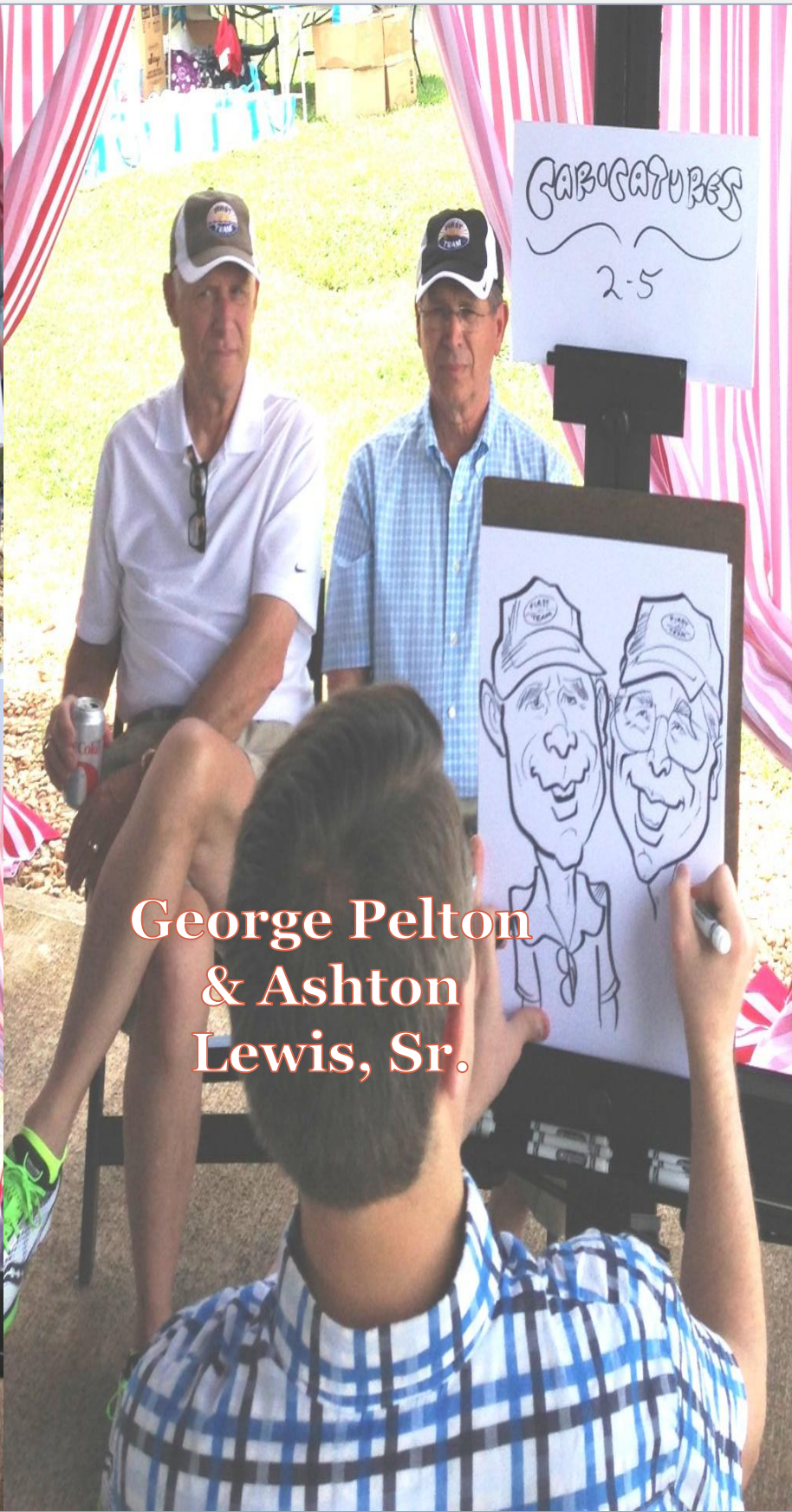
## First Team's Roots

August 8<sup>th</sup> marked the 67<sup>th</sup> anniversary of C.M. Davenport and William O. Lewis opening Davenport-Lewis Chevrolet Corp. That's where First Team all began!

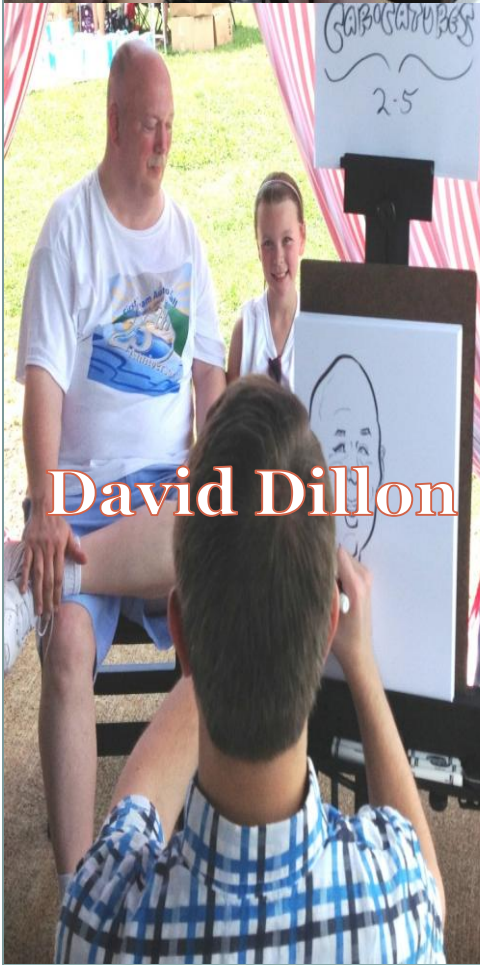
The caricatures in the front of the newsletter are . . .



**Marsha & Richard Wirt**



**George Pelton & Ashton Lewis, Sr.**



**David Dillon**