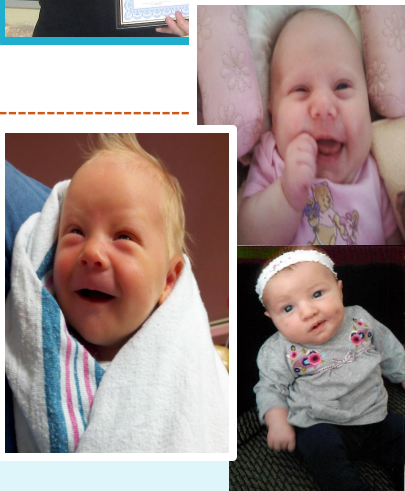
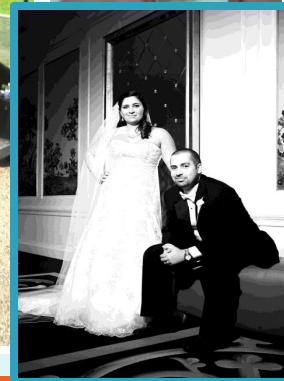
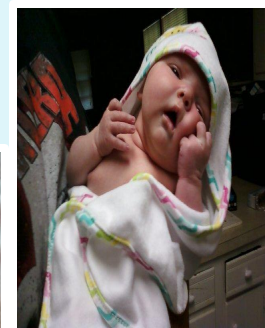
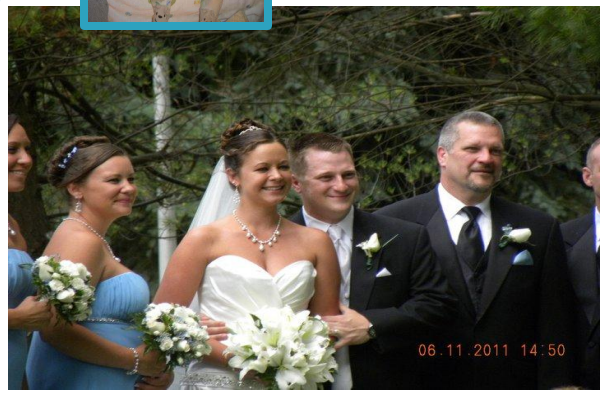


# First Team Auto Group & Hampton Motor Corp. Summer 2011 News



Check back periodically to see what's new with the  
First Team Auto Group in Hampton,  
Chesapeake and Roanoke!



# First Team Says “Welcome Home” to Mr. Ashton Lewis, Sr.



## *A Big Welcome Home to Ashton Lewis, Sr.*

Mr. Lewis, Owner, is taking an active leadership role in the day-to-day operations of our stores. His vision and enthusiasm are driving forces behind

First Team’s success!

Mr. Lewis’s office is located in the Automotive Resource Suite in the back of the Toyota Building.

*Great to have you here full-time  
Mr. Lewis!*

“I am having a lot of fun working with everyone. Your dedication and commitment to excellence makes me so proud to be involved. I just need a little more time to get to know all of you.”

“If you need to talk to me, please do not hesitate to call my cell at 757-646-0166.”

“Our future is great!”

**Ashton Lewis**

# Our Team Members Rock!



*“I am a customer for life!”*

*“I feel safe and secure knowing that my wife is in great hands with First Team!”*

“Today, I brought my 2007 Yaris in for servicing and when it was time to retrieve it, I was impressed that my Service Representative, **Anita Holmes**, and Service Tech, **Woody**, noticed that one of my rear back up lights was inoperative. This was after I paid my bill for servicing and was pulling out my wallet to cover the cost of replacing the rear back up light bulb, when Anita said that no additional charges needed to be paid to cover the blown out bulb. I am impressed by your team's attention to detail and customer service. If I wasn't a believer before in your quality service, I am now because you not only met but also exceeded my expectations. I am a customer for life! Thanks again for your impeccable service!”

Chuck Leavitt



**Anita Holmes**

Neil,  
“Service was AMAZING! You are very fortunate to have great people like **Anita** from service and **Tina** from parts. I feel safe and secure knowing that my wife is in GREAT hands with First Team! Thank You!!!”

Regards,  
Alan Walker



**Barry Wood, Jr.**



**Tina Digmann**



*Congrats*  
*to*  
**Art Cohen &  
Glenn Askew**

on their promotions!  
Formerly GSM, Art is  
now **General  
Manager** at First Team  
Honda and Glenn,  
formerly in Sales at  
Toyota, is **General  
Sales Manager** at  
First Team Honda!



**Art Cohen**



**Glenn Askew**

*Be sure to stop by and congratulate Art and  
Glenn on their promotions!*

# Happy Customers

## Toyota

*"I cannot thank him enough for his kindness."*



"I have just returned home from a visit to First Team Toyota's Service Dept.

Mr. John Gaskins has again helped me out in a very positive manner. I cannot thank him enough for his kindness."

-Mr. Burton Laskin

## Honda

*"The Service Department is amazing!"*

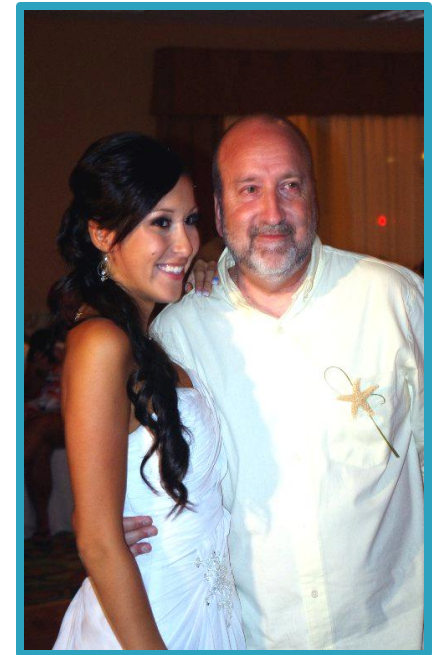
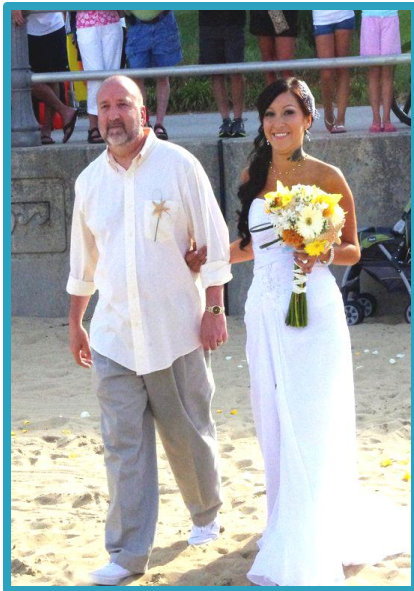


"I can't thank the service department enough for getting my car in and getting it fixed, because we were only down here for vacation from Pennsylvania when the vehicle messed up. Thank you very, very much; the Service Department is amazing! "(Craig Brown, Service Advisor)

-William Soost

# ***Congratulations to***

**Art Cohen**, Honda General Manager and his daughter, **Samantha**, on her marriage to **Ashton Epps**. They were married at the Virginia Beach Oceanfront on June 25<sup>th</sup> and had a reception at the Holiday Inn and Suites on 39<sup>th</sup> Street with 200 guests. Samantha and Ashton have now moved to Washington State where Ashton serves in the US Air Force.





**Congratulations  
to the First  
Team Auto Mall  
for Selling 148  
Vehicles at their  
Roanoke Civic  
Center Sale!  
Great Job!!!!**



**This sale beat our previous record at the Civic Center of 111 units and beat our previous all-time off-site sale, the infamous Triple Wal-Mart of 2000, by 6 units. The total month of 415 is another record as well!**





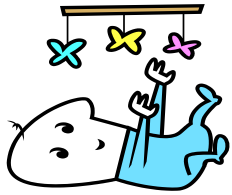
# From Here to There

*(and sometimes, back again)*

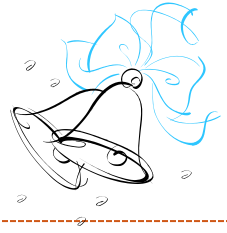
Congratulations to **Steve Cook**, (top left) on his move to Hampton as Service Manager and **Derrick Phillips'** (top middle) promotion to Service Manager at Honda. **Mike Bunch** (top right) has moved to ASM at Hampton.

Also congratulations to **Shawn Petersen**, (bottom left), on his promotion to F&I Manager at Toyota and **Craig Petrie**, (bottom right), on his move to Toyota as F&I Director! F&I Manager, Ted Mangus, (not pictured) has recently moved to the Honda store.



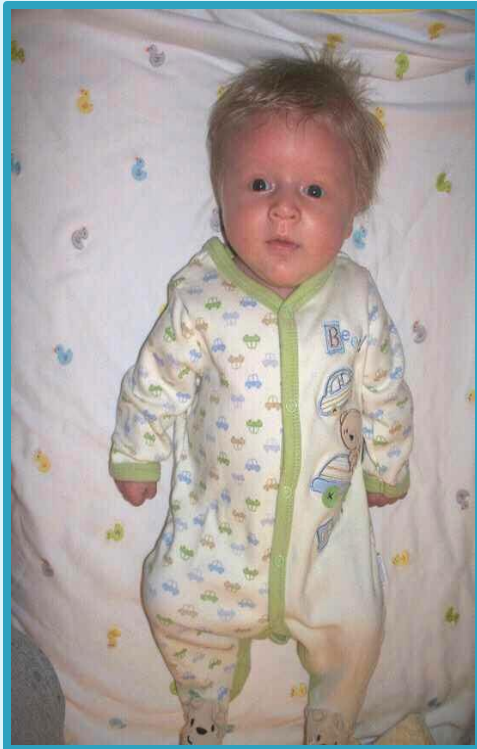


# First Team Auto Mall News



*Congratulations to*

**Gary & Kristin Bartell**  
on the birth of their son,



**Liam  
Smyth  
Bartell**

Liam was born  
May 2, 2011 and  
weighed 6 lbs.  
14 oz's.  
Gary is a Collision  
Center Tech for  
the First Team  
Auto Mall.

*Congratulations to*

**Tyler Thomas and  
Andrea Lilly**



Tyler and Andrea  
were married on  
May 27<sup>th</sup> at First  
Baptist Church in  
Roanoke.

They  
honeymooned in  
Hawaii! Lucky!!!!  
Tyler is FTAM's  
Rental Car Dept.  
Administrator.

***Best Wishes  
Tyler and  
Andrea!***

## ***Congratulations to***

First Team Toyota Service Tech,  
**Scot McAloon** & his wife, **Kristi**,  
on the birth of their baby

## **Charleigh McAloon**

a/k/a “Sweet Pea”

She was born April 5<sup>th</sup> at 4:09 p.m.

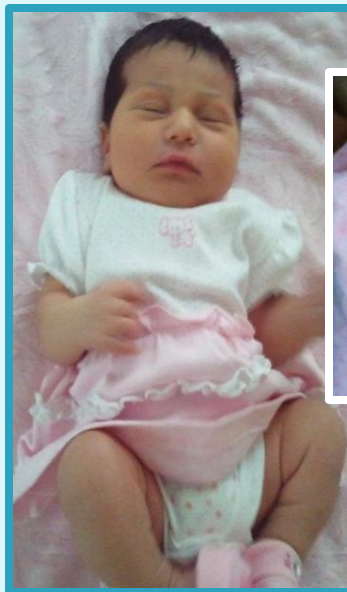


## ***Congratulations to***

First Team Toyota’s  
General Sales Manager,  
**Joe Gardner**  
and his wife, **Tamara**,  
on the birth of their baby

## **Autumn Rayne**

born May 2, 2011. She was 21”  
long and weighed 9 lbs., 4 oz.



At right, proud  
daddy, Joe  
Gardner.





**Dustin Brown, Painter at HMC,** and his wife, **Kimberly,** are the proud parents of

## **AVA LYNN BROWN**

She was born January 24, 2011, weighed 8 lbs. and was 19 ¾ inches long. (top left)

*Congratulations to Ed Spikes,* Parts Counterperson on becoming a grandpa again!

*Welcome*

## **ANNIKA WREN HOLLADAY**

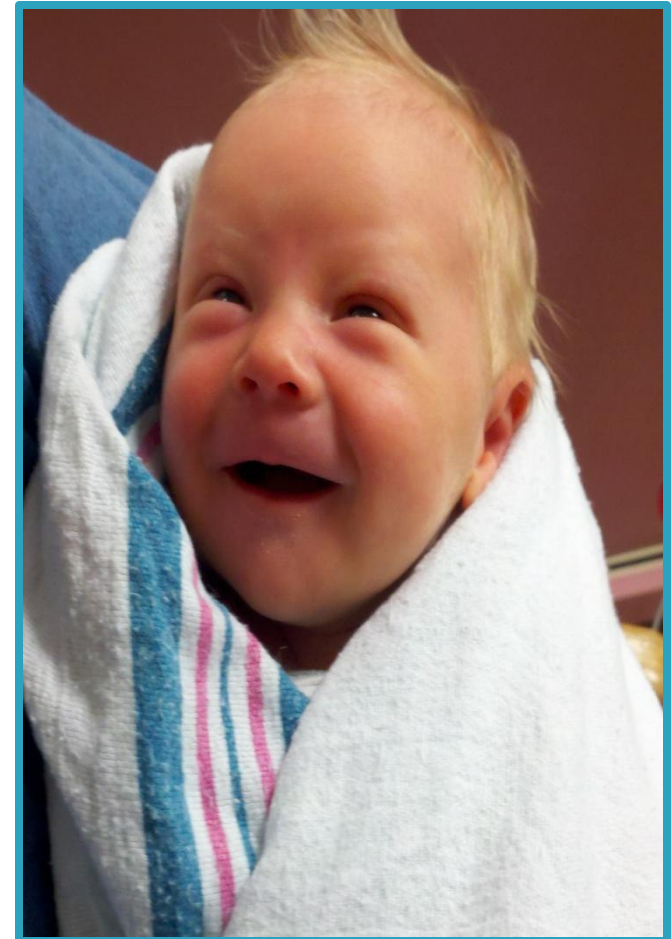
born June 3<sup>rd</sup> to **Amie & Ryan Holladay,** she weighed 8 lbs., 8 oz. (bottom left)

**Dustin Edmonds,** Chevy Sales Manager and his wife, **Jennifer,** are the proud parents of

## **AIDAN MICHAEL EDMONDS**

Born May 4, he weighed 6 lbs. 9 oz. (pictured far right) Congratulations to granddaddy, **Mike Bunch,** HMC, ASM.

*Congratulations to the “Dustins” and Holladays at Hampton Motor Corp.*

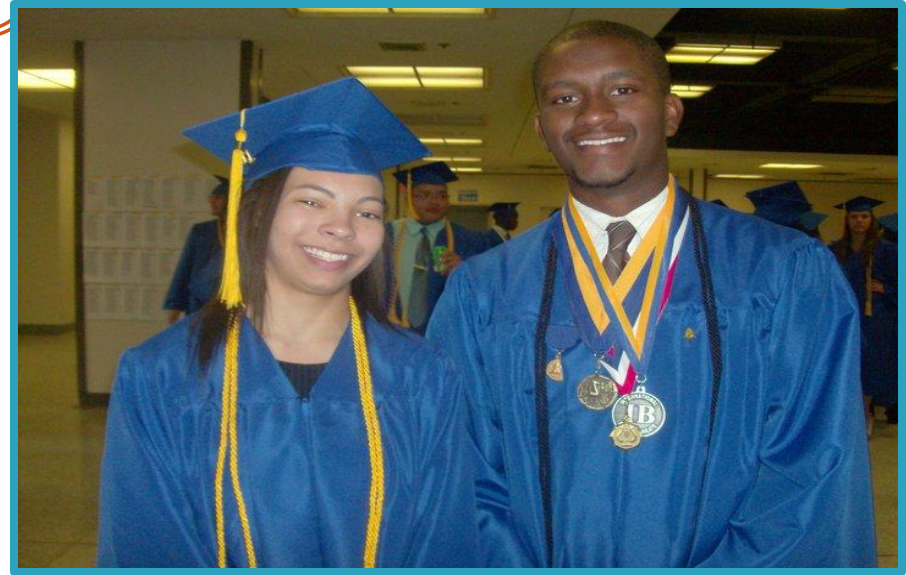


# Congrats to FTAM Graduates!

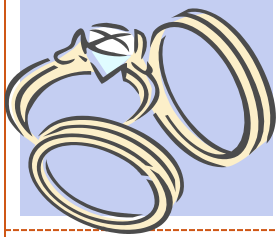
## Felicia Haskins, Rhiannon Huff & Lamar Paris



On left,  
**Rhiannon Huff**, part-time Receptionist, graduated with honors from Patrick Henry High School on June 10<sup>th</sup>. Rhiannon will attend Roanoke College in the Fall. Great job Rhiannon!



Top left, **Felicia Haskins**, Scan Clerk with the First Team Auto Mall, graduated with honors from William Fleming High School on June 10<sup>th</sup>. Felicia will attend Virginia Western Community College in the Fall. Top right, **Lamar Paris**, Porter with the First Team Auto Mall, also graduated from Williams Fleming on the 10<sup>th</sup>. He plans to attend Radford University in the Fall. Best wishes Felicia and Lamar!



# What's Going On



## ***Congratulations to Kelly Winslow and Tony Pale!***

They were married June 11<sup>th</sup> in Evans City, PA. Kelly is Service Consultant for the Blue Team at Hampton Motor Corp.  
***We wish Kelly and Tony many happy years together!***

## **VACATION NEWS**

First Team Toyota's Lot Attendant, **Richard Boyington**, made his annual pilgrimage to Nags Head for vacation April 30<sup>th</sup> – May 1<sup>st</sup> for a fishing tournament. Pictured below are fellow fisherman with their catches.



Above: 13-year-old Steven caught a 3 1/2 foot shark.

Left: Over 32" blue fish caught by friend, Dennis, in 24-hour Tournament.

# Employee of the Quarter July 1<sup>st</sup> Luncheon at First Team Toyota

## *Congratulations to Zac Hoke*

### Employee of the

### Second Quarter 2011!





# Geoffrey Pelton Annual Golf Tournament

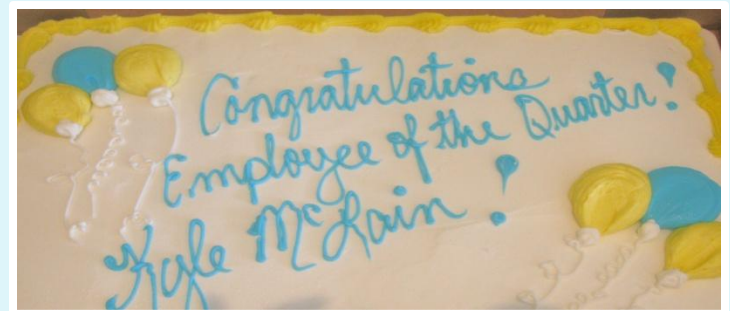
A part of the Quarterly Meeting in Roanoke for owners, corporate, GM's and GSM's, is the **Annual Geoff Pelton Golf Tournament**. At right, **Tom Lewis**, CFO, was a good sport and teed off in a dress as part of a charity donation. Ain't he cute!!!



# Employee of the Quarter Luncheon at First Team Toyota

## *Congratulations to Kyle McLain*

Employee of the  First Quarter 2011!



# First Team Toyota



## Becky Richmond & Shawnee Vosquez Deliver Customer Satisfaction!



Becky Richmond



Shawnee Vosquez  
(right)

Hey Becky,

“I wanted to shoot you an email to express my gratitude for your services in purchasing the Highlander and Corolla S. You made the process so smooth and quick. You are a bright, well-mannered professional who jumped thru a lot of hoops to get my wife and I in the vehicles we selected. We are really happy with them both and are set on staying First Team Toyota customers.”

“Shawnee has been the absolute best (hands down) in the Service Department. Keeping customers happy with a dealership is the Service Department. In the past, if I didn't like the Service Department I would look to buy my next vehicle elsewhere. With the purchase of these two Toyotas puts me at a total of five new vehicles at this dealership. Shawnee's Team makes all the difference.”

Thanks again,

Robert “Glenn” Council  
Glotech, Inc.  
Engineering and Technical Services

# Congratulations to Tommy Weaver

## 2011 Winner of the RAYSAC/First Team Auto Mall After-Prom Party Car Giveaway.



**Tommy Weaver**, a rising senior at Luray High School, won a 2011 Hyundai Elantra, by promising to stay alcohol and drug-free on prom night and staying at his after-prom party until the events concluded.

RAYSAC (The Roanoke Area Youth Substance Abuse Coalition), has coordinated and co-sponsored the After Prom Grand Finale Event for 20 years. The Grand Finale Event recognizes those students who participate in their school's after-prom party, stay until the end, and remain alcohol and drug-free. Only students still present at the end of their after-prom party are eligible to win the grand prize and other prizes. Four students are chosen from those students remaining to the end of their party along with 4 alternates. The 4 students were then invited to attend the Grand Finale at Valley View Mall. There they tried their key for the grand prize vehicle.



Pictured above, Grand Finalists with **David Dillon**, President of the First Team Auto Mall and **Don Shelton**, Hyundai Sales Manager. Thanks to all those who gave their support to help make the After-Prom Grande Finale a great success!



## First Team Auto Mall Awards Golden Apple Award Winner, Stephen Biscotte, a Brand New 2011 Hyundai Santa Fe SUV For A Year!

The Roanoke County Education Foundation announced that **Stephen Biscotte**, Anatomy and Physiology teacher at Cave Spring High School, is the recipient of the **2011 Golden Apple Award**.

Among his many accomplishments, Biscotte has implemented several new instructional projects including the PIT (Physicians in Training) crew and a new “green” outdoor classroom and eating area.

In Stephen Biscotte’s classes, “the students are expected to DO science, not just KNOW science” – so says one of Mr. Biscotte’s colleagues.

Each year, teachers from across Roanoke County Public Schools are nominated by students, parents, co-workers and administrators to receive the highest award presented to a teacher by the Education Foundation. This year, 114 teachers were nominated to receive the award – 27 teachers were named as semi-finalists.



Congratulations to **Stephen Biscotte**, Winner of the 2011 Roanoke County Teacher of the Year Golden Apple Award at Cave Spring High School. **First Team Auto Mall** awarded Mr. Biscotte the use of a brand new 2011 Hyundai Santa Fe SUV to use for one year! The car comes with customer license plates that read GR8-TCR (Great Teacher). Pictured above, Golden Apple Award winners and finalists (left to right: Laurel Look, Christine Stanley, **Stephen Biscotte**, Janet Barney and Steve Franco).



## Tom Shenk, Portsmouth Teacher of the Year, Wins New Prius From First Team Toyota!

Tom Shenk is the Physical Education teacher at John Tyler Elementary School. He was voted Portsmouth Teacher of the Year! First Team Toyota will provide him the use of a vehicle for a year. He chose the 2011 Toyota Prius.

*Congratulations Tom!*



**Tom Shenk**, a Physical Education instructor at John Tyler Elementary School, was named the city's Teacher of the Year on Tuesday night. Shenk has spent his 20-year career in the city's schools. Before working at John Tyler, he was a classroom teacher at Churchland Elementary for 14 years. "I'm very humbled and surprised at this honor," Shenk said at a ceremony in the Renaissance Portsmouth Hotel and Waterfront Conference Center.

He said he has learned from "some really good" teachers who pointed him "in the right direction." Congratulations Tom!



*Congratulations to*

# Steve Sawyer Teacher of The Year for Chesapeake!

Enjoy your new  
Honda Accord for a  
year, *Compliments  
of First Team  
Honda!*



Steve Sawyer, a science teacher at Great Bridge Middle School, and his family pose with Rick Riddle at First Team Honda in front of their Honda Accord. Sawyer won this year's Teacher of the Year award in Chesapeake. Sawyer is a science teacher who has taught for 30 years, 25 of them in Chesapeake. A presenter said colleagues described Sawyer as "devoted to his students and one who works to make his classes fun". "I love kids, I love the subject, and I just love getting excited," Sawyer said. "There are so many toys to play with, so many experiments, and you can really guide (students) to a future."

Sawyer will go on to compete for the state title. Congratulations and Good Luck!

# First Team Toyota Gives Back To The Community

## The Kiwanis Club of Churchland Partners with First Team Toyota to hold Annual Scholarship Awards Program

On Thursday June 2, 2011 at 7:30 AM the Kiwanis Club of Churchland in partnership with First Team Toyota Western Branch held our annual Scholarship Awards program at The Church of St Therese, 4137 Portsmouth Blvd., Chesapeake, VA 23321. Breakfast was served at 7:30 AM and the Awards Program started at 8:00 AM.

Six \$1,000.00 grants to be used for college scholarships were awarded. Each year our Scholarship Awards Committee has a tough time narrowing down the list of applicants from the three high schools that we support, Churchland High School, Stonebridge School, and Western Branch High School. Grade point average is not the only criteria used to select a winner. Athletics, music, citizenship and community service are also used, along with financial need.

The six winners of this year's awards are: From Churchland High School; 1. Cameron J. Booth who will attend Virginia Commonwealth University; 2. Amara Bleckman who will attend Tidewater Community College; From Stonebridge School; 3. Ellen C. Russell who will attend the University of Virginia; From Western Branch High School; 4. Corissa E. Tracy who will attend George Washington University; 5. Armeshia G. McCoy who will attend North Carolina Agricultural & Technical State University; 6. Carter H. Gresham who will attend Virginia Tech.

The Kiwanis Club of Churchland gives special thanks to Gerry Reust, First Team Toyota and the Toyota Corporation for assisting us help these bright young people move on to a higher education. We highly recommend First Team Toyota, their reliable products and their excellent service.

Larry K. Brown  
President-Elect  
Kiwanis Club of Churchland



Shown in the picture from left to right is Gerry Reust, President/GM of First Team Toyota, Amara Bleckman, Ellen Russell, Corissa Tracy, Carter Gresham, Armeshia McCoy, and John Dobson, President Kiwanis Club of Churchland. Cameron J. Booth was unable to attend the meeting and is absent from the picture.

# Our Employees are The Best!!!!



*Congratulations to Becky Tatum on her promotion to Body Shop Manager!*



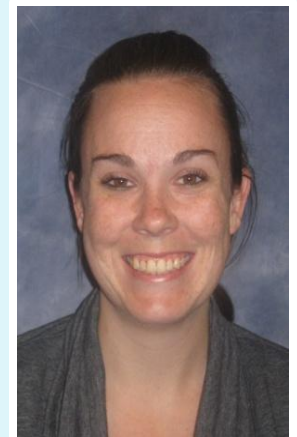
Becky has been with First Team since 2009 as Body Shop Estimator's Assistant. Her great attitude and excellent work ethic have earned her a promotion to Body Shop Manager!

Great job Becky!  
Best of luck in your new position!

**First Team Toyota Welcomes New Employees!**



Rian Haley, Sales on left. Samantha Hill, Service Cashier on right.



Tommy Brady, Sales, bottom left, James Bond, Sales, bottom middle, and Chris Myers, Sales, bottom right.



# *Congratulations to HMC's John Shoemaker on His Retirement! Sharon Corey Steps In!*

Hampton Chevrolet Collision Body Shop Director, **John Shoemaker**, has been with Hampton Chevrolet since 1995. He has worked hard all of his career and earned the opportunity to enjoy more time with his family and grandchildren. We'll miss you John!

**Sharon Corey** has accepted the new position of Body Shop Collision Director for both Hampton Chevrolet and First Team Toyota. Formerly the Body Shop Collision Manager at First Team Toyota, she will now be working from both departments in Hampton and Chesapeake.

John, we wish you all the best in your retirement and future endeavors and Sharon, great success to you in your expanded role!



John Shoemaker



Sharon Corey