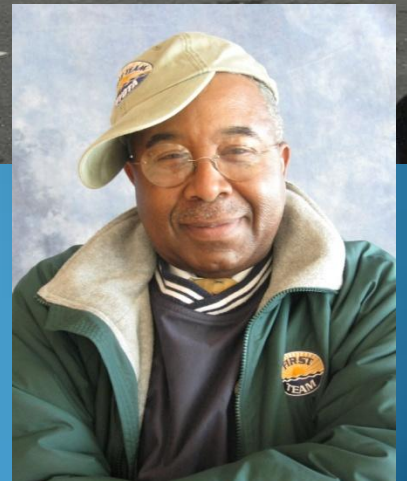


First Team Auto Group

Winter 2011



*Congratulations to All Of Our Winners Inducted Into
The Society of Senior Sales
Executives
From All Of Our Stores!*

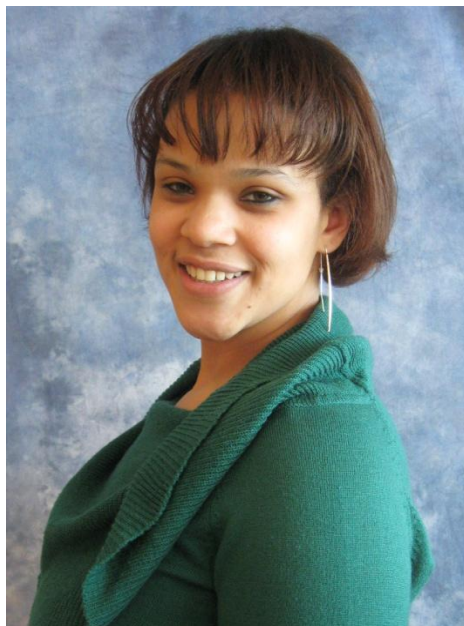
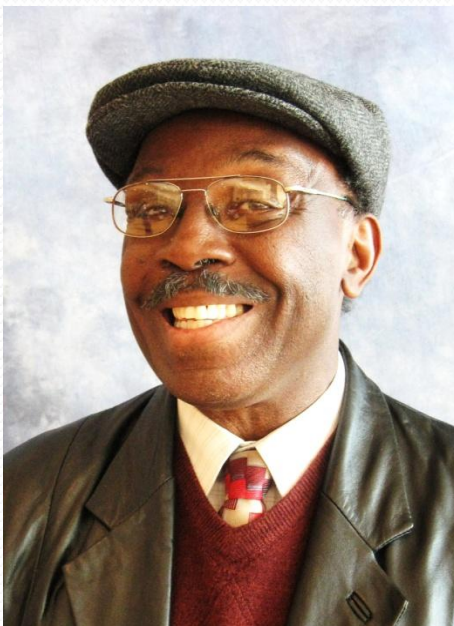


A banquet was held in their honor at the Riverstone Chophouse, February 15th. Sales Executives must sell at least 144 vehicles the previous year to become a member of the SSSE. At the banquet, they received checks for their level of achievement, SSSE business cards, and a framed certificate. Spouses of the sales executives also received gifts as an acknowledgement of their sacrifices as well. Pictured above back row left to right: **Brandon Thompson**, FTAM, **D.A. Young**, Honda, **Shawn Petersen**, Toyota, **Kenny Martin**, FTAM, **George Pelton**, CEO and **Wayne Lewis**, FTAM. Front row: **Justin Hart**, Honda, **Allen Perry**, FTAM, **Richard Burke**, FTAM and top salesperson with 283.5 units for 2010, **Horatio Doregos**, FTAM. Not pictured is **Mark Marvuglio** from HMC.

First Team Toyota Welcomes New Team Members!



Top left to right: **Chanel Hansen**, Sales and **Kirsten Cullen**, Accounts Receivable.
Bottom left to right: **Clarence Johnson, Jr.**, Sales, **Faith Mormon**, Dealer Administrator, and **Jeff Podolski**, Prep.
Welcome Back to Clarence & Jeff!

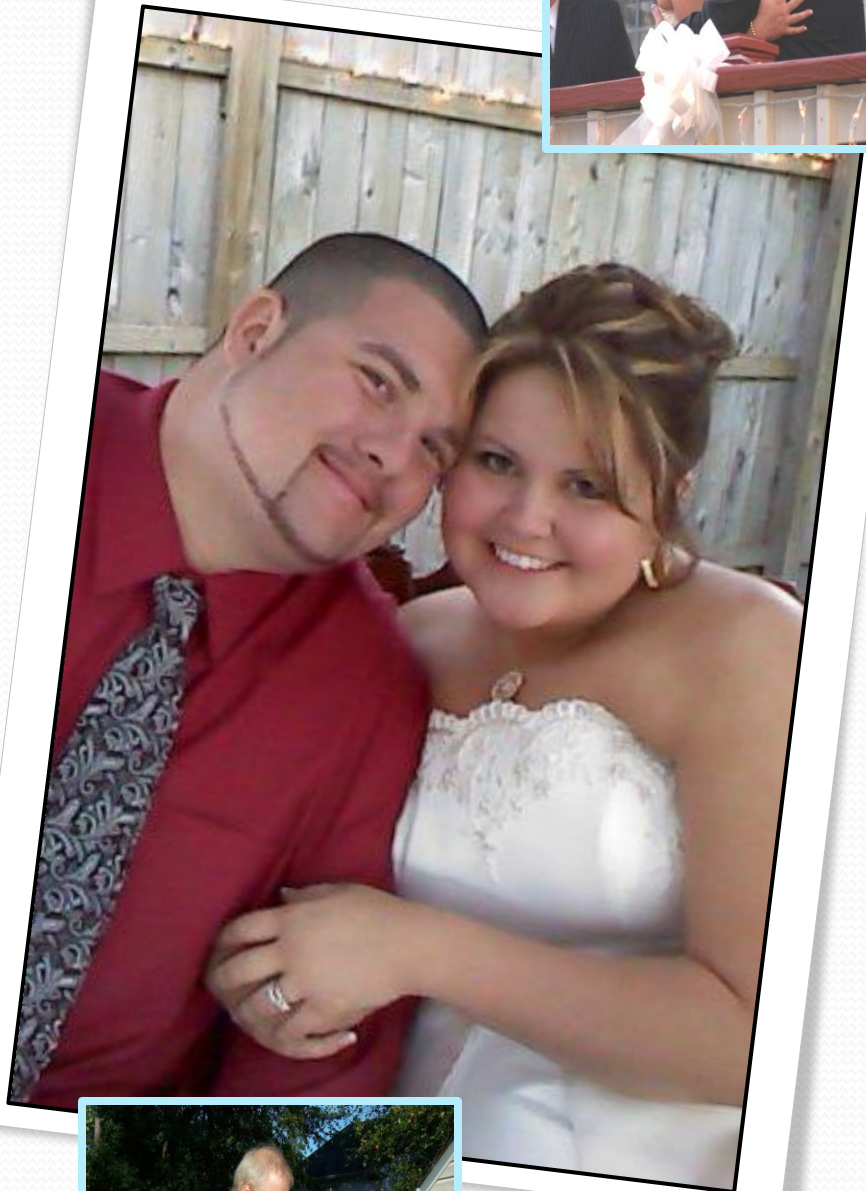
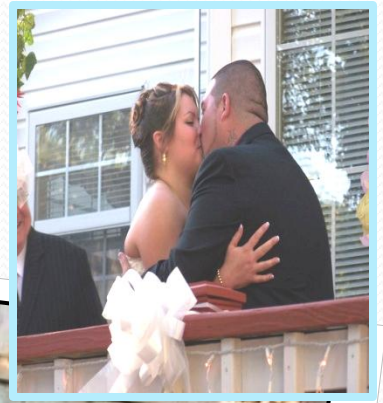


Stephanie Chick Weds Brandon Scales

*Congratulations
Stephanie and
Brandon!*

October 2, 2010

Stephanie is the Customer Relations Manager for First Team Honda and Toyota. She and Brandon have been together for 7 years and on October 2nd, they tied the knot. The beautiful ceremony and reception were held in her parent's backyard.

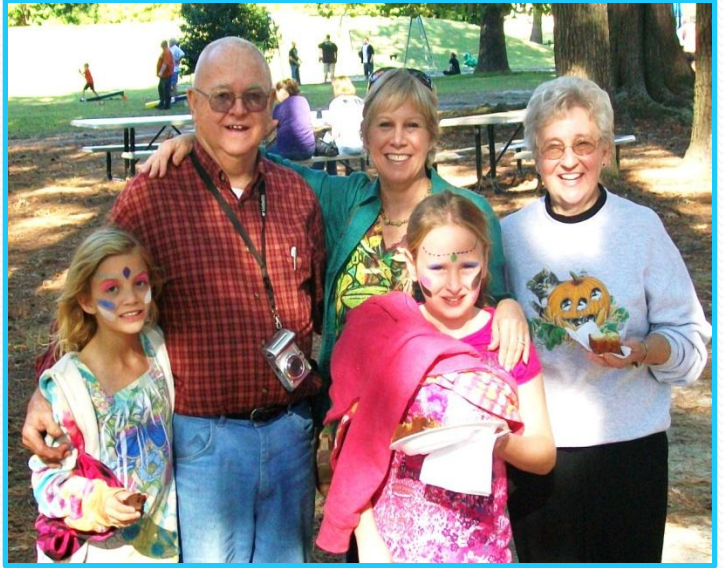


Congratulations to
Shawn Petersen

Toyota's Sales Consultant of the Year
And Member of First Team's
Society of Senior Sales Executives!



**First Team Auto Group
hosted a picnic at Nike Park on October 17th.
Beach Bullies provided the food . . . The employees
provided the fun.!**



There were many activities available at the park such as tennis courts, full court basketball, softball fields, bike/nature trails, a fishing pier and a fenced-in skateboard park with several ramps. The kids had lots to do too including corn-hole boards, face painting and playgrounds.



Congratulations to

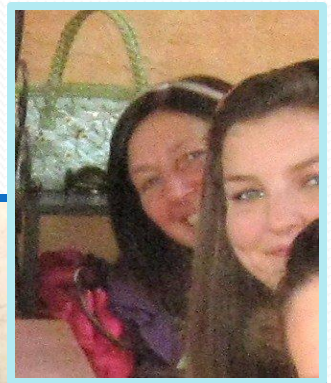


Rita Utz – On her promotion to Customer Business Center (CBC) Manager for the First Team Automotive Group.



Neil McClanan, who was elected as Vice President for the local Toyota fixed council. He and **Tom Vest** achieved Service & Parts Excellence for Toyota as well.

Feliz Cumpleaños Chicas!

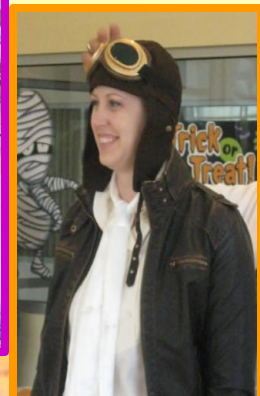


The office celebrated birthdays at, where-else-but, Plaza Azteca. Birthday girls indicated with hats on. From left, Tom Lewis, **Sue Clabaugh**, Renee Pratt, Becky Brink, **Dorothy Beck**, **Martha Crawford**, Kristine Clabaugh, Stacy Newton and Monica Champion. Photographer, Sandra Scott, in insert.

Spooktacular Halloween Costume Contest at Employee of the Quarter Luncheon



The Employee of the Quarter Luncheon carried a Halloween theme. The tables were covered with candy and balloons. The cake had orange and black icing, the walls sported Frankenstein, mummies and vampires! Thanks to Neil McClannan and Steven from Wynn's for cooking up some yummy eats! Thanks to **Sandra Scott, Stacy Newton and Renee Pratt** for decorating and cleaning up and **Gerry Reust** for coordinating and hosting the event. (Pictured at left, employees enjoy costumers. Bottom left to right: **Stephen Edwards** with a boo-boo on his head, **Joe Ferrell**, Winner, as a big cup of Joe, **Amy Glaude**, second place winner as a crash dummy, **Monica Champion** as Amelia Earhart and **Becky Tatum**, third place winner as a hippy. Middle photo, **Sandra Scott** serves up some cake. Pictured on right, **Monica Champion** as Amelia Earhart is clapped for.



Congratulations to
Scott Gallagher

**Employee of the Third Quarter Toyota 2010
Employee of the Year 2010!**



Scott was nominated for always going above and beyond . . . doing anything that needs to be done with a great attitude. Above, President Gerry Reust, awards Scott with a plaque and some cash at the quarterly Employee of the Quarter luncheon!

Outstanding Team Members were Awarded at the Christmas luncheon.

Congratulations to Team Members of the Fourth Quarter 2010, Richard Boyington and Amy Glaude. Congratulations to Team Members of the Year, Jim Coffey and Scott Gallagher.



Way to Go Amanda!

“My internet salesperson, **Amanda Reust**, was very professional and the best salesman I have had the pleasure to buy a vehicle from. I bought a 2010 Yaris today and the Dealership was just wonderful. First Team Toyota is the one which all Dealerships should emulate. They are a class beyond any car Dealership I have ever dealt with.

Please commend them on their **OUTSTANDING** car buying experience and they are not just customer friendly, they are family friendly. **GREAT JOB!!**”



Paint Team Wins !

Red Team comes in a close second in Toolbox Decorating Contest!



James Perales and Steve Edwards Vie For Third Place. After a Lot of Deliberation, James Pulls Ahead! Congratulations James! Great Job Guys!



Runners Up in the Tool Box Decorating Contest

Pictured at left: Abe Sells. Bottom middle, David Maritz. Bottom right, Kyle McLain's tool chest.



Technicians Win Prizes for Decorated Toolboxes at the Christmas Luncheon



Paint Team takes First Prize. At top, pictured left to right: Justin Taylor, Chris Balo, Gerry Reust, Karl Neuse and Mark Plenty. Second Place went to: bottom from left: Zac Hoke, Joe Frole, (with Gerry Reust), Scot McAloon and Brett Cumbia (not pictured).

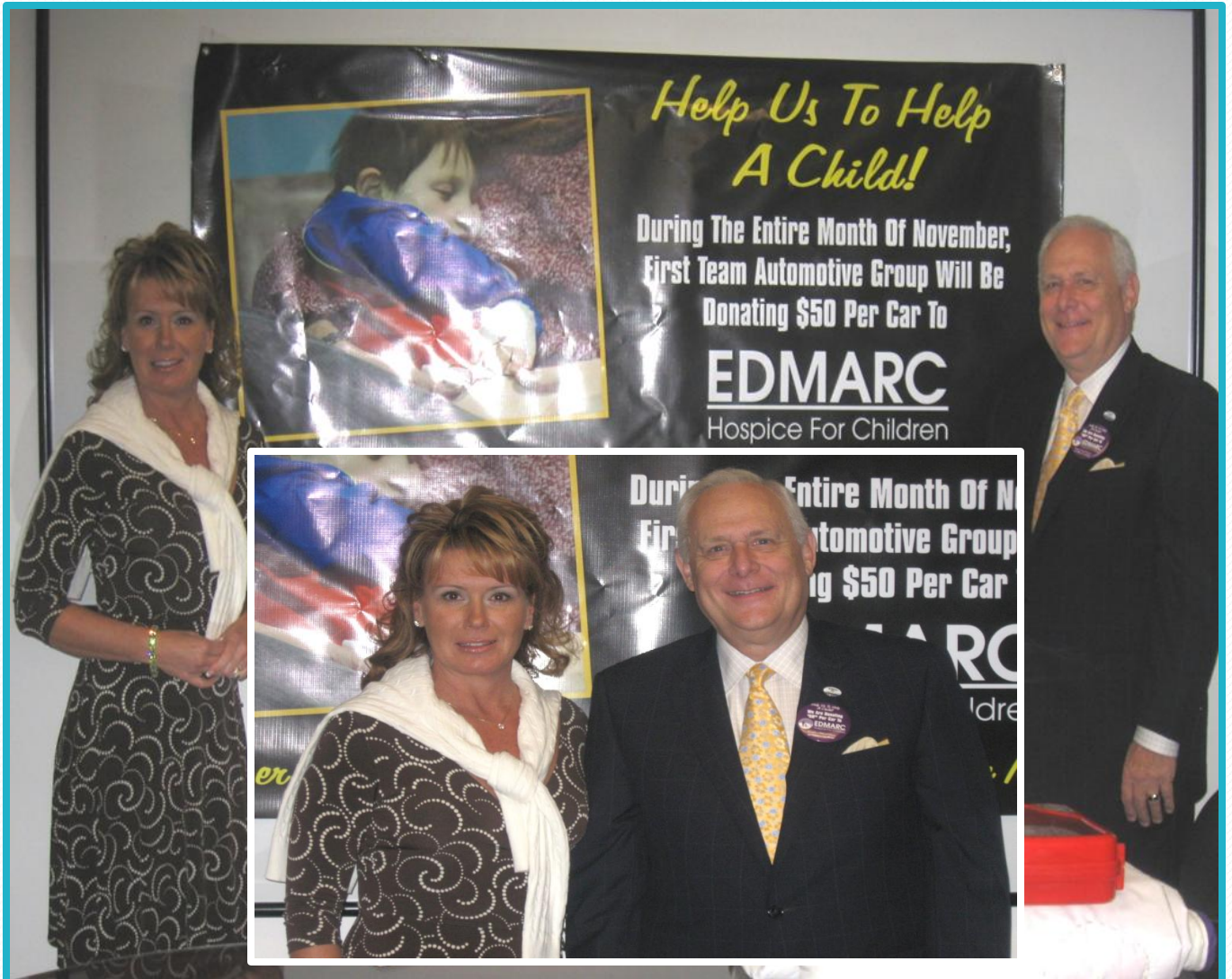
First Team throws a Christmas Party for Living Options

Living Options is an assisted living facility on Portsmouth Blvd. whom First Team has supported over the years. We provided gift bags for each person and prizes were given out for bingo winners. Good food and Christmas carols helped put smiles on faces. The First Team elves, led by Stephanie Scales, included Becky Tatum, Eric Mauck, Beth Dozier and Martha Crawford.



First Team Auto Group Donates \$50 Per Car Sold to EdMarc for the Month of November!

On Friday, October 29th, the sales teams from Hampton, Honda & Toyota met at the Toyota store for an informational meeting about the EdMarc organization. EdMarc provides hospice care for children in Hampton Roads and many other services for the families of these children. For the month of November, \$50 from each sale from each of the stores was donated to the children's hospice. George Pelton, CEO, has been very involved with the organization for the past few years. Deborah L. Stitzer-Brame, pictured below with George, is Executive Director for EdMarc who shared her experience with EdMarc with our group.



FIRST TEAM HONDA WELCOMES NEW EMPLOYEES



Top left: Art Cohen, General Sales Manager. Top right: Mark Carey, Sales Executive. Bottom left, David L. Davis, Jr., Sales Executive. Bottom middle, Christian Swensen, Lot Attendant. Bottom right: Welcome back to Quentin Bland, Prep. Not pictured are Bryon Canty, Prep, Vance Doughty, Sales and Mohammad Zia, Sales.



First Team Auto Mall News

*Congratulations to
Larry and Angie
Newsted*

on the birth of their new
daughter,

**Bianca Jo
Newsted**

Bianca Jo is adored by her
older sister, **Colleen**, and
older brother, **Jake-Jake!**



*Introducing
Bianca Jo Newsted
10 days old*



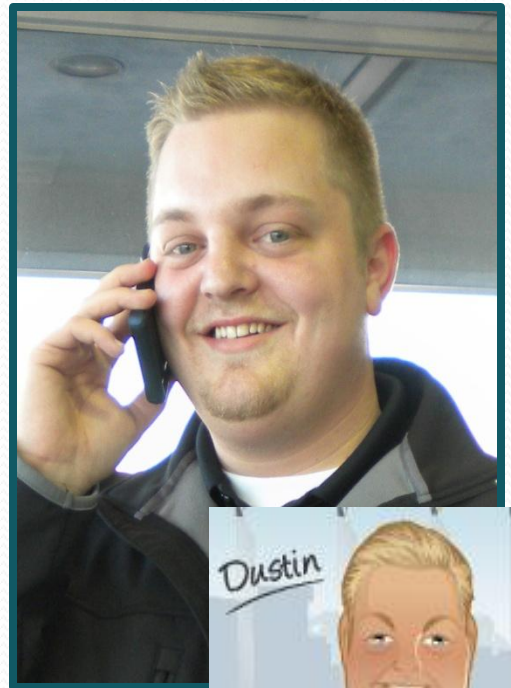
The Following Employees Received Well-Deserved Promotions at Hampton Motor Corp. *Congrats To . . .*

Dustin Edmonds
On his promotion to
Chevrolet Sales Manager!

Kelly Winslow
Assistant Service Manager
(pictured below left)
Penny Whittaker
Service Assistant
(below right)

and

Britton Davis
Prep Manager
(pictured bottom far right)



Hampton Welcomes New Team Members!

James Balch

White Team Technician
(pictured at right)

Melody Borden

Customer Relations Manager (CRM)
(Pictured bottom right)
Welcome Back!



New Team Members not pictured,
are Phyllis Mapes,
Sales Executive,
Clifton Ocheltree.
Prep and
Billy Knight,
Sales Executive.



Congratulations to Melissa Claflin, HMC's Employee of the Quarter



Melissa was awarded at
a luncheon held at
Hampton Motor Corp.

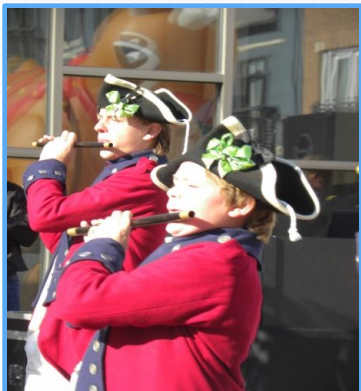
(Pictured at left with Ashton
Lewis, Jr., VP/GM.)



Hampton Motor Corp. Participates in Coliseum Central Parade



Pictured left: HMC volunteers manipulate a balloon in the chilly wind at Coliseum Central's Holiday Parade on Saturday, November 20th. Bottom right: Balloon is taken down after the parade.



Congratulations to
Krysten Apodaca and fiancé,
Dennis Krietler,
proud parents of
Ciara-Mae Elizabeth

born December 23, 2010.
Ciara-Mae was 7 lbs. 5 oz. and was 19 inches long.



Congratulations also to
Shannon & Tim Howell
on the birth of
Timothy Paul Howell,
Jr.

He was 8 lbs. 1 oz. and 20 inches tall.
Born June 1, 2010.

Hampton Employees *Bring It!*

17 Jan. 2011

KUDOS!

**General Manager
Hampton Motor Corp.**

To Whom It May Concern:

I want to take this opportunity to acknowledge the outstanding customer service provided by **Mr. James Goslee**. As an owner of two Mazda III's (2007 & 2009) I have had the pleasure of Jim's service support for the past 3+ years. Most recently, Jim made a special effort to enable me to learn from one of your auto mechanics how the TPMS tire pressure sensors operate. The mechanic, **Len Henline**, was very knowledgeable and professional and answered all of my questions.

Please give/pass on my sincere appreciation for outstanding customer service to both Jim and Len.

Respectfully,

Bob Craig



Hampton had some four-legged friends visit in Service. Customer, Kevin Robb and his dogs, Granite & Denole.



United Way

First Team Auto Mall – Roanoke

We just finished our 2010 United Way Campaign and raised \$17427.00 which is a \$291.00 increase over last year's donations.

First Team Honda & Toyota – Chesapeake

Honda's contribution was \$2147.00 and Toyota's was \$6718.00. That's a total increase of \$475 over last year!

Hampton Motor Corp. – Hampton

Team Members contributed \$13,463.22 and the corporate pledge was \$2,000.

Thanks for giving!



United Way



Scott Rigell

Congratulations to Scott Rigell on his victory in Virginia's 2nd Congressional District race. Scott is the dealer/owner of Freedom Automotive in Virginia Beach which owns dealerships in Chesapeake, Norfolk and Virginia Beach.

A Florida native, Scott served his country in the United States Marine Corps Reserve, rising to the rank of Sergeant before an honorable discharge after six years. He is also actively involved in his community and VADA.

This is truly an exciting time as Hampton Roads Auto Dealers see one of our own in Washington for the first time in our history! We are confident that Scott will not only serve faithfully and well in Washington, but will also represent the industry he knows so well: Virginia's franchised dealers.