

GERMAIN HONDA REVIEW

WWW.GHODNEWS.NET

*Germain Honda's
Road To
Providing a
World Class
Experience
for Guests and
Employees*

2024

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RICHIE IS RAVING

Thank you all for a tremendous 2023. Each member of our team contributed to our successes. As we move forward, we want to enhance the Guest Experience. In the competitive landscape of our market, experience will be the differentiator and we want more than our fair share.

We will begin quarterly Town hall discussions within all our different departments, with the goal to open and improve lines of communication and tackle the issues and concerns closest to us all.

I am extremely proud and blessed to be a part of this wonderful team. I am beyond excited about 2024 and the amazing things we are going to accomplish, as we continue to focus on training and development.



Winter Birthdays

Ben Williams: December 2
Jordan Myers December 3
Kevin Bantner: December 7
Kevin Gonzalez: December 9
Eric Harter: December 10
Corey Oty: December 12
Russ Wenzel: December 15
Stephanie Hausherr: December 20
Tom Buck: January 1
David Myers: January 6
Scott Romans: January 11
Kevin Shanklin: January 13
Shane Clayton: January 13
Ray Slagle: January 14
Teralyn Rausch: January 24
Todd Shook: January 28
Jeff Mayse: February 3
Ryan Cox: February 6
Junice Price: February 6
Rob Fonner: February 6
Melissa Barnes: February 22
Jason Woodyard: February 22
Mark Miller: February 25

**WELCOME
TO THE TEAM**

Yuri Brysiuk
Leonardo Buczynski
Paige Elder
Chris Pinkley
Austin Secora

Britney Sanchez
Josh Woods
Joseph Oliva
Dale Stein
Tonisha Jackson
Mark Rhodeback
Alaina Smith
Corey Oty
Corey Thoman
Asa Burke
Cameran Vaulter
Camden Piper
Charlie Wertz

Winter Birthdays

Kevin Bantner: 12/01/2016
Amy Pickens: 12/10/2018
Corey Green: 12/22/2010
Chris Glover: 12/29/2008
Richie Newsome: 01/01/2021
Tim Munion: 01/03/2019
Tyler Carr: 01/05/2021
Luke Eastwood: 01/06/2016
Dan Grunkemeyer: 01/08/2021
Saqib Mangla: 01/13/2015
Melissa Lucas: 01/19/2015
Mickel Nolan: 01/20/1994
Jamare Razor: 01/27/2022
Eric Harter: 01/30/2002
Jada Glasgow: 01/31/2023
Marcello Frustaci: 02/01/2005
Rod Smith: 02/01/2023
Jonathan Danhauer: 02/05/2018
Kenneth Duckwitz: 02/05/2018
Bill Alston: 02/07/2012
Ryan Laymon: 02/08/2021
Kyle Carney: 02/17/2020
Adrian Hay: 02/19/2019
Joel Wafer: 02/20/2021
Jordan Moore: 02/22/2017
Holly Raile: 02/27/2023



Amy Pickens

2023 Customer Experience Champion

In 2023, **Amy Pickens**, our remarkable Service Advisor, has garnered an impressive 146 5-star reviews online. Amy's dedication to exceptional daily service, open communication, and meticulous attention to detail have set her apart.

These 146 5-star reviews are not responses to a survey. They are true customer testimonies spread across platforms like Google, Cars.com, and Carfax. They speak to Amy Pickens' commitment and the outstanding care she brings to every customer interaction. Amy's passion for ensuring customer satisfaction is evident in each glowing review.

Amy also had the most surveys returned from Honda customers! The Honda surveys serve as a report card for the manufacturer to ensure we do a good job for customers in sales and service. Over 220 of Amy's customers took the time to return the survey, each of them responding favorably with how they had been treated during their service experience.

Amy has been in the automotive industry for 13 years, many of which she acted as a Service Manager in her hometown. In 2018, she joined the Germain Honda of Dublin team as a Service Advisor, bringing her a wealth of knowledge and experience. She is an expert in the Honda brand and is our go-to person when new team members need someone to mentor.

If you have a conversation with Amy, you will notice it doesn't take long to pick up on her passion for doing things correctly. Service Manager Tom Rankin commented on Amy saying, "Amy is an example of what every employee should strive to be. She shows up every day, works hard, asks for the survey, and reviews. Every day means every day to her."

Amy's thorough explanation and considerate nature have helped make her one of the top performers in the service department annually.

Thank you for being a part of the Germain Honda of Dublin family, where exceptional service is not just a commitment—it's a way of life.

2023 5-Star Team Total Reviews

Finance: 112

Management: 25

New Car Sales: 414

Used Car Sales: 301

Service 472

5.0

RATING

Name	5 Star Reviews
Amy Pickens	146
Kevin Withers	82
Jenn Hess	72
David Myers	64
Steve Barnard	62
Winslow Johnson	58
Chris Glover	51
Alex Carey	47
Mark Warner	44
Mohamed Rufai	43
Nate Fielder	39
Frank Pulsinelli	36
Daniel Head	34
Justin Bunkers	34
Aaron Pape	31
Dontay Hunter	30
Joel Wafer	27
Matthew Shindler	27

Ryan Kennedy	22
Stephanie Hausherr	21
Allison Webb	19
Jordan Moore	18
Jackson Speakman	16
Glen Storey	15
Jim Beatty	15
Timothy Munion	15
Saqib Naeem	14
Joseph Frustaci	13
Daniel Grunkemeyer	12
Nishi Patel	12
Scott Romans	12
Kevin Bantner	11
Bob Tschappat	10
Riley Speakman	8
Shawn Perry	8
Jay Powers	7
Kirti Vansadia	6
Rodgerick Smith	6



2023 REVIEW

INVENTORY

2023 saw a steady increase in new car and preowned inventory and acquisition, leading to a successful year for Germain Honda of Dublin!

WE ARE TOLD TO EXPECT GREATER INCREASES IN 2024!



TEAM COOKOUTS

As the weather got warmer, we busted out the grill and our grill masters went to work! We were impressed with the grill skill we have working among us at Germain!



THE JOHN STEWART 'WE BEFORE ME' AWARD



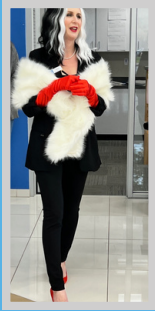
Spring brought the first installment of recipients of the prestigious and coveted John Stewart 'We Before Me' Award. John was a loved and valued employee who personified the core values of the organization. It was truly a pleasure and an honor to present it to **Tracey Moore, Randy Johnson, Jesse Berger, and Bill Alston.**

There is no timeline on how often the award is given. Because the caliber of the individual who receives it is so unique, so then is the nomination and presentation.



A WEBSITE JUST FOR US!

In the spring, the website GHODnews.net was launched, giving employees a place to go to find everything they need all in one place! They can order business cards, place requests, download forms, see news and upcoming events, check out training, and view a digital copy of the company newsletter.



Jessica Roesch was voted best Halloween costume by online voters. However, Taariq Bynum has more views on his “New Guy Initiation” video on TikTok than the Type-R.



TRAINING WITH DAVE ANDERSON

Dave Anderson is known worldwide for his ability to teach and train leaders of significant organizations. He is the author of 15 best-selling books and a consultant for several well-known sports teams. Germain was fortunate to have partnered with him to share four days of knowledge with leaders and top performers.



FALL BROUGHT THE FUN

Fall definitely brought the fun in the preowned department! The mother-daughter team of Aubrey and Allison Webb showed their skill in the pumpkin carving contest, which also got them volunteered to draw a Christmas tree with 178 bulbs in new cars.



VETERANS DAY



It will always be important to recognize the contributions of each one of our team members who served as a member of the armed forces. Whether serving during times of war or peace, the choice comes with risk, and country over self.



Celebrating Thanksgiving with the entire team in the preowned building on November 20.



Germain
Honda of Dublin

Germain Gives Back

Committed to Community

Germain Honda of Dublin has committed to community outreach to give back within Dublin and Central Ohio. In 2023, we provided coats, socks, gloves, food, and toys for those in need. By aligning with great organizations, we were able to have a significant impact.

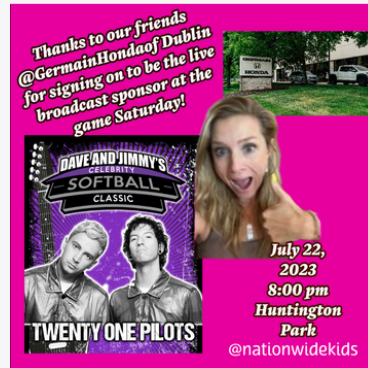
Firefighters For Kids

Our team came together this holiday season to create great memories for needy families. The Ridgeline parked in the showroom was overflowing with new toys for kids of all ages.. On the day of pick up, Washington Township FD had to come with three different fire trucks to get it all! Thank you!



Grassroots Efforts

Your coats, gloves, socks, and blankets donations have gone directly to those in need.



Nationwide Children's Hospital

In July, we partnered with our friends at WNCI and iHeart media as the broadcast sponsor of their Celebrity Softball Classic. The proceeds from this event went to benefit the efforts of the #OnOurSleeves Project, an initiative dedicated to promoting awareness of children's mental health.

Food Drive

The Germain Honda crew came through again filling an entire Honda Passport top to bottom with groceries to donate to the Dublin Food Pantry! Non-perishable donations can be dropped off anytime Monday - Saturday 8:00 am - 6:00 p.m.



2023 in Reverse PreOwned Salesperson of the Year, Mark Warner



PreOwned Press

The Preowned Department recognizes **Mark Warner** for an outstanding year of accomplishments. In 2023, Mark sold 263 used cars and 25 new cars for 288. Mark's success could be related to his impressive activity in VinSolutions. Mark has the most customer interactions logged in the department. Mark came to Germain in the fall of 2022 with a background in the real estate industry. His customer service has served him well in the auto industry. Congratulations to Mark on a great year!

Overall, the department had an incredible year. We exceeded our unit goal in 11 out of 12 months. As a team, we had the second-highest unit increase of all 560+ dealers in our region year over year! That speaks volumes when some of the most storied dealers were down hundreds of units. The success can be attributed to a team of professionals committed to a growth mindset and always putting the customer's needs first.

We welcomed Saqib Naeem to our department as a Used Car Manager, said goodbye to Jim Babcock as he left to take on a promotional opportunity, and congratulated Alex Carey as he moved to a position in finance.

We have added a couple more professionals to the sales floor, **Asa Burke** and **Charlie Wertz**. Asa is a graduate of THE Ohio State University where he was a 4x B1G Champion in Track and Field while getting his Bachelor's Degree in Human Development and Family Studies. He went on to Miami University to pursue his Master's Degree in Sports Administration. Charlie Wertz, has proven to be a natural on the sales floor. His innate ability to work with people comes from the many years he spent as a leader in ministry and fellowship.

Our goal for 2024 is to take what we did last year and grow it by 10% and help us continue to grow and develop our amazing team.

2023 In Reverse New Car Salesperson of the Year, Winslow Johnson



New Car News

Winslow Johnson was the leading Sales Consultant in the New Car Department and overall in 2023 at Germain Honda of Dublin! Winslow sold 429 vehicles, consisting of 411 new and 18 preowned.

Winslow's success at Germain is partly attributed to his tenure with the organization. Winslow started at the 6715 Sawmill Road location on April 19, 2005. He has been able to work with generations of families. Through the years, he has been a business owner and entrepreneur in the hospitality industry, and real estate, which has given him a unique perspective on how to interact with and treat guests.

His teammates describe Winslow as a "Max Act." Fellow New Car Sales Professional, Justin Bunkers summed up Winslow's work ethic and integrity by saying, "When Winslow is here, he couldn't tell you who else is working, because he is busy working. Outside of work, he is the kind of guy I would trust to watch my kids, which is saying a lot!"

When asked what Winslow's secret is to his success, his answer was quick and simple, "Take yourself out of the equation. It's about the customer." Winslow continued, "When you put your focus on doing what is right for the customer and putting their needs ahead of your own, it makes them more comfortable and everything falls into place. My job is to work for them, and that's what I do."

As a department, the New Car Team performed exceptionally well and exceeded the goals set for them in 2023. New Car Professional, Dan Head attributed their collective achievements to how well they work together as a team, "We take care of each other. If one of us is out, we can trust that anyone here is going to take care of our customer the same as they would take care of their own." Moe Rufai echoed Dan's thoughts by adding, "We just work well together toward a common theme."

In January, we welcomed **Camden Piper** to the team. Camden brings the discipline and organization of his Army career and combines it with his hospitality background to add a great dynamic to the New Car Showroom!

Our goal for 2024 is to utilize the influx in inventory to grow new cars by 10% over 2023 and provide additional support and training for professional growth.

A Year In Service



Another Big Year In Service

Service Advisors, Cashiers, Parts, Technicians, and our Valets fired on all cylinders in 2023 as we averaged over 200 customers through the drive daily! **Sam Trushel** emerged as the leading tech, turning the most hours.

The Parts Department experienced a record-breaking year, with success in both retail customer engagement and the establishment of new wholesale accounts. In November, **Elliott Duhs** officially took over the day-to-day management of the department. Welcoming **Ally Strassberg** as the Assistant Service Manager was a strategic move to enhance daily operations. Working with Tom Rankin, Ally's role has been pivotal in streamlining processes and improving customer satisfaction.

The Body Shop also saw a valuable addition to its Leadership team in **Fred Carmer**. Bringing years of experience in auto body and collision repair, Fred has contributed to the overall expertise and efficiency of the Body Shop. Beyond the mechanical realm, **Brittney Price's** outstanding collection efforts significantly impacted the fiscal health of the body shop, particularly in dealing with outstanding amounts from insurance companies.



Recognizing long-term dedication and exceptional service, **Kevin Withers**, a seasoned Service Advisor with an impressive 11-year history, earned a well-deserved promotion to Manager of the Service Drive. His promotion is a testament to his commitment and expertise within the department.



Breakroom Makeover!

Much to the delight of everyone, the breakroom between the mechanic area and the body shop received a much-needed facelift in 2023!

Germain Honda Happenings

Administrative Minutes

KPA's are an ongoing part of employment at Germain Honda. Certain requirements need to be taken and passed annually in order for us to remain under federal compliance. Other courses are less frequent, but for your safety and that of your coworkers, For your convenience, starting in February, we will offer a Lunch N' Learn on Monday and Thursday with make-ups by request on Friday. We will buy lunch while you get credit for completing your KPAs! The schedule is posted below.

Contact your manager or **Julie Zanon**, jzanon@germaincars.com, if you need a login.

All courses must be completed by May 1, 2024!



Location	Time	Date	Training
Used Car Building	12:30 - 1:00	2/26/2024	At the Desk (Fair Lending, Desking, and Spot Delivery) 15-25 minutes
Used Car Building	12:00 - 12:30	2/26/2024	Communicating with Customers 20-30 minutes
New Car	12:00 - 12:30	2/26/2024	Germain Security Awareness 20 minutes
New Car Building	12:30-1:00	2/26/2024	Hazard Communication Awareness 15-30 minutes
New Car Building	12:00:12:30	2/29/2024	Privacy and Safeguards (GLBA) 20-25 minutes
Used Car Building	12:00 - 12:30	2/29/2024	Privacy Notices 10-15 minutes
Used Car Building	12:30 - 1:00	2/29/2024	Reputation Management and Complaint Resolution 5-10 minutes
New Car Building	12:00 - 1:00pm	3/4/2024	Abusive Workplace Conduct Prevention 1 hour
Used Car Building	12:00 - 12:30 PM	3/4/2024	Adverse Action 10-20 minutes
Used Car Building	12:30 - 1:00	3/4/2024	Ethics in the Workplace 15-20 minutes
New Car Building	12:00 - 1:00	3/11/2024	Anti-Harassment Training for Employees 30-40 minutes
Used Car Building	12:00 - 12:30	3/11/2024	Contracts and Disclosures for Purchased and Leased Vehicles 15-25 minutes
New Car Building	12:00 - 12:30	3/14/2024	Customer Information Security 10-20 minutes
New Car Building	12:30 - 1:00	3/14/2024	Emergency Response 25-30 minutes
New Cars	12:00 - 12:30 pm	3/18/2024	IRS Section 8300: Cash Transaction Reporting 20-30 minutes
New Car	12:30 - 1:00	3/18/2024	Unfair and Deceptive Acts and Practices 30-40 minutes
Used Car Building	12:00 - 1:00	3/21/2024	Automotive Lift Safety Training 45 minutes
New Cars	12:30 - 1:00	3/21/2024	Personal Protective Equipment 10-15 minutes
New Car	12:00 - 12:30	3/21/2024	Workplace Violence Prevention and Active Shooter Response 20 minutes
New Car Building	12:00 - 12:30	3/25/2024	Back Injury Prevention 10-15 minutes
Used Car	12:00 - 1:00	3/25/2024	DOT Hazardous Materials Training 50 minutes
New Car	12:30 - 1:00	4/1/2024	A/C 609 Training 35-40 minutes
New Cars	12:00 - 12:30	4/1/2024	OFAC 10-15 minutes
New Cars	12:30 - 1:00	4/1/2024	Red Flags Rule 15-20 minutes
New Cars	12:00 - 12:30	4/4/2024	Risk Based Pricing 10-15 minutes
Used Cars	12:00 - 12:30	4/4/2024	Safe Driving 15-20 minutes
New Car	12:00 - 1:00	4/8/2024	Forklift Safety 30-40 minutes

Title Tidbits

Thank you to all the managers for filling in the manager sheets! It has been a huge help in the title department!

Germain Honda Happenings



Alex Carey



Tonisha Jackson

FINANCE

The Finance Department added two rock stars to the crew.

Alex Carey, who has been a top performer in preowned sales since starting with Germain Honda will be applying his exceptional customer experience skills as a Business Manager. **Tonisha Jackson** comes to the team and brings with her nearly a decade of experience in automotive finance. Her paperwork is so complete when submitted, she has the The folks in the Administrative Offices singing her praises

CALCULATING 2024...

Director of Finance, **Luke Eastwood** says the focus for 2024 will be on ways to maximize the customer experience. Mindset Mondays have been launched not only to offer training, but to help the team get in the best frame of mind to successfully tackle the week.



Shout Out To Our Employees

Who Go The Extra Mile!



Shout out to ***Melissa Barnes***, Assistant Office Manager for all the work you do that happens behind the scenes!

Aidan Hay has done an incredible job keeping all the plates spinning in the shop! With the number of Repair Orders performed in a day, his job is one of the most difficult in the dealership. He keeps things organized and communicates with the Advisors so they can relay timely information to customers.

Shout out to ***Sea Mohammed***, Service BDC and Cashier who does a great job taking care of customers and helping in her department!

The end of the year is always busy, and deals get backlogged. ***Amber Hicks*** has done an amazing job handling the title work and all the calls and questions that have come in.

New Car Manager, ***Kirti Vansadia*** has been with Germain for years. He has never lost his passion for the job he does. He is always there for the sales team and anyone else who needs help.

Kudos to ***Mikey Stapleton*** who always goes above and beyond and takes pride in his work. Mike has been known to arrive an hour ahead of his shift to get a car cleaned to his specifications. Thanks for all you do Mike!

Thank you to ***Diane Groce***, who provides a great experience for our service guests and makes sure our customers and staff always have fresh popcorn!

**If you take out the team
in teamwork, it's just work.
Now who wants that?**

Matthew Woodring Stover



About Your Benefits...

Health Insurance Discount Deadline

Save up to \$10 per week off premiums!

If you are insured through Germain's United Health Care program, did you know you are eligible for a discount? To qualify, you need to complete the annual physical and two online portions on myuhc.com before April 30th.



Check Out Some Of The Amazing Benefits UHC Provides at No Charge!



Self-care courses & tools

Consider turning to these courses and tools at no additional cost when you want to work on skills to support your mental health at your own pace, between visits with a provider or if you're not ready to talk to someone yet.

- Mindfulness
- Anxiety
- Resiliency
- Better sleep
- Cultivating Joy
- Relationship Skills

Download the self-care app

- Daily mood tracking. Answer daily questions to record your mood, habits and sleep. The tracking may help identify patterns and assess your progress.
- Mental health tools. Tap into mental health tools, such as Cognitive Behavioral Therapy (CBT) skills, meditations and mindfulness techniques, and sleep tracking. Get help strengthening resilience and learn relaxation methods for moments when you may need them.
- Collections. Build long-term life skills with curated tools, techniques and resources on topics from work-life balance to sleep concerns, and much more.
- Personalized activities. Get help creating your self-guided journey toward better mental health. Track your progress, set goals and make strides through weekly check-ins.



Get self-help tools and techniques that may help boost your mood. Anytime, anywhere. Online or through the mobile app.



Mental Health



Substance Use & Addiction



Well-Being



Caregiving



Parenting



Relationships

To help support you, your health plan provides coverage for 3 counseling sessions per issue, per year with network therapists and psychologists participating in EAP, at no additional cost to you. Services are completely confidential and will not be shared with your employer.

888-887-4114

Holiday Party

Star Lanes
December 3, 2023

EVERYBODY LOVES IT WHEN RICHIE HANDS OUT PRESENTS!



A little help for dad...



How many trips did Kevin make?





Russ looks pretty pleased with his present!



Aaron Pape wins the perfect tv for the baby's nursery for hours of Cocomelon!



Jessica is trying to figure out where this can be hidden from her toddler!



Taylor has conquered Christmas!



Nobody is snagging Dan's gift!





