

Germain Honda Review

Visit our employee website: www.GHODnews.net



R i c h i e i s R a v i n g

It's hard to believe we are already in November and starting to think about the holidays. Plans are underway for our annual Thanksgiving feast, which will be held in the PreOwned showroom at 11:59 a.m. on Monday, November 20. The Germain Honda Holiday gathering will be on Sunday, December 3, 2023, at Star Lanes located at Polaris. Festivities are scheduled from 12:00 p.m. - 3:00 p.m. This is a family event with tons of activities and a few surprises! Sign-up sheets are located in each department, please RSVP to allow for an accurate head count.

You may have heard that a few changes have taken place within the Germain Motor Company. Steve Germain has elected to step down from his role as CEO and become the Chairman of the Board. In Steve's words, he was ready to "pass the baton" to the next generation. His son, Zach will take over as CEO, his daughter Jessica will assume the role of Vice President, and his son Austin will continue to oversee the day-to-day operations of the Jaguar Land Rover store. We have an amazing team at Germain Honda of Dublin and have consistently set the pace and the standards for the other stores to follow. Zach and Jessica are both excited to be taking on a more active role and look forward to working with us to continue to build on the great reputation and brand. As we move into the new year with new leadership, we know the Germain Core Values will be at the center of each decision and conversation. Gratitude, Enthusiasm, Respect, Mastery, Accountability, Integrity, and Now are the principles that will continue to fuel our success.

I also want to remind everyone that in the spirit of the season, we will be donating meals to the local Food Pantry this month and will be collecting toys and gifts for our annual toy drive in December. Thank you all for what you do every day to make Germain Honda of Dublin the best dealership in Central Ohio!



AUTUMN BIRTHDAYS

Diane Groce: October 2
Glen Storey: October 5
Taylor Johnson: October 6
Sea Mohammed: October 6
Dustin Fields: October 6
Chris Glover: October 8
Robert Whitson: October 8
Eson Davis: October 12
Wes Wise: October 15
James Stith: October 23
Brittany Price: October 23
Corey Green: October 30
Alan Monagan-Cann: November 1
Bob Tschappat: November 3
Jim Babcock: November 3
Jada Glasgow: November 5
Amy Pickens: November 6
Nishi Patel: November 8
Tracey Moore: November 9
Isiah Gibson: November 9
Jeff Rumble: November 10
Paul Shuler: November 10
Nathan Bibler: November 11
Joseph Sparks: November 14
Elliott Duhs: November 14
Kenneth Duckwitz: November 15
Luke Eastwood: November 19
Bruce Walter: November 20
Aubrey Webb: November 22
Winslow Johnson: November 23
Cricket Miller: November 23

HAPPY ANNIVERSARY

Autumn Workiversaries

Todd Shook: October 28, 1988
Mikey Stapleton: October 22, 2014
Ron Buzzard: October 3, 2022
Diane Groce: October 5, 2022
Thomas McGrath: October 6, 2022
Cricket Miller: October 6, 2022
Jessica Roesch: October 10, 2022
Dan Edwards: October 14, 2022
Isaac Palamore: October 19, 2022
Wesley Wise: October 19, 2022
Rafael Gonzalez: October 19, 2022
Nathan Bibler: October 31, 2022
Jeff Hunter: November 15, 1987
Jerry Atkinson: November 13, 2017
Dan Chamblin: November 27, 2017
Mark Miller: November 18, 2019
Aaron Pape: November 5, 2020
Sea Mohammed: November 7, 2022
Damere Carlock: November 14, 2022
Kyle Hoffman: November 21, 2022
Aaron Price: November 21, 2022
Miles Shufeldt: November 28, 2022
Hunter Fuller: November 30, 2022

September/October Leaderboard



Amy Pickens: 16
Dontay Hunter: 14
James Stith: 14
Mark Warner: 13
Kevin Withers: 13
Winslow Johnson: 11
Chris Glover: 10
Dave Myers: 9
Frank Pulsinelli: 9
Alex Carey: 9
Jenn Hess: 9
Allison Webb: 8
Nate Fielder: 7

Danny Head: 6
Jackson Speakman: 6
Ryan Kennedy: 6
Scott Romans: 6
Mark Benver : 5
Steve Barnard: 5
Aaron Pape: 4
Joel Wafer: 4
Nishi Patel: 4
Bob Tschappt: 3
Jay Powers: 3
Justin Bunkers: 3
Kevin KB Bantner: 3
Moe Rufai: 3
Dan Grunkemeyer: 3

Jordan Moore: 2
Macy Martin: 2
Matthew Shindler: 2
Riley Speakman: 2
Shawn Perry: 2
Stephanie Hausherr: 2
Jim Beatty: 2
Jerry Atkinson: 1
Rod Smith: 1
Marcello Frustaci: 1
Joe Frustaci: 1
Tim Munion: 1
Bill Alston: 1



Meet Aidan Davis, The Newest - and Youngest - Member of the Germain Honda Parts Department

Join us in welcoming Aidan Davis, the latest addition to our Germain Honda Parts Department team. Aidan, a 16-year-old talent, is part of the work-study program at Cristo Rey High School in Columbus, Ohio, dedicating his Wednesdays and one Friday each month to us.

Aidan's impressive auto mechanics skills are already making waves, with several major projects to his name. He's not just a mechanical whiz; he's also passionate about soccer, dreaming of playing in Major League Soccer (MLS).

With Aidan's dedication and potential, we're excited to see him shine both in the automotive world and on the soccer field. Please join us in giving Aidan a warm welcome as he begins this exciting journey with us at Germain Honda Parts.



Aidan Davis,
Cristo Rey Student
Participates in
Work Study Program
With Germain Honda



Have you seen someone going above and beyond? Send your email to:
ShoutOut@germaincars.com

Shout Out To Ryan Kennedy and Amy Pickens

Building Trust and Creating Raving Fans – A Heartwarming Customer Story

Meet Darla Mairs, one of our valued Germain Honda guests, who recently embarked on a journey to check items off her bucket list. With the Atlantic Ocean as her destination, she hit the road in her trusty 2011 Honda Accord, ready for adventure.

However, life had other plans for Darla. While en route, a truck abruptly cut in front of her, forcing her to slam on the brakes. Something didn't feel quite right with her car after the incident, and doubts about its safety crept in. Without hesitation, Darla pulled over, reached out to Germain Honda, and left a message for Amy Pickens. Still a bit anxious, she called again, this time asking for Ryan Kennedy, who was also busy at the moment.

What amazed Darla, and what makes our team exceptional, is that both Amy and Ryan returned her call within just 20 minutes. Their prompt response alleviated her concerns, providing the peace of mind she needed to continue her journey and savor every moment. Darla not only witnessed the beauty of the ocean but also returned home safely, thanks to their swift assistance. As soon as possible, she scheduled her Honda for regular maintenance and a check-up to ensure its continued reliability.

But that's not all – Darla was so impressed by Amy and Ryan's responsiveness, helpfulness, and professionalism that she went the extra mile. During her visit to our service department, she took the time to personally share her experience with several people at the dealership.

Ryan and Amy, your dedication to our customers has created a raving fan in Darla and strengthened the bonds of trust. We applaud your commitment to exceptional service and look forward to many more stories like Darla's. Thank you for going above and beyond to make our customers' journeys safer and more enjoyable.

Germain Honda Happenings

Training Notes

In September, Germain's Management team and several top performers from each department were able to benefit from two days of engaging training with Dave Anderson, one of the leading trainers and accountability coaches in the country.

Dave Anderson - "Mr. Accountability" - is a leading international speaker on personal and corporate performance improvement. Dave's dynamic presentation style and unmatched content will positively focus, equip and inspire your team to do better. The author of 15 books on performance improvement (his 16th, Elevate Your Excellence: The Power of Doing Ordinary Things Extraordinarily Well, upcoming in 2024) and host of the wildly popular podcast, The Game Changer Life, Dave's message has impacted leaders in over 174 countries. Germain's Corporate Trainer Brian Jordan will be back in the store with us as we host more on-site training and professional development in December.



Germain Honda Happenings

PreOwned Press

Kevin “K.B.” Bantner, Nishi Patel, and Mark Warner worked great with their customers in September as evidenced by sales volume and reviews. The PreOwned team continues to exceed the monthly goals and turn inventory at an incredible rate. In September, **Saqib Mangla** was welcomed as the newest member of the Pre-Owned Management Team. We are excited to have him and look forward to more months of success with Saqib on the desk. October welcomed team member **Corey Oty** to the sales team.

The pre-owned team kicked off fall with a chili cookoff. **Kevin “KB” Bantner** was voted the Champion with his [wife’s] white chicken chili recipe. The only thing missing was the fresh corn, which KB may have accidentally mistaken as dinner and eaten all 4 cobs!

Thanks to everyone who participated! If anyone has a contact with Roloids or Tums, let them know we are looking for a sponsor for the next event!



The fall festivities continued with a pumpkin carving contest. The talent was impressive! **Jackson Speakman’s** rendition of the **Bantner-Lantern** was carved to perfection. Team **Webb** lit up the competition with their artistic display. **Aubrey’s** "Webb Pumpkin" was a perfect representation of spooky season and **Allison’s** detailed and intricate owl carving stole the show, with **Allison Webb** taking home the top prize.



Germain Honda Happenings

New Car News

In October, New Car Sales welcomed two new members to our sales team, **Taariq Bynum** and **Gage Lloyd**, both of whom bring valuable experience from the automotive industry. They are valuable additions to our team of seasoned professionals who consistently deliver exceptional service throughout the customer's shopping and buying journey. As a team, we have consistently met and exceeded our unit goals through October. Teams like ours have played a pivotal role in the nationwide success of Honda sales year to date, which has already surpassed the entire sales of 2022, with Honda reporting over 1 million cars sold across the country by the end of October. This achievement also signals improved inventory availability.

While our focus has primarily been on Honda's answer to the EV market with the upcoming Prologue in 2024, Honda has been quietly working behind the scenes to combine a beloved classic with the modern expectations of today's drivers. The surprise unveiling of the Honda Prelude concept car left details and production plans undisclosed, but Honda's CEO did hint at their commitment to future sport models by stating, "This will serve as a prelude to our upcoming models, which will carry forward the 'joy of driving' into the fully electrified future, embodying Honda's unwavering sports mindset."



Title Tidbits

Ensuring Accurate Odometer Readings in Vehicle Transactions

To reduce the risk of odometer discrepancies and build trust with buyers, follow these steps: record precise odometer readings, avoid rounded mileage numbers, verify mileage for sight-unseen transactions, and include clear photos of the VIN and odometer when submitting trade paperwork. These practices establish credibility and transparency in your dealings with customers.

Administrative Minutes

Julie Zanon, Payroll Coordinator, has done an incredible job streamlining the onboarding process and setting up training centers to help complete KPAs for each new employee. We have made ordering and reordering your business cards easier! Go to our employee website www.ghodnews.net and click on the Human Resources tab.

Germain Honda Happenings

Finance Department Facts

The Finance Department welcomed veteran Finance Manager **Jake Reichle** back to the team. Jake's time spent working on the desk in preowned makes him a valuable asset to the customer, allowing him to effectively break down and explain things so it is easy for the customer to understand. This was reflected in his success in his first month back in the finance chair. Way to go, Jake! **Ryan Rito** was instrumental in helping most of his guests see the benefit of a Vehicle Service Contract.

Dontay Hunter got the "Best All Around" Award in Finance in August. Not only was Dontay a top performer, but he also had the most 5-star Online Reviews from customers. Dontay has continued to lead the pack in 5-star reviews through October.

Spotlight on Service

First, credit where it's due - **Adrian Hay**, our Shop Foreman, consistently keeps things organized and running smoothly. We have been "under construction" for the last couple of months. The electrification project for the Prologue is almost complete. The breakroom for service techs is getting a facelift and will be ready by mid-November.

Congratulations to **Kevin Withers** and **Elliott Duhs** who both received promotions. Kevin will be acting as the Manager in the Service Drive and working alongside the techs to make sure things run smoothly. Elliott has taken on the Manager role in one of our busiest areas, the Parts Department. Both have shown exceptional knowledge and leadership and will be a huge asset to the Fixed Ops Department in their new roles.

We're pleased to introduce new Service Advisors in the Service Drive, **Chris Fisher**, **Shawn Perry**, and **Scott Romans**. They've made a strong start, garnering positive feedback from customers and achieving solid Customer Service scores on surveys. In October, we welcomed back one of our experienced Service Advisors to the desk, **Glen Storey**. Special thanks to **Amy Pickens**, **Kevin Withers**, and **Jenn Hess** for their valuable assistance and practical on-the-job training. We also welcome **Allison Strassberg** who has accepted a position as part-time Assistant to Tom Rankin.

Parking Notice...



With the increase in inventory, we need to utilize the space we have available for inventory and customer parking. Employees are asked to park at the back and around the perimeter of the lot. We ask that vehicles not used for your daily commute be removed from the premises ASAP. We will begin towing unclaimed cars this month at the owner's expense. Also, when parking, please consider the space needed for emergency vehicles to access the building as well as keeping space open for snow removal, etc. If you are uncomfortable parking in the area designated for employees, please discuss it with your manager.

New Hires...

WELCOME TO OUR TEAM

Antony Triunfel Taariq Bynum Gage Lloyd Chris Fisher
Kyleigh Mayfield Dan Bowen Corey Oty Claudia Long
Robert Fonner Donna Wald Cody Bramble
Martin Oty Julia Cole Allison Strassberg Jason Maust

We are always looking for good people to add to our team. A list of job openings can be found on the website, www.germaincareers.com



Cheers to 35 Years!

Todd Shook Celebrates 35 Years with Germain

35 YEAR

Cheers to Todd Shook on his incredible 35-year journey in the automotive industry. Todd's remarkable dedication and commitment to his role as Fixed Operations Director have played a pivotal role in the growth and prosperity of the Germain Honda of Dublin.

Starting as a parts delivery driver in October 1988, Todd's career has been a testament to his passion and determination. His journey continued as the dealership transitioned to the Germain Family in 2007, where he continued to contribute significantly to the brand's success.

Todd's hard work, tireless efforts, and deep-rooted expertise have undoubtedly left an indelible mark on the organization. We extend our heartfelt gratitude to Todd for his remarkable contributions.

Here's to Todd Shook and the many more successes that lie ahead in his journey with Germain Family of Dealerships! Cheers to a remarkable career and the legacy he has built over the years.

Service BDC/Cashiers

At the outset of the Germain Honda Review, one vital department has inadvertently remained in the shadows. We deeply regret this oversight. To rectify this, we reached out to members of this unsung team and asked them to highlight some key moments from the past month that deserve recognition in our newsletter.

When we reflect on Germain's Core Values, we emphasize Gratitude, Enthusiasm, and Respect. The feedback we received from the employees in this department beautifully exemplifies these core values. It's a testament to the incredible team that silently supports our service department day in and day out.

In this edition, we are pleased to shine a spotlight on this dedicated group and the things they had to say about each other. The best part is, these were done voluntarily and without the others in the department knowing.

Nataly Mendoza Mora

- Stopping what she is doing to translate in Spanish from customer to advisor every day.
- Reminding our customers about their parts orders
- Closing consistently

Taylor Croasmun

- Customer service is excellent; for example- A towing company repossessed a customer's vehicle, and the customer was in a panic on the phone, but Taylor, in a professional manner, handled the situation with confidence and had it resolved.
- Very helpful in a teamwork setting
- Never a dull moment

Deborah Mayse

- Always hitting the maximum numbers on phone calls.
- Consistently answering phones and providing coverage as much as a third-party company
- Quick responses and efficient
- The nicest BDC phone coordinator

Teralyn Rausch

- Helpful coworker and quick decision-making
- Will assist with anyone's need
- Good conversationalist in customer service at the cashier's desk
- Very reliable for on-call emergency

Kyleigh Mayfield

- Performs well in stressful situations
- Always a smile on her face
- Adapts quickly to new surroundings

Melodie Spurling

- Always ahead of her schedule
- Efficient with customers at cashiers' desk
- Always up to the task when a customer needs assistance or an occurring issue.

Virginia Russell

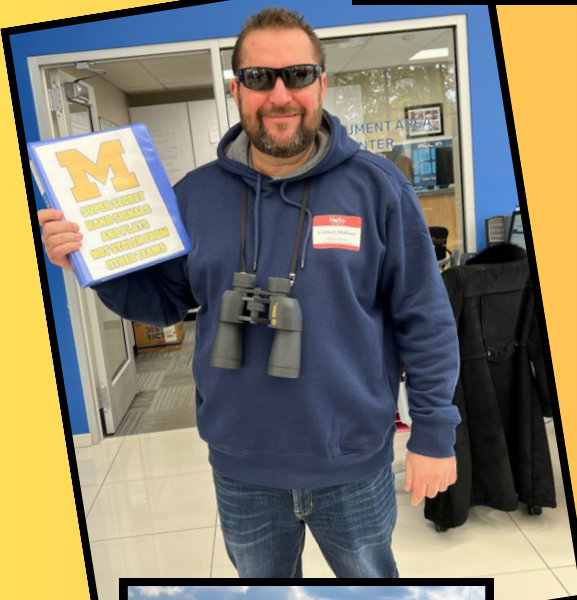
- Ready to help and always hands-on
- Very kind and quick to adapt to multiple happenings in the BDC
- Always looking to help her coworkers in a time of stress

Sea Mohammed:

“Sea has been the biggest help in the BDC department; she will immediately drop whatever she is doing to help anyone in need, and she can de-escalate any situation with customers with absolute grace. Sea deserves a whole page to herself, in my opinion 💖”



Annual Halloween Costume Contest



Not pictured, but still looked awesome as Goku from Dragonball Z, Spencer Lavelle. (Sorry, Spencer!)



Coming to Germain Honda in Time For The Holidays!

Honda Motocompacto



The zero-emissions Motocompacto is designed for the modern realities of urban mobility. It provides riders with an easy and fun-to-ride alternative transport that significantly reduces their carbon footprint while offering great convenience. With a maximum speed of 15 mph and zero-emissions range of up to 12 miles, Motocompacto can be fully charged in just 3.5 hours in both the folded and ready-to-ride configuration using a common 110 v outlet.

A clever phone app enables riders to adjust their personal settings, including lighting and ride modes, via Bluetooth®.

It's that time of year! Deer are becoming more active. Stay alert, be aware, brake don't swerve, and remember, they always have a friend or two nearby! If you have a real "deer in the headlights" moment, and are worried about how much doe you are going to spend on repairs, Germain Honda Body Shop is here to help.

We know it isn't fair. You may have to pay your deductible, nature is only out a buck.



"It's another Thank you card from
A Body Shop..."

Upcoming Events

November 20

11:57 a.m.

**Pre-owned Showroom
Thanksgiving Feast
with**


**Team members
and
Vendor Partners**

***Holiday Extravaganza
with our Germain Honda
Team, families,
and vendor partners!***

December 3, 2023

12:00 p.m. - 3:00 p.m.

Star Lanes, Polaris



As Veterans Day approaches, we want to take a moment to express our heartfelt gratitude to our colleagues who have served in the military. Their dedication, sacrifice, and unique qualities enrich our workplace and embody our core values.

We encourage you to connect with your veteran colleagues, learn from their experiences, and thank them for their service. This Veterans Day, let's show our appreciation and strengthen the bonds that make our team great.

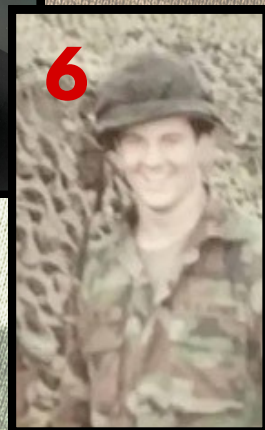
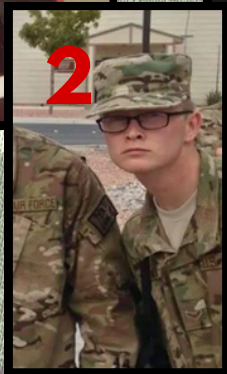
Thank you to all our veteran employees for their service to our country and for their contributions to Germain Honda of Dublin.

Name that Veteran....

These are a few of the Veterans you work with every day.

Do you recognize them?

Answers are on the last page.





Bill Alston, US Navy, Second Class Petty Officer

- Served In: Italy, Spain, Cuba, Turkey, Panama

Luke Eastwood, US Air Force

Justin Bunkers, US Air Force, Tech Sgt. (E6)

- 2012 - Present
- Served in Afghanistan, Qatar, and Kuwait

Fred Edwick

Taylor Johnson, USMC, LCPL

- Stationed: Camp Lejeune, NC
- MOS: Communications
- 2018-2022

William "Woody" Woodrow, USMC, LCPL

Jim Beatty, US Army

Bill Gardner, US Army, Specialist 4

- 1968-1970
- Air Defense System
- Stationed: Texas

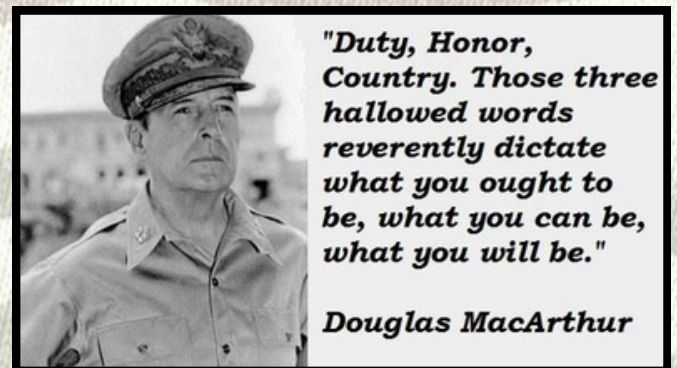
Ray Slagle, NOAA

Rob Fonner, USMC, Sgt (E5)

- 2004-2014
- Stationed: 29 Palms, Pendleton, and Kaheoue (Oahu)

Todd Shook, Specialist US Army

- 1984-1988
- Heavy Equipment Operator
- Ft. Leonard, MO, Camp Castle S. Korea, Ft. Lewis WA





James Stith
Sales Consultant



In November 2022, James Stith began his journey as a Sales Consultant at Germain Honda, fueled by his unwavering passion for cars.

What he treasures most about his job is the culture and the opportunity to impact lives. He attributes patience, charisma, and leadership as the key components to connecting with customers and coworkers, traits that have been part of his persona as an athlete.

James's fondest memory at Germain Honda? Team building at Top Golf with his coworkers, forming bonds that extend beyond the dealership.

Outside of work, James enjoys Escape Rooms, traveling with his family, and relishing the chaos of home life with his one-year-old son, Roman, significant other, Kasie, who is the Bonnie to his Clyde, and his beloved German Shepherd/Husky mix., whom he is convinced is half wolf. He says their house is full of dog hair, slobber, and toys. James's greatest accomplishment is being a dedicated father, a role he embraces with pride and determination.

Hidden beneath his car enthusiast exterior is a surprising love for country music and heavy metal. And if you ever want advice, he'd tell you to leave vengeance to God, show respect to elders, and always give the shirt off your back.

His advice to newcomers at Germain? Embrace the wealth of knowledge the experienced team offers, and never take it for granted.

James playfully insists that his favorite coworker, "Jake Reichle is not THAT good at Cornhole and is only AVERAGE." James added the exclamation point by taunting a bit with, "I said what I said. LOL!"

James Stith's journey with Germain Honda is a testament to how passion and values can shape a fulfilling career and a meaningful life.





Joe Frustaci
Finance Manager

Behind the Wheel

Getting to Know Your Germain Team Members



Joseph Frustaci, has worn a few different hats, including new car sales and his current role in finance since starting with Germain Honda in September of 2014. When asked about his favorite aspect of his job, Joseph says. "I get to help individuals or families; I make the process fun and relaxing." Joseph attributes his success to his love for meeting new people and making every interaction about them.

Beyond his professional achievements, Joseph has a love for golf. Many may not know that Joe is an accomplished golfer. Joseph's victory in a 2-day national Pro Invitational golf tournament, where he beat Tim O'Neal by one stroke, is one of his proudest moments.

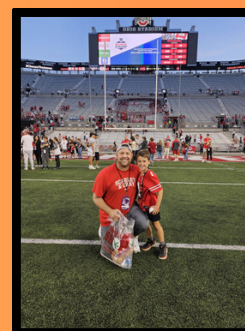
Joe's best friend and rock is his wife, Rebecca. Together, they have three awesome Frustaci children, Vincenzo 6, Helena, 4, and, Nico, who will be 1 on Halloween.

In his own words, Joe says what might surprise many is his genuine care for others.

Joseph's loyalty to Ohio's sports teams, including the Buckeyes, Browns, and Indians, showcases his deep connection to his roots. Growing up in Canton, Ohio, this proud Ohioan remains close to his hometown.

Joseph's mentors include his parents and siblings, Marcello, Julia, and Michael who have guided and inspired him throughout his life.

Joseph's favorite piece of advice: "Be yourself. Don't follow; lead. Stand by your actions, and understand that everyone doesn't always listen."



NUTS AND BOLTS



Bill's Book Club

If you enjoy reading and want to enjoy some great books that promote personal growth, great customer service, and are generally just a good read, New Car Manager, Bill Alston has organized a book club that meets Friday morning at 8:30 over coffee to share their thoughts on the book of the month. Books they have read include: "Unstoppable," "Exactly What To Say," "7 Secrets to Selling," "Make Your Bed," "Get Everything You Want," and, "Better Than Good." If you want to join the club, stop and see Bill in New Cars or message him at walston@germaincars.com.

Did you recognize any of our veterans?

1. "Woody" Woodrow, Preowned Sales
2. Justin Bunkers, New Car Sales
3. Bill Alston, New Car Manager
4. Rob Fonner, Service Tech
5. Luke Eastwood, Finance Director
6. Todd Shook, Fixed Ops Director



Honda Advertising Flashback 1984 Honda Accord Hatchback

It also has
a new, more
powerful engine.
But what
would you rather
look at?



Any way you look at it, the Accord Hatchback is new. New engine. New tighter suspension. New lower hoodline. New sporty black trim. New contoured bucket seats. We could go on. But the best way to look at this new Honda isn't in a picture. It's out on the road. **HONDA** The Accord Hatchback

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