

A message from...

Joan Pike
Assistant General Manager



Hello!

What does “Employee Engagement” mean to you? For me it can mean many things ... participation in West Orange community events; giving your input on decisions for FAAO’s future direction and present functions; and FAAO teams or steering committees made up of employees from all departments.

Employee involvement is crucial to making FAAO a great place to work, and the best auction in the world! Your “voice” was heard with the survey results, and we want to keep addressing any of your concerns or issues with ongoing participation and communication. This newsletter is one of many results to come out of the surveys. We continually strive to make FAAO the best, and your opinions help direct us.

I have worked at FAAO for 25 years now and have seen many changes over the years. I admire all of you who have accepted the challenge to work through the bugs and have helped us become a better, stronger auction. Without your participation, we could not have grown.

We have many opportunities this year, with the addition of some new accounts (Ford, BMW, Mercedes), to reach our goal of 200,000 cars sold in 2008.

Louis Fazio, Jr., Community Relations Manager, works within the West Orange community to keep us informed and provide us with opportunities to help our community. Please stop by his office to learn what needs the community has and how you can help.

We also have several teams formed with auction employees (softball, bowling, basketball), if you are interested in participating. Currently, John Bolden in the Condition Report department is forming a basketball team. We will have a new section in the newsletter this month for team sign-ups.

As you can see, Employee Engagement can mean different things to different people. We have many opportunities here at FAAO. Are you up to the challenges and changes? I **know** you are!!

Sincerely,

Joan Pike
Assistant General Manager

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Helpful FAAO Facts

- The next all Employee meeting is Thursday, April 10th at 12:00 p.m. in the lanes. Lunch will be served.
- Lost items are turned into Darlene Conkling (Executive Assistant) in the Main Office. If anyone is looking for misplaced items, please direct them to her.
- FAAO has registered 66,001 vehicles so far this year (vs. 55,663 in 2007) and sold 36,202 (vs. 33,509 in 2007). That represents a 12.4% increase over last year.

From the Help Desk

by: System Support

Getting Help is E*A*S*Y

The help desk system we use is designed to make sure that everyone gets the help they need in a timely fashion, and that information is available to you regarding the status of your request. The centralized system is a proven way to collect requests, prioritize them and address them.

Explain your problem, in detail. If you are receiving a particular error message from your machine, write it down and read it to us when you call to report the problem. If you are trying to use a specific printer, include the printer number in your request, or if it is an AS/400 problem, report the specific menu and option you are using.

Ask. If you are calling to ask a question, go ahead and ask. The person answering the phone may know the answer. If they don't, they will be able to do some research and find an answer for you.

Self Service. By using the Help Desk website, you may be able to find answers to some common problems. This website contains a searchable knowledge base of problems and likely solutions. Click on the Online Helpdesk link at <http://faaoweb>.

You. The system is designed with you in mind. Giving you the tools to get answers quickly and easily is what we are all about. From the many options to submit your request, to quick and easy status checks and notifications of completed requests, all designed to get you back to what is important; getting your job done.

Maintaining FAAO

by: Debbie Cottam

As Maintenance moves along on the Auctions face lift in all areas of the Auction, we are nearing completion on the new "Freeze" and should have it open by the end of February. The new Freeze will take the place of the Burger Barn. It is located on the east side of the lanes, between 7 and 10. It's appealing to the eye with its tiled floor and the freshly painted walls with a glass front and 3 serving windows to better assist all customers. The inside area is approximately 278 square foot and is air-conditioned. The covered picnic table area is approximately 40' X 22'.

Our cafeteria will supply and serve the food for the new Freeze and their hot food will include hamburgers, all beef hot dogs and chicken sandwiches. They'll also have chips, drinks and snacks for all to enjoy. They're still looking at the possibilities of having soft serve for all the ice cream lovers. They will only be open on sale day and will open around 10am.

If anyone is looking for the Safety department, they are still in the operations building, they just moved around the corner to their new offices. They are now located in the hallway closest to the main building and beside the breezeway. This is another job completed by our maintenance department. Great Job Guys!

Maintenance has just begun working on the operations department and we will update you on their progress in our next Point of View. Thanks again for all the hard work put into the beautification of our "other home" Manheim Orlando.



"The Freeze" located between lanes 7/8 and 9/10 on the east side of the main sale arena

Your Voice Was Heard

By: Lisa Kirk



Maintenance:

- Maintenance has lowered all available heaters in the lanes as much as possible to improve efficiency.
- Maintenance has added and changed lights to improve visibility and safety at the Detail shop.
- Stop signs are installed at walkway entrance in front of Dealer Sales office to address safety concerns.
- Test track has been renovated to improve drainage and eliminate standing water.
- Stripes have been added to the pedestrian hump outside main office.
- Three of the nine jump carts have had air compressors installed to aid with delays in refilling air canisters.

Operations

- Bathrooms at Oak Grill have been remodeled to address several concerns

- Cleaning supplies have been made available at Recon for maintaining golf cart appearance.
- Van #101's windows and headliner have been repaired
- Danny Anderson is currently working with our temporaries to get them trained the FAAO way.
- Inventory control is scanning all cars on Friday to assist weekend security's concerns.
- An Assistant Manager has been hired for night shift. Training with chemicals and lifting is available upon individual request.

From the Safety Department

By: Larry Smith

The Safety department is proud to announce the following training has been completed:

Safety training this year 2008 (# of trainees)

Orientation	45	Blood Born Pathogens	23
Smith System	50	First aid / CPR	0
Golf / jump cart	68/3	Lock out / tag out	23
Forklift	15	Fire extinguisher	45
Haz-Com	45	Heat stress	45

The following concerns have been reported to the Safety department:

- Lane 6 office ceiling tiles have been scheduled to be replaced.
- Tow truck "stingers" have been scheduled to be painted a bright color to improve visibility.

Team Pin Awards

We would like to recognize the following employees for going above and beyond in the pursuit of outstanding customer service. Thanks for all your hard work and congratulations.

Allen Gaskins - Maintenance

Jerry Smith - Operations

Wanda Loshe - NA RAC

Chowti Mahadeo - NA Operations

Judy McCorkle - Vehicle Reg

Wannetta Premusca - Operations

Lorenzo Slayton - WO Body

Malinda Houston - Operations

Lynn Harper - MAFS

Louis Fazio Jr - Com. Relations

Eugene Fogle - Safety

Peggy Watts - Security

Looking Back on FAAO

By: Mary Kressler

FAAO's first auction was on 7-11-1972 at 550 Mission Road Orlando, FL located in Pine Hills. We started with 4 lanes and would run around 400-500 vehicles starting between 10am – noon. We were closing and balancing sales after dark. Sellers and buyers came from places like Jacksonville, Tampa, Haines City, Miami, and of course the local area.

Each block had 1 Auctioneer, 1 top block clerk (who took the buyers name and sale price) and 1 bottom block clerk (who typed the invoice and got buyer and seller to sign off before the invoice went to the office). The Office Manager had to approve each sale when it came in from the block.

The seller would turn in the title to the block clerk when selling the unit. We had 1 Title clerk and 1 check writer. We also had four Counter Clerks taking cash or checks and one person for "Outside Sales", "No Sales" and to hand out checks and drafts. Anyone hired to work in the office or on the block had to pass a typing test and be able to operate an adding machine.

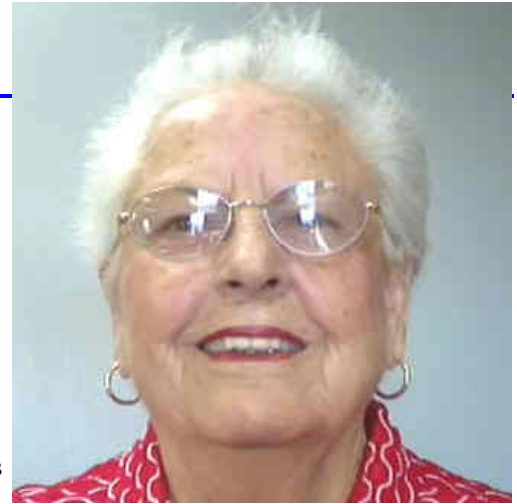
Accounts receivables for all No Sales were posted by typing "No Sale Statements", those fees were deducted from the seller's first check of the new week. All checks were mailed out by 3 pm then we balanced to registration: Sales, No sales, A/R. Each day we deposited drafts in Sun Bank in Pine Hills. We would sometimes make 2 to 3 deposits a day – one at 11:00am, one at 3:30pm and sometimes a night deposit.

We soon added a 5th lane for trucks, boats, RV's, etc.

In the summer of 1980 we moved to Ocoee and a beautiful building with 7 lanes, air conditioning, nice counters, Dealer Registration, Telephone Operator, Vehicle Registration and Arbitration, but still no computers. Our efficient staff and excellent service helped us grow to be the largest auction in Florida.

Now look how we have grown. We are always reminded of the "Courtesy Rules" and to follow them or get a manager to help with problems. The only thing we have to offer is good, friendly service.

I still enjoy working at FAAO and always will. -Mary Kressler



Meet the Department: National Accounts European Imports

By: Kellie Robertson

Liz Schneider manages European Imports and this consists of BMW Financial Services, Mercedes – Benz Financial and Porsche.

<u>Account</u>	<u>Inside Coordinator</u>	<u>Outside Coordinator</u>
BMW	Kellie Robertson	Edna Mack
Mercedes Benz	Sally Hessburg	Susan Graham
Porsche	Sandy Dion	Larry McWilliams

BMW is our second newest account at Manheim Orlando and has been here for about 4 months. BMW has just announced that they will be here as a permanent account because of our dedication and hard work. We also scored 2nd in retentions and 1st in transportation time for the month of January.

Mercedes Benz is our newest account that has been added to the Manheim Orlando family. They will be running their first guest sale on March 25th and will be running along side BMW for 4 other guest sales. We will hopefully make as big an impact on this account as we did for BMW, so they become a permanent sale with Manheim Orlando as well.

Porsche runs on the first Tuesday of every month. They currently have around 30 cars in inventory and run an average of 25 a sale. The last sale Porsche sold 100% of the cars offered doing 104 % of floor price.

Meet the Department: National Accounts Asian Imports

By Dana Taylor

With some of the new accounts we have taken on, National Accounts has had to split their Imports into two different categories: the Asian and European Imports.

Denise Dixon manages the Asian Imports. Her accounts consist of Toyota, Lexus, Hyundai, Honda, Subaru, and Kia/Suzuki buybacks.

Account	Inside Coordinator	Outside Coordinator
Toyota	Linda McMillian	Scott LeClair
Lexus	MaryJane Stille	John Rodriguez
Honda	Sarah Garrard	Bill Eveland / Tanya Rich
Hyundai	Katie Bell	Thomas Moye / Troy Alexander
Subaru	Sandy Dion	Thomas Moye / Troy Alexander
Kia/Suzuki Buybacks	Sarah Garrard	Thomas Moye / Troy Alexander

Coordinators Sarah Garrard and Scott LeClair have received Blue Stars for completing Team Manheim's customer experience course. Denise Dixon is on the Team Manheim council.

Scott LeClair, John Rodriguez and Thomas Moye are all Level 4 T Inspectors. This means they are trained to identify unibody damage, give estimates on lot damage and can even train employees how to conduct an ECR.

Some upcoming events and sales are:

March 11th Lexus will have its 1st Closed Sale running about 150 units.

We also have about 20 Acura's in inventory that will be running with Honda March 11th.

Recently FAAO was awarded #1 in OVE sales for the month of December by Hyundai. FAAO ranked #1 with Honda in the Southeast Region for 2007 and Toyota and Lexus ranked FAAO #1 in their premier rankings for the months of November and December.

We would also like to recognize Linda McMillian and Sandy Dion. They have both been with FAAO for more than 20 years and bring a lot of knowledge to their accounts and department.

Meet the Manager: Tamara Porter

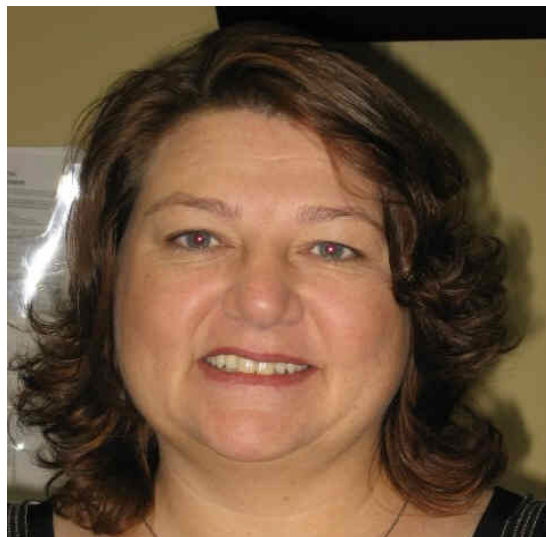
By: Phyllis Hassee

Tamara was born in Cadillac, Michigan and lived in Michigan until she reached adulthood. She has 3 brothers and 2 sisters, most all now live here in Florida.

Tamara's first job was as a baker. She worked for a small bakery, making breads, cakes and decorating cakes. To this day, she loves baking. When she moved to Florida, she worked at Alamo Rent a Car in Orlando. She did a little of everything there and did it well until someone from Manheim's Central Florida Auction recruited her. During the next few years, she worked for Central Florida, Arizona, and 2 auctions in Louisiana, helping them get started. Her last job before coming here to Manheim Orlando was MAFS manager at the Jacksonville satellite office.

Her hobbies include reading, of course baking, and making quilts. She says she isn't proficient with a needle, so she does her quilts on the sewing machine. She also likes to sew small decorative objects like toss pillows, etc. Her brother and sister live with her and all the siblings are very close.

Tamara's goal is to be part of Corporate Best Practices. She has quite a varied background with Manheim and feels she is learning so much here as manager of the Main Office. As Tamara says, she has no children and would be free to travel anywhere the next job takes her.



March 2008

sunday	monday	tuesday	wednesday	thursday	friday	saturday
						1 Garden Theater in Winter Garden Opens Call for tickets & information: 407-877-4736
2 Sale # 10 GM Factory 12:30PM ove.com <small>ONLINE VEHICLE EXCHANGE</small> Hyundai (open) 1pm - 3pm Chase (open) 1pm - 2pm Toyota Lexus (closed) 2pm - 3pm Sale Sticker - Yellow	3 Sale # 10 DTG, Enterprise, Avis Budget, Hertz Toyota, Lexus, GMAC, GMAC U&A GMAC Box Truck, Chrysler Financial Subaru, World Omni, Wells Fargo, 5th 3rd, Honda Badge - Orange Sale Sticker - Orange	4 Sale # 10 DTG, Enterprise, Avis Budget, Hertz Toyota, Lexus, GMAC, Honda, Chrysler Financial, 5th 3rd, Hyundai, World Omni, Wells Fargo, Porsche, World Omni Exclusive Event,	5	6	7	8
9 Sale # 11 Chrysler Factory 12:30PM ove.com <small>ONLINE VEHICLE EXCHANGE</small> Hyundai (open) 1pm - 3pm Chase (open) 1pm - 2pm	10 Sale # 11 DTG, Enterprise, Avis Budget, Hertz Toyota, Lexus, GMAC, Honda, Chrysler Financial, 5th 3rd, Hyundai, World Omni, Wells Fargo, Porsche, World Omni Exclusive Event,	11	12	13	14 ove.com <small>ONLINE VEHICLE EXCHANGE</small> DTG (open)	15 ove.com <small>ONLINE VEHICLE EXCHANGE</small> DTG (open)

<p>WOM Mitsubishi Sale, Ford ARS</p> <p>Badge - White</p> <p>Sale Sticker - Green</p>	19	20	21	22
<p>Toyota Lexus (closed) 2pm - 3pm</p> <p>Sale Sticker - Yellow</p>	17	18	19	20
<p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>DTG (open)</p>	16	17	18	19
<p>GM Factory 12:30PM</p> <p>Corvette and Muscle car sale 3pm.</p> <p>Both sales to be held on main property.</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1pm - 3 pm</p> <p>Chase (open) 1pm - 2 pm</p> <p>Toyota Lexus (closed) 2pm - 3pm</p> <p>DTG (open)</p> <p>Sale Sticker - Pink</p>	17	18	19	20
<p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>DTG (open)</p>	23	24	25	26
<p>Chrysler Factory</p> <p>12:30PM</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1pm - 3 pm</p> <p>Chase (open) 1pm - 2 pm</p> <p>Toyota Lexus (closed) 2pm - 3pm</p> <p>Sale Sticker - Pink</p>	24	25	26	27
<p>30</p>	30	31	32	33
<p>GM Factory 12:30PM</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1pm - 3 pm</p> <p>Chase (open) 1pm - 2 pm</p> <p>Toyota Lexus (closed) 2pm - 3pm</p> <p>Sale Sticker - Yellow</p>	31	32	33	34
<p>Mercedes-Benz is here!</p> <p>DTG, Enterprise, Avis Budget, Hertz</p> <p>Toyota, Lexus, GMAC, Honda,</p> <p>Chrysler Financial, Hyundai, BMW,</p> <p>World Omni, Wells Fargo, RSA,</p> <p>WOM Exclusive Event</p> <p>WOM Mitsubishi Sale</p> <p>Badge - Green</p> <p>Sale Sticker - Orange</p>	25	26	27	28
<p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>HERTZ</p> <p>(open)</p>	28	29	30	31
<p>March Madness</p> <p>Blood Drive 10AM-4PM</p> <p>outside the Cafeteria</p>	27	28	29	30

Mercedes-Benz Financial

Guest Sale March 25th @ 9:30 am

250 Units!!!





Allan Wilwayco
General Manager



Robert Zakaib
Asst. General Manager
Operations



Tim Sherk
Asst. General Manager
Sales



John Nicholson
Facilities Manager



Jeff Thomas
Asst. General Manager
National Accounts



Joan Pike
Asst. General Manager
Administration



Darlene Conkling
Admin. Asst.



Robert Zakaib
Asst. General Manager
Operations



Jeff Henck
Arbitration Manager



Keith Yocum
Limo Manager



Tony Caraway
Asst. Operations Manager



Ilias Dimos
Asst. Operations Manager



Diane Bajardi
Asst. Arbitration Manager



Dave Norton
Lot Operations
Manager



Daniel Anderson
Lot Operations
Manager



Nelson Soto
Inspections
Manager



Chryl Durling
Vehicle Registration
Manager



Ralph Irizarry
Security Manager



Paul Ritzau
Recon Manager



Kay Smith
Assistant Security Manager



Billy Neubaum
Asst. Recon Manager



Joe Alaniz
Asst. Recon Manager



Larry Slater
Detail Shop Manager



Paul Todtenhagen
Mechanic Shop Manager



Jaime Serrano
WO Body Shop
Manager



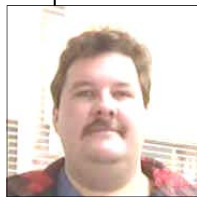
Neal Martin
Detail Shop
Manager



Greg Carter
Bumper Shop
Manager



Kevin Blair
Asst. Detail Manager



Mike Roach
Asst. Mech. Shop
Manager



Felix Rodriguez
WO Body Shop
Asst. Manager



Jason Keller
Asst. Detail
Manager



Tim Sherk
Assistant General Manager
Sales



Doug Grill
General Sales Manager



Lindsey Thigpen
Marketing Manager



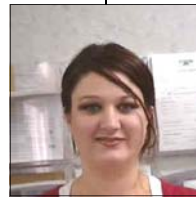
Mike Johnson
Online Manager



Frank Quinones
Asst. Dealer Sales Manager



Mike Velazquez
Fleet Lease Operations Manager



Denise Grebey
Fleet Lease Admin. Manager



Jeff Thomas
Assistant General Manager National Accounts



Jean Lindsey
National Accounts Manager



Liz Schneider
National Accts. Sales/
European Imports Manager



Julia Dyal
Chrysler Account Manager



Amy Hime
GM / GMAC Account Manager



Denise Dixon
Asian & Japanese Imports Manager



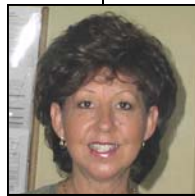
Kelly Moyer
Rental / Ford/Central Posting Manager



Joan Pike
Assistant General Manager Administration



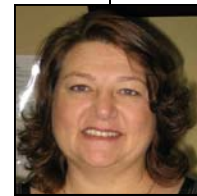
Bo Schneider
Controller



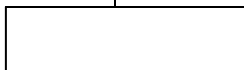
Betty Skipper
Concierge Manager



Louis Fazio Jr.
Community Relations
Manager



Tamara Porter
Main Office Manager



Kenny Koloski
Purchasing
Manager



Iris Arenas
Accounting
Manager



Lisa Kirk
Human Resources
Manager



Denise Milano
Admin. Operations
Manager



Sharon Carter
MAFS Manager



Larry Smith
Safety Manager



Paul Rhodes
System Support / IT
Manager

Fun & Games

Who's that Kid?



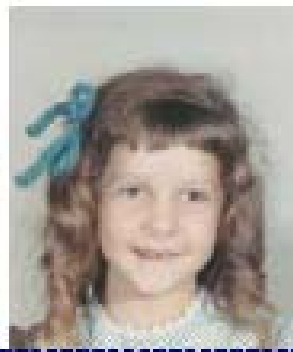
Clues

She worked on the block

She worked here 13 years

She loves to paint and draw.

February



= Julie Smith

Do you have a photo that you think will stump the employees? Please feel free to submit your photo of yourself in your early years. We all know that you still have those prom pictures hanging around. So lets dig those old photos out and see who we can stump. If you can stump everyone, you will win the prize.



DESTINATION 2030

Orange County's Comprehensive Policy Plan Update



Help Shape Orange County's Future

The Orange County Planning Division is updating the Comprehensive Policy Plan and needs your help. The Plan guides future development in Orange County. Please let us know what is important to you as we look ahead to the year 2030.

Join us for our Summer Workshop Series!

Wednesday,
July 25, 2007; 6 - 8 p.m.
 Orange County/UF Cooperative Extension
 6021 South Conway Road, Orlando, FL 32812
 District 4
 Commissioner Linda Stewart

Thursday,
August 16, 2007; 6 - 8 p.m.
 Jones High School
 801 S. Rio Grande Avenue, Orlando, FL 32805
 District 6
 Commissioner Tiffany Moore

Wednesday,
August 1, 2007; 7 - 9 p.m.
 Dr. Phillips High School
 6500 Turkey Lake Road, Orlando, FL 32819
 District 1
 Commissioner Teresa Jacobs

Thursday,
August 23, 2007; 6 - 8 p.m.
 Apopka High School
 555 West Martin Street, Apopka, FL 32712
 District 2
 Commissioner Frederick C. Brummer

Wednesday,
August 8, 2007; 6 - 8 p.m.
 Edgewater High School
 3100 Edgewater Drive, Orlando, FL 32804
 District 5
 Commissioner Bill Segal

Wednesday,
August 29, 2007; 6 - 8 p.m.
 Colonial High School
 6100 Oleander Drive, Orlando, FL 32807
 District 3
 Commissioner Mildred Fernandez

Visit our website for complete details about Destination 2030:
www.ocfl.net/destination2030

Ayúdenos a cambiar el futuro del Condado de Orange, y Acompáñenos a los Talleres de este Verano.
Para más información sobre Destino 2030 por favor contáctenos a la dirección y teléfono, abajo, ó
visítenos a la dirección web, www.ocfl.net/destination2030

Orange County Planning Division, 201 South Rosalind Avenue, Orlando, Florida 32802
 Ph: 407-836-5600 Email: planning@ocfl.net



**FLORIDA AUTO AUCTION OF
ORLANDO**

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Ocoee, FL 34761

Phone: 407-656-6200
Phone: 877-888-FAAO
Fax: 407-656-7846
www.faa.com

For Employees, By Employees



The Point of View is FAAO's employee newsletter written and designed by the Point of View committee. The committee members are: Melissa Wise, Kellie Robertson, Sarah Garrard, Dana Taylor, Debbie Cottam, Stephanie Bohley, Sherry Ralph, Lisa Kirk, Sharon Vallance, Stefanie Griner, Brandi Britton, Phyllis Hassee, Margaret, Mckenzie, Toni Pennington, and Freddy Clark.

Our goal is to increase employee involvement at FAAO by informing everyone what is happening here and the activities we are involved in. We believe that knowledgeable employees can help to shape and guide the continued growth of FAAO both as a place to do business and as a responsible member of the communities in which we operate.

One more thing, please share these copies of the Point of View with your co-workers. We can save trees by sharing!

Helpful Websites

InSite is a new intranet created for employees of Cox Enterprises and all the Cox companies. It was designed to provide you with current company information in an easy-to-navigate format. To access InSite from any computer go to <http://insite.coxenterprises.com>

CoxTotalComp.com shows you what your complete compensation is really worth. You can use this statement to learn more about benefits you may not know are available to you, or make decisions about retirement savings, employee discounts, and more. To access CoxTotalComp.com go to <http://coxtotalcomp.com>. You will need your employee ID# which can be located on your paycheck. This site is available for full time employees only at this time.

Main Street is Manheim's corporate intranet, designed to provide you with the information and tools you need. Input from employees in various locations, departments, and job roles helped shape the design of Main Street. Main Street is easy to use and it works like any Web site, but only Manheim employees can access it. To access Main Street from a company computer go to <http://intranet>, or from a remote computer go to <http://mainstreet.manheim.com>.

FAAO.com is our auction's homepage and provides a wealth of information to employees about upcoming events and sales, current job postings, a company directory, past and current copies of the Point of View newsletter, and much more. To access go to <http://www.FAAO.com> and look towards the bottom left-hand side for an employees link.

Aetna is one of the nation's leading diversified health care benefits companies, serving members with information and resources to help them make better informed decisions about their health care. Aetna is our health care service provider. <http://www.aetna.com>.

www.aetnarxhomedelivery.com is Aetna's prescription mail service delivery website.

Magellan Health Services, Inc. is the nation's leading diversified specialty health care management organization. <http://www.magellanhealth.com>.

Vanguard is one of the world's largest investment management companies and our 401k service provider. www.vanguard.com

VSP Vision Service Plans <http://www.VSP.com>