



Orlando



the
Point of View



May 2008

Volume 1 number 5

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A message from...

Robert Zakaib
Assistant General Manager

“Team Manheim”



I would like to talk about what “Team Manheim” means to me. Team Manheim means managers and employees working together for a common goal. This has never been more evident here at Manheim Orlando than over the past few months. I am proud to be part of “Team Manheim”.

You have all demonstrated a willingness to step out of your current role with the company to help in other departments. I’ve seen marketing helping operations, coordinators helping inspections, operations helping fleet lease, vehicle registration helping the coordinators and way too many more acts to name that demonstrate Team Manheim.

Your initiative, pride for the company’s success, and self determination has not gone unnoticed. Manheim Orlando prides itself on providing the best service in the industry. It is you, along with your fellow managers and employees that make us the *best!*

Thank you!

Robert Zakaib
Assistant General Manager

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THE CAT BOX

Learn about the program to help our feline friends .

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CUSTOMER EXPERIENCE

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Fun and Games

Try your hand at this months brain teasers and “Who’s That Kid”

Helpful Manheim Orlando Facts

- *The employee picnic will be Saturday May 31st at Camp Down in Windermere. The party and fun will begin at 11am and will continue till 5pm.*
- *Manheim Orlando has registered 131,378 vehicles so far this year (vs. 109,379 in 2007) and sold 72,361 (vs. 66,653 in 2007).*

Meet the Department: Transportation by: Toni Pennington

Fleet Lease transportation started with one person, and has grown to 8 people. Handling transport for over 50,000 units last year. This year that is projected to double.

Although they all have to track the cars that are confirmed and dispatched until they arrive, they each have separate responsibilities that are unique to each account

Brandi Britton – Chrysler

What she does: Receives downloaded consignments 3 times a day, averaging about 250-300 units a day.

Did you know?: Has a two year old little boy named Justin

Chanda Watson – Chase/BankOne

What she does: Reports daily to Chase on units, often emergency transports. Also works on Chrysler.

Did you know?: Worked here previously outside as a Condition Report Writer.

Kathy Perez – GM, GMAC, Nuvell and 5/3rd Bank

What she does: Weekly reports to Nuvell and daily reports to 5/3rd.

In the office known as “The Flip Flop Queen”.

Did you know?: Has worked here 17 years in June.

Sylvester Franklin (Sly)– BMW

What he does: Weekly reports to

BMW on the status of the transports. Tries to survive in the office (he’s the only guy)

Did you know?: In college for Automotive Engineering/ Design

Solimar Concepcion (Soly) – Hyundai, RSA and Miscellaneous



From left: Tonya, Sly, Deborah, Soly, Pat, Kathy, Dianne, Chanda. Not pictured: Brandi

What she does: Reports to RSA daily on status of units. Sometimes fronts fees to get units picked up. Helps Tonya with updates for Wells Fargo.

Did you know?: Recently moved here from Massachusetts

Deborah Cox (NOT Debbie) – World Omni

What she does: Reports weekly on status of units in transport.

Did you know?: Pat Mitchell introduced her to her husband, Pat’s brother.

Pat Mitchell – All Paperwork

What she does: Matches signed coversheets to faxed consignments, puts in all the stamped paperwork and condition

reports sent by the transporters. Help whenever someone is out (she is the all account guru).

Did you know?: Maiden name is Cox (no relation to the company she works for)

Tonya Jones – Wells Fargo

What she does: Gets consignments emailed and downloaded, between 200 and 300 a day. Has to do updates weekly, but has assistance from Soly. Fronts all fees to the repo agents on every unit picked up, goes to accounting every day to pick up these checks and then sends them out via FedEx overnight.

Did you know?: Started here in the main office as an Operator.

Dianne Goble – Transportation Supervisor

What she does: Makes loads that are dispatched daily to the transporters. Keeps transporter insurance up to date and making sure they have the minimum required to haul Chryslers. Tracks the transport times of the various transporters, to keep them favorable (under 3 days) and makes sure all cars are called on every day. Tracks transporter damage and works with the transporter and the account rep to get reimbursements resolved. .

Did you know?: President for the American Indian Association of Florida.

The Cat Box by: Allen Gaskins

As many of you well know, we have a fairly large feral cat population here at Manheim Orlando. Some of these cats have been here longer than most employees. The cats provide a great service in keeping the mouse and roach population down, and I would hate to see how that would change if the cats were not here. So to that end, we have become involved with CARE Feline Rescue, Inc.. CARE is a completely non-profit, volunteer organization that is dedicated to the safety, health, and welfare of the feral feline population of Orange County.

Care uses the trap, neuter, and return program (TNR) where, as the name implies, the animals are trapped, taken to Orange Co. Animal Services and given a physical examination. If the cat is not ill or carrying a disease such as feline HIV or leukemia, it is spayed or neutered depending on its gender, returned to the location where it was trapped, and released. The returned cats have an ear "tipped", this is where just the tip of the ear is removed for easy identification purposes. If the cat is found to be ill or carrying a disease it will be euthanized.

The process was started here about four weeks ago, with the placement of two traps in the area between the front gate and Operations building where some of the cats are being fed. The traps were not set, but were placed so the cats would get used to them being there. Then on Monday the 7th, the traps were opened and we asked the "feeders" to put the food they were



leaving inside the traps so the cats would go inside to eat.

On Sunday evening I stopped by and set one trap and put some tuna fish inside. The trap was set to operate

manually so I could be sure it did not trip on accident. Within a matter of minutes, I was able to trap two cats together in the first trap. They were a young black female and a large yellow and white male tabby. The other cats scattered while we removed the first trap.



After things calmed down a bit and the second trap was set, a female calico couldn't resist the tuna and was trapped as well.

On Monday morning I took the cats to O/C Animal Services for their procedures. I went back in the afternoon to retrieve the cats. I was informed at that time the large male tabby had feline leukemia and was put down. Feline leukemia is highly contagious

among cats. The two females were brought back and are recuperating until their release on Thursday morning.

Once started, the program must continue. It will not do any good if we don't maintain it., so it will be an ongoing process. I have learned a lot about the process and the needs of these cats. One of the easiest is to not feed them moist or canned food. Dry food in small quantities is best for them.

If you would like to find out more about CARE you can go to their web site at www.carefeline rescue.org or you can contact me.

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Learning Lane Offers Customer Experience Training

Did you know that you could take online Customer Experience training courses? You can via Manheim Learning Lane, your online destination for complete training and career development information.

The Customer Experience training is available to all Team Manheim members. It covers:

- the type of consistent, seamless customer experience Manheim wants to deliver to all customers and employees.
- the difference between customer service and Customer Experience.

Team Manheim members can complete the 1- to 1 1/2-hour training in sections. The system automatically notifies your manager and Manheim when you successfully complete the course.

EARNING THE TEAM MANHEIM BLUE SHIRT

Upon completion of this online course and with their manager's approval, team members can take Cus-



tommer Experience (CE) Certification training and earn the Team Manheim blue shirt. We now have over 140 team members from various locations who have completed Manheim's online CE course, certification pre-work and three days of training to earn the designation of Service Champion. On sale days, these team members wear their blue shirts so they are easily identifiable to customers. They also received a blue star to wear on their name badge to signify the increased level of customer experience training.

The CE Certification program focuses on finding ways to make it easier for our customers to do business with Manheim. As Donna Goetting, director of regional marketing and Customer Experience, said, "The role of

Customer Experience certified members is to clearly deliver a positive and meaningful experience for each customer, every time."

Source: MainStreet

To get started, visit Manheim Learning Lane by going to Main Street > Me @ Manheim > My Career & Jobs. Or go to www.manheimlearninglane.com.

Making Manheim A Safer Place For Employees And Customers

One of Manheim's top values is the safety of our team members, customers and operations. That's why Manheim is taking steps to improve and communicate safety rules and guidelines throughout the company.

In 2007, we:

- Convened a Safety Summit to communicate safety guidelines and share ideas to improve safety at all locations. In 2008, we will hold regional safety seminars to share

ideas and recommendations.

- Implemented the top-notch Smith System Driver Training program nationwide. Smith System is a defensive driving course that teaches and demonstrates techniques that apply to all types of driving, including sale-day driving.
- Created a Driver Safety Responsibility Team that will meet this year and develop recommendations to help reduce vehicle incidents.

"Safety is everyone's responsibility," says Mike Broe, executive vice president, operations. "We all have to do our part every day. As we enter a new year, we're asking operating locations to take a proactive role in making Manheim a safer place to do business."

To review Manheim's safety rules and guidelines on *Main Street* (<http://mainstreet>), go to **Department Tools > Recon > Safety Rules and Guidelines**.

Source: MainStreet

If you have safety questions or concerns, call the Safety Hotline at extension 4357 or Becky Couture at extension 8691

Manheim Orlando's Annual Fishing Trip 2008 by: Sarah Garrard

As you all should know the Manheim Orlando fishing trip went out to sea on April 12th 2008 with at least 100 employees, friends and family. The cost was \$30 per person for a full day on the Double Eagle (drinks included). This was a great experience even for those who were not fishermen. There was relaxing in the cabin or on the top deck of the boat and there were plenty of mates to help you with any problems such as: taking the fish off the hook, fixing line, etc.



People interested in fishing had a chance at winning the many contests available. The contest categories were: first fish on the boat, first fish on captain's spots, first keeper grouper, ugliest fish, most fish, second most fish, most grouper and biggest fish.

Everyone had an equal chance at catching fish because the captain knows the right spots where there are plenty of fish to be caught.

Some of the contest winners were: Randy Conyers (first fish on the boat), Frank Mutlick (first grouper), Joe Peterman (ugliest fish-dog fish), Marco Gonzalez and Ralph Irizarry (first fish on captain's spot), Jon Williams (most fish on the boat with 24), Paul Ritzau (second most fish on the boat with 19), Sarah Garrard (most grouper and biggest fish). Everyone got to take the fish they caught home or had the opportunity to have the mates clean them. This was a great trip, we had plenty of sunshine and fish and no one got sick. I hope this will encourage more people to experience the 2009 Manheim Orlando fishing trip.



Manheim Orlando Gets the Golden H by: Sarah Garrard

Way to go team Manheim! Manheim Orlando won the "2007 Southeast Auction of the Year" Golden H award. The award was presented on April 16th 2008. Our field representative, Gary Lentzkow, along with Paul Hardwick and Tashara Smith presented it from Honda. This is our second year in a row receiving this award, and our goal is for a third year! Thanks again everyone for all your efforts.



May 2008

sunday	monday	tuesday	wednesday	thursday	friday	saturday		
				1	2	3		
4	<p>Sale # 19</p> <p>Chrysler Motors LLC (closed) 12:30 pm</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1 pm - 3 pm Chase (open) 1 pm - 2 pm</p>	<p>Sale # 19</p> <p>DTG Enterprise Avis Budget Group Hertz Toyota Financial Service Lexus Financial Service GMAC GMAC Used & Abused GMAC Box Trucks Chrysler Financial Subaru World Omni Wells Fargo Honda Hyundai Ford ARS</p>	5	6	7	8	9	10
11	<p>Sale # 20</p> <p>Mother's Day</p> <p>General Motors (closed) 12:30 pm Subaru (closed) 4:00 pm Lexus Financial Service (closed) 5:00 pm</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1 pm - 3 pm Chase (open) 1 pm - 2 pm</p>	<p>Sale # 20</p> <p>DTG Enterprise Avis Budget Group Hertz Toyota Financial Service Lexus Financial Service GMAC Chrysler Financial World Omni Wells Fargo RSA Chase Honda Hyundai Porche</p>	12	13	14	15	16	17
18	<p>Sale # 21</p> <p>Chrysler Motors LLC (closed) 12:30 pm</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1 pm - 3 pm Chase (open) 1 pm - 2 pm</p>	<p>Sale # 21</p> <p>DTG Enterprise Avis Budget Group Hertz Toyota Financial Service Lexus Financial Service GMAC GMAC Used & Abused Chrysler Financial World Omni Wells Fargo RSA Honda Hyundai BMW</p> <p>Mercedes - Benz 200+ Units</p>	19	20	21	22	23	24
25	<p>Sale # 22</p> <p>Memorial Day</p> <p>ove.com ONLINE VEHICLE EXCHANGE</p> <p>Hyundai (open) 1 pm - 3 pm Chase (open) 1 pm - 2 pm</p>	<p>Sale # 22</p> <p>General Motors (closed)</p> <p>DTG Enterprise Avis Budget Group Hertz Toyota Financial Service Lexus Financial Service GMAC Chrysler Financial World Omni Wells Fargo Honda Hyundai</p>	26	27	28	29	30	31
						<p>3rd Annual Golf Tournament @ West Orange Country Club benefiting the American Cancer Society</p> <p>Blood Drive 10 am - 4 pm outside the cafeteria on main property</p> <p>Annual Spring Fling @ Camp Down 10 am - 4 pm</p>		



Employee Spotlight - Franklin B. Johnson by: Toni Pennington

Most people know Franklin as an outgoing, playful and talkative driver for Outside Operations. Sale day he works under the Receiving canopy and around the Receiving area ensuring the correct and smooth flow of the dealer cars, including asking people to move if they have placed a vehicle in a No Parking area. I spent some time with him and got to see him in action on the job, when I asked him about it he said “You have to be polite but strict about it with everyone.” Making people move their cars when they park in the receiving area is not an easy task, but it must be done to ensure that the area stays clear. In between checking on flat tires, moving sold vans and enforcing the No Parking area, Franklin told me about himself.

On June 9, 1924 he was born in Alexandria, Jamaica. Next to the youngest child of 6, he has 2 brothers and 3 sisters. Family is very important to him; he lives next door to his little sister Mabel. According to Mabel “He is quite a card!”

Education is also important to him. He attended a technological college to become an electrician. In 1959 he moved to Birmingham, England. There he ran a cement company which operated 7 cement mixers. In 1966 he joined the Labor Board and ran for the office of Counselor, which he lost by only 7 votes. During this time he had two children who still reside there today, with his 4 grandchildren and 5 great-grandchildren. In 1991 he decided that England

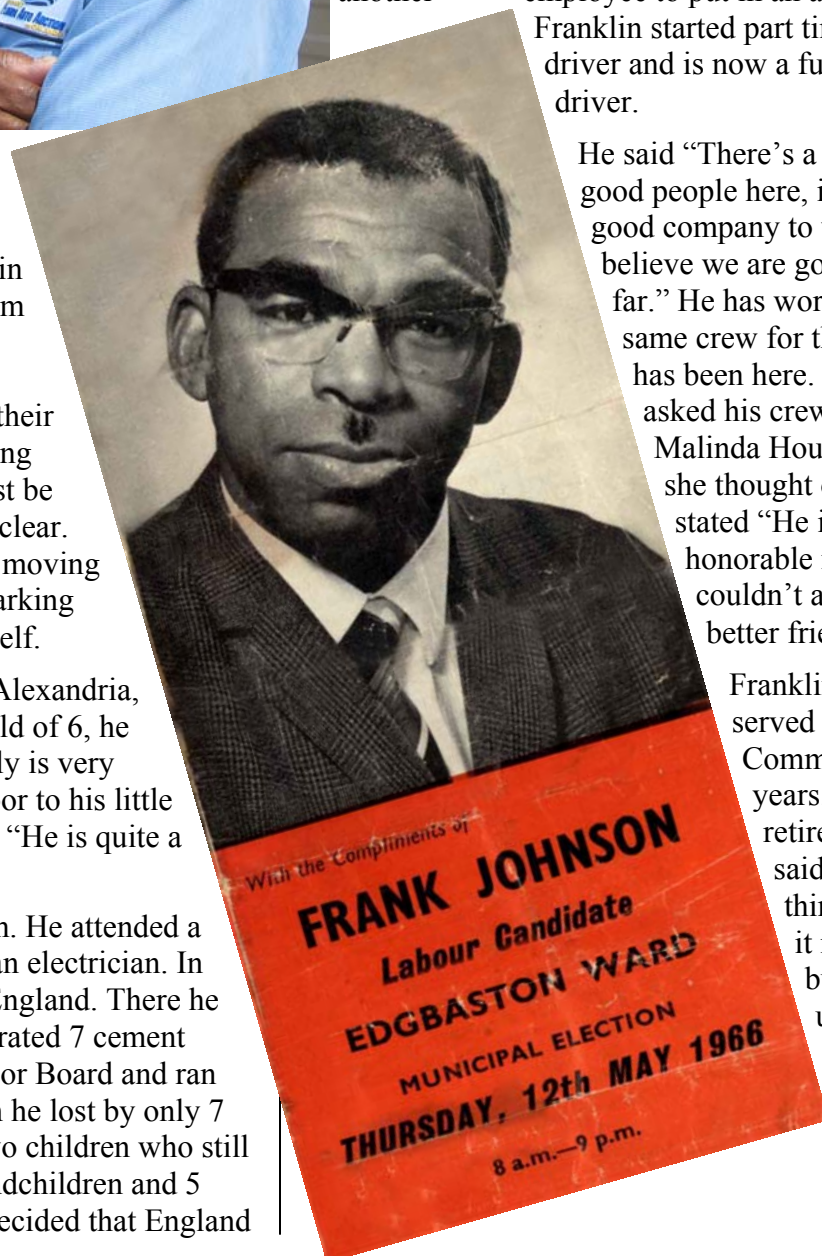


was too cold, so he sold his cement company to the drivers and moved here. Once he settled in, he opened a Gas Station (at Powers Drive and Silver Star Road), which he ran for 3 years. Deciding to start another trucking company, he bought a semi and was an independent operator that did sublet work. He did this for about a year and then sold out to his nephew.

In 1994 he lost his wife of 50 years, only 3 weeks after their wedding anniversary. In 1996 he married his current wife Ilene. In 1998 he came here to work as a temporary, but was convinced by another employee to put in an application. Franklin started part time as a driver and is now a full time driver.

He said “There’s a bunch of good people here, it’s a very good company to work for. I believe we are going to go far.” He has worked on the same crew for the 9 years he has been here. When I asked his crew leader, Malinda Houston, what she thought of him she stated “He is a very honorable man, you couldn’t ask for a better friend.”

Franklin has also served on the Safety Committee for 2 years. As for retirement? He said he is thinking about it next year, but will make up his mind by his birthday.



Meet the Manager: Denise Grebey by: Toni Pennington

WHO:

- Worked her entire 25th Birthday because it fell on the Anniversary sale (July 14th)
- Is the 3rd child of 7, with 4 brothers and 2 sisters
- Her Mother and Aunt retired from this auction
- Her Brother works here and her sister works for Dent Wizard
- Started here in June of 1991 in Detail
- Had to wear bedroom slippers in the office when she was pregnant because none of her shoes would fit
- Has two children Aaron (14) and Maya (6)
- Married her brother's best friend (after meeting at a Halloween party)
- Started here when she was 18, it was her first job.
- At one time worked 3 jobs
- Graduated from West Orange High School
- Has never forgiven Stephanie Griner for getting her a misconduct referral in the 7th grade.

What are people saying about Denise?

From her departments:

“She makes sure you understand what she is saying”



“Always there for us, she's one smart cookie.”

“NICE HAIR”

From other employees:

“Love her eye makeup and hair, always very stylish. Very Cosmo”

“One of the friendliest people I have met.”

“You never see her without a smile on her face.”

From Management:

“Fantastic- does a great job”

“Upbeat and smiling, perky, every time I see her.”

For being a friendly person with nice hair, she sure has a lot going on every day. She oversees 15 employees of 2 departments, Fleet Lease and Transportation. Also being at the disposal of the account reps for whatever they may need, from picking them up at the airport to walking sale cars with them. She wears a lot of hats, from helping with tracking transport times, to process trouble shooting.

According to her “There is not a “to do list” for this job, every day it is something different.” When I asked her about her personal philosophy on customer service she said “To treat every customer like they are the only customer, never mention another customer to them. Make them know you are giving all your attention to what they need.”

Who's That Kid?

- * Started at the auction in 1979.
- * Started on the block.
- * Started the department where she currently works in 1988.



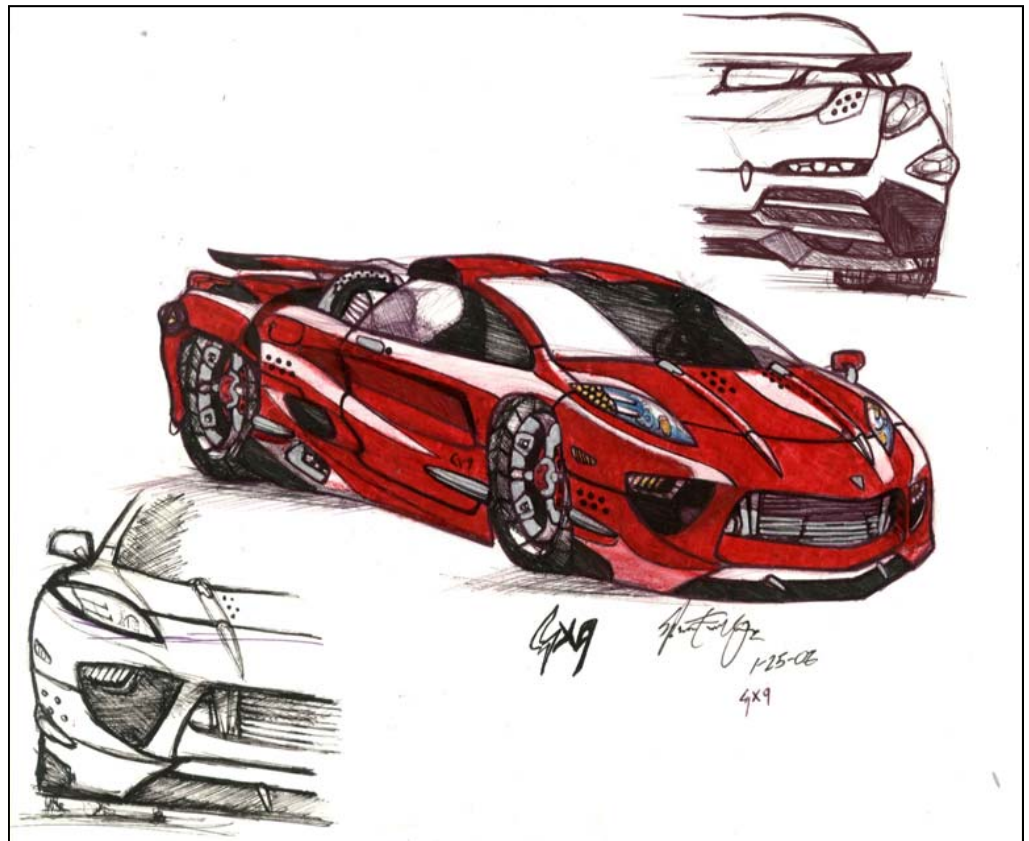
Artist's Corner

Submitted by:

Sylvester "Sly" Franklin
From Transportation

Title: GX9 Future Concept

The GX9 Specs{ Engine :Small Block V6/Hybrid
Power :445bhp
Torque :410 lb-ft
Trans :6-speed manual/ automatic
0-60 :3.8 sec.
Curb Wieght:1906 lb
Paint changes colors with the push of a button.
The windows use chemical reaction to tint when the sun hits it. GX9 comes equipped a with navigation system & hands free cell phone use. The GX9 comes equipped with many more options of the future but you will have to wait and see.....



Please bring any submissions for "Artist's Corner" to Freddy Clark or Toni Pennington in the HR department.

Auction Accounts

K A O R R D M R H E R T H
 N U B S G B N Y M U Z U W
 A T O Y O T U H E R T Z R
 B Y N C H N V I R A B S L
 N K D T D E E E C H A S E
 O G R A F S L L E W D I X
 T M I R I S L H D A N V U
 G A H K Y V A C E H O A S
 N C T R U P O R S C H E S
 I N H I E Z G H T O G U H
 N C T E G D U B C T B M W
 N E F R U T E S U A A O H
 U R I N M O D L R O W W S
 H U F E A A O U Z K R U F

AVIS	FIFTH THIRD	HUNNINGTON BANK	PORSCHE	WACHOVIA
BMW	GM	HYUNDAI	RSA	WELLSFARGO
BUDGET	GMAC	LEXUS	SUBARU	WORLD OMNI
CHASE	HERTZ	MERCEDES	SUZUKI	
CHRYSLER	HONDA	NUVELL	TOYOTA	

A horse is tied to a 15 foot rope and there is a bail of hay 25 feet away from him. Yet the horse is able to eat from the bail of hay. How is this possible?

Source: webridles.com

Answer: The rope is not tied to anything.

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www.faa.com

For Employees, By Employees

Our goal is to increase employee involvement at FAAO by informing everyone about 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 as a place to work, 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!



Manheim

Orlando



Helpful Websites for Manheim Employees

InSite 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. 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>

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. <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>