



Manheim

Orlando



the
Point of View



September 2008

Volume 1 number 9

MAINTENANCE

*A tribute
to the men and
women that keep
Manheim Orlando
running*



Manheim

Orlando



A message from...

Tim Sherk
Assistant General Manager



“ From the Sales Front”

As we move into the 4th quarter of 2008. I would like to acknowledge the hard work and dedication from the Sales department in these trying economic times.

The key additions of Mercedes Benz and BMW Financial Services have helped pave the way for national accounts success thus far in 2008. Additional inventory from Lexus Financial, Toyota Financial Services, Honda Remarketing and Hertz specialty sales has provided us with much needed volume and strategic advantage over our competitors.

Fleet Lease continues to grow on the successes they achieved in 06' & 07'. Wells Fargo and World Omni have provided Manheim Orlando with consistent growth while RSA & 5th 3rd Bank have increased volumes in 2008.

Dealer Consignment once again has been a model of consistency. With some key personnel changes in the addition of outside coordinators this department has achieved a new level of service to our customers on a day to day basis.

Increased volumes has created challenges for vehicle registration, ECR, Recon and Operations all of which we would like to recognize for the outstanding performance on a day to day basis.

Tim Sherk
Assistant General Manager

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Helpful Manheim Orlando Facts

- *Manheim Orlando has registered ??vehicles through June 30 this year (vs. ?? in 2007) and sold ?? (vs. ?? in 2007).*
- *Sign up a new MAFS account and earn a cool \$250.00! See MAFS for details.*

Thank you, Manheim Orlando

by John Bolden

I would like to take this time to give kudos to a great group of people that really embodies the slogan "TEAM MANHEIM!" Kudos to all the Manheim Orlando managers, supervisors, and employees!

During the five days from August 18th to August 22nd 2008, I witnessed "Manheim Teamwork" at it's best! The same type of great teamwork that I experienced during my military career. I must admit it really made me proud to be a Manheim employee all over again!

As you all know, Tropical Storm Fay had her way with us for those five days. She tried to rain on our parade, but we accepted her challenge, adapted and overcame. All the departments come together as a team and got the job done despite the conditions, elements, and circumstances!

I witnessed every department pulling together to get the job done:

- from the Maintenance Dept., (via Mr. Warren, & others)
- to the Recon/Detail Dept. (Billy, Larry, and all of their great workers)
- to the Inputters Dept. (Cheryl, and all of her great workers)
- to the Drivers Dept. (Dana Finney and all of her great workers)
- to the Reps & Approval Dept. (Grant, Mike Lott, Tonya, Susan Graham, and a host of others...)
- to my very own Inspections Dept. (Ilias Dimos, Nelson Soto, Steve Shannon, & all of our C.R. Writers/Inspectors!).

My Inspections Department really made me proud, GREAT JOB!!!

I also want to mention Mr. Tony Caraway, Mr. Danny Anderson, Mr. Albert, Mr. Donny, Mr. Greg and all their great drivers, crew leaders, lane leaders, and jump-cart workers on the Main Property side as well as the Factory side. Our great Human Resources Department and the Security Dept. with Mr. Ralph and all his great workers, and all the office departments that are involved with making Manheim operate on a daily basis, they all did an outstanding job!

To watch all of these Departments come together and get the job done under those tremendously difficult circumstances really showed each individual's intestinal fortitude! It was indeed a great feeling to be a part of that type of awesome Manheim Teamwork!

I thought the employees were awesome and should be commended, for not only doing their job, but doing an "AWESOME JOB" (under conditions they absolutely had no control over), which allowed Manheim Orlando to still be productive while weathering the five day storm called Fay!

In closing I would like to thank all of the Managers for providing the employees with a great atmosphere to work in and a great group of leaders that makes the employee's and Manheim Orlando proud on a daily basis! Thank You Mr. Allan Wilwayco, Mr. Robert Zakaib, Mr. Jeff Thomas, Mr. Tim Sherk and Mrs. Joan Pike!

Special Thanks to all the Manheim Orlando employee's who make it a pleasure to come to work on a daily basis and be a part of Team Manheim!

Have a Wonderful, Productive & Blessed Day!

Meet the Department: Maintenance By: Toni Pennington

Have you ever stopped to think, “What does it take to keep Manheim Orlando running?” How many people does it take to keep this place clean? To empty all the trash cans? To clean up the lot? Who does all the upkeep like repairing damages to paint, tiles, and pavement? Who makes sure there are cups in the break rooms, paper towels in the restrooms, and working lights in all the fixtures?

The 40 employees of the Maintenance department are the reason why we have such a clean and well maintained location to work. They are responsible for emptying trashcans, moping floors, vacuuming, dusting and all sorts of general maintenance. They also take care of general upkeep and remodeling.

The new look of the Main office is all thanks to the Maintenance department. The remodeling



of the Fleet/ Lease office, the double blocked lanes, and the Human Resources office was accomplished by these dedicated team members.

You may not see them but they are always there. They work in the background of Manheim Orlando and without them everything would eventually grind to a halt. So the next time you see someone from the Maintenance department, thank them for all their hard work.

Office Coordinator

Sarah Tobar

What she does: Generates the work orders, data entry, maintain employee records

Did you know?: Lived in South America for 3 years



Supervisors

Allan Gaskins – Assistant Facilities Manager

Did you know?: Leads the congregation singing at his church

James Rouse – Supervisor

Did you know?: Loves to go fishing and hunting

Ray Laird – Supervisor

Did you know?: Loves fishing, river rafting, and resting at home with his family

Gladys Roman – Morning Supervisor

Did you know?: Loves cooking and reading

Audra Mauer – Night Supervisor

Did you know?: loves to spend time with her children, fishing, hiking and boating

Day Shift

General Renovations:

Gary Tuttle: Plumbing work

Did you know?: Enjoys playing the guitar



Brent Armstrong: Carpenter
Did you know?: Enjoys bicycling and exercising

Floyd Bowers: Carpenter

Did you know?:
Likes to hike trails in North Carolina and fish

Dennis O'Rourke:
Drywall and Painting
Did you know?:
Is a artist and musician

Ramon Palma:
Electrician
Did you know?: Likes Baseball and Hunting

General Maintenance:

What they do: From trash removal, delivery of coffee and water, and keeping things tidy this is the department that does it all.

Nicole Rhoads: New to the Manheim Orlando family, has been here for a month

Joseph Geffrard: Likes to watch movies

Carlos Correa: Loves to go to the gym and spend time quality time with his family

Hector Mejia: Loves to sing and dance

Wayne Catrett: Likes fishing

Gawkaran Nagzan:
Enjoys fishing and bicycling

Christine Clay: Has worked here 20 years

Jeff Anjervil: Has worked here 10 years



Timothy Herbst: Loves Fishing, Swimming, Driving, and Camping

William Browder: Likes Fishing, Camping and all outdoor activities



Phil Hadley: Likes fishing

Quentin Anderson: Likes Basketball

Sammy Khan: Likes Soccer and Cricket

Maritza Sanchez: Likes Volleyball

Night Shift

Luis Gil: Loves his family

Alvin Ortiz: Nicknamed "Trashman Turbo"

Vanetta Reed: Recently graduated as a Dental Assistant

Cesar Romero: Loves to play with his daughter and write songs with his wife

Timothy Holmes Sr.: New to the Manheim Orlando family- has been here for a month

Alonso Restrepo: Likes racing and fishing

Ciro Rodriguez: Likes to go to church

Maria Perez: Likes cooking

Mabel Zapata: Likes to walk and swim

Mabel Arace: Loves to read

Ingrid Bobadilla: Loves to go to the movies

Meet the Manager: John Nicholson by: Toni Pennington

John Nicholson is the Manager for the Maintenance Department here at Manheim Orlando. John and his crew has been very busy this year renovating our location. With several projects in the works John took the time to let us all know a little bit about him.



- Moved to America on June 3, 1998 with only \$800 in his pocket.
- Served in the South African Army in the Green Beret Infantry.
- Served in the Angola War, and patrolled the South Africa/Botswana border along the Limpopo River to prevent diamond smuggling.
- After arriving in America he dug trenches and installed roofs to make ends meet.
- Speaks Afrikaans and some Zulu.
- Likes to go boating (fishing casually) and prefers to go out on the ocean.

- Was born on April 10th in Johannesburg, South Africa.
- Was raised in Durban, South Africa. He is the 3rd son, with 2 older brothers (one living in Dallas, Texas and the other living in Perth, Australia) and a younger brother still living in South Africa.
- Graduated from college with a degree in Electrical Engineering.
- Started working for Manheim at the Fort Lauderdale location as a Project Supervisor.

- Owns over 500 movies, but his favorites are "Borne Identity", "Black Hawk Down" and "The Kingdom".
- Has a 14 year old step daughter, a 13 year old son and a 9 year old son (they keep him on his toes).
- Was married in 2006 to his wife, Jacquie.



Some of John's South African Rands. Approximately \$1 (US) worth



The Republic of South Africa is a country located at the southern tip of Africa.

- Came to Manheim Orlando in 2005.
- Played Ice Hockey as a Goalie for a team in Fort Lauderdale called Aero shockers in 2000/2001.
- On New Years Eve 1982 snuck into his school to ring the bell tower (which is 20 foot high) at midnight. They made a



human ladder with his friends and they took turns watching for security.

- Is the shortest of his brothers

When asked John said his philosophy on customer service is much like the philosophy he uses in life "There is nothing that can not be accomplished. I may not be able to do it alone but I can help to get it done."

Maintenance in 2008 - by: Toni Pennington

2008 has brought many changes to Manheim Orlando. Most of ours have been done by our very talented Maintenance Department. Responding not only to the "Your Voice" survey and other concerns, they have done many renovations including:

1. Oak Grill Restrooms and Break room Renovation
2. Installed The Freeze
3. Finishing touches for Main Office Renovation
4. National Accounts breakroom Renovation
5. Installed Transporter Room in Lane 15 and
6. Storm water drainage for Vehicle Registration and Oak Grill.
7. Operations office Renovation
8. New signage installations around Main Property, National Accounts and Employee/ Dealer Parking Area.
9. Main Property Recon Office renovation
10. Lane 6 renovation for Transporters and Security
11. Finishing touch for Driveout Office in Lane
12. CR Writer Office Installation at National Accounts

13. Helped with installation of Lightening Detection System

14. Energy saving motion sensors on light poles at the snake pit and National Accounts

15. Seal coat and Stripe at the Main Property Employee/Dealer Parking lot, Old and New clean car pad, National Accounts Employee Parking lot, and National Accounts Transporter Lot.

16. Onsite Sales/If's Office Renovation.

17. Handicap access to Main Property Employee/ Dealers Parking Lot and cut an island.

18. Extended motorcycle rack by Front Gate Security.

But wait, there's more.

Works in Progress:

1. Dealer Sales Office Renovation
2. Fleet Lease/Transportation Building Renovation
3. Sales and Marketing Printer Room Renovation
4. A/C unit Upgrade in the Executive Office (Denise Milano)

This not all however, there are many more projects to come!

The Block's out to Lunch by: Kathy Caltagirone

It has been four months since Susie Beigel, our fearless block supervisor, bid farewell to her block clerks. At just about that same time, Phyllis Hassee, decided to take an early retirement and focus her attention on her health. Yet, Wednesday July 23, while we girls laughed and chatted up a storm, Art Barnett snapped photos of us and it was as if time had never passed.

A few of the girls planned a luncheon at Chevy's in Ocoee with Susie and Phyllis as our guests of honor. It was a great reunion. I only wish more of the Manheim team could have been there.

Phyllis looked wonderful. All of the many thoughts and prayers made their way to her. Phyllis talked about how well she was doing and how good she had been feeling. She was a picture of health.

And Susie, what can I say? It was so nice to be in her company once again. Susie's lighthearted personality and presence around the block has been missed. It was great to see her familiar smile and hear her giggle as she spoke with us.

On behalf of myself, the girls, and Art, I would like to extend a big thank-you to Tamara Porter for taking time out of her busy Wednesday schedule to share in our fun, but most of all for her continuous support, kind heart and abundant generosity.



Phyllis Hassee, Susie Beigel, and Karen Goetz



The Block Clerks enjoying a lunch break at Chevy's

Calendar of events

Keeping it Safe by: Lisa Kirk

Statistics show that the majority (60 percent) of falls happen on the same level resulting from slips and trips. Here is some important information to keep in mind.

Slips

Slips happen where there is too little friction or traction between the footwear and the walking surface. Common causes of slips are:

- wet or oily surfaces
- occasional spills
- weather hazards
- loose, unanchored rugs or mats, and flooring or other walking surfaces that do not have same degree of traction in all areas

Trips

Trips happen when your foot collides (strikes, hits) an object causing you to lose the balance and eventually fall. Common causes of tripping are:

- obstructed view
- poor lighting
- clutter in your way
- wrinkled carpeting
- uncovered cables
- bottom drawers not being closed, and uneven (steps, thresholds) walking surfaces

How to prevent falls due to slips and trips?

Both slips and trips result from some kind of unintended or unexpected change in the contact between the feet and the ground or walking surface. This shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear and appropriate pace of walking are critical for preventing fall accidents.

Housekeeping

Good housekeeping is the first and the most important (fundamental) level of preventing falls

due to slips and trips. It includes:

- cleaning all spills immediately
- marking spills and wet areas
- mopping or sweeping debris from floors
- removing obstacles from walkways and always keeping them free of clutter
- securing (tacking, taping, etc.) mats, rugs and carpets that do not lay flat
- always closing file cabinet or storage drawers
- covering cables that cross walkways
- keeping working areas and walkways well lit
- replacing used light bulbs and faulty switches

Without good housekeeping practices, any other preventive measures will never be fully effective.

You can reduce the risk of slipping on wet flooring by:

- taking your time and paying attention to where you are going
- adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing
- walking with the feet pointed slightly outward, and making wide turns at corners

You can reduce the risk of tripping by:

- always install light sources that provide sufficient light for your tasks
- using a flashlight if you enter a dark room where there is no light
- ensuring that things you are carrying or pushing do not prevent you from seeing any obstructions, spills, etc

Remember, you can be extremely careful for years only to get hurt in two seconds of inattention, distraction or hurrying to get the job done. It is ultimately up to each individual to plan, stay alert and PAY ATTENTION.

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Who's That Kid?

Started in Recon

Has been at the auction for
14 Years

A true Florida native



Last months "Who's that kid?" was Toni Pennington, Trainer.

Congratulations to Sandra Medina in dealer sales who correctly guessed our "Who's that Kid" kid for August.

Submit your guesses for September to the HR department by September 25th.



Artist's Corner



"Little Bo Peep"

Artist: Dennis O'Rourke

Date: 2006

Material: Fiberglass

Description: Little Bo Peep was a commissioned piece for Disney and is used at the All Star Resort.

She stands 12 feet tall and was hand painted. She has three different shades in her hair and eyebrows alone.

Maintenance

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broom

drywall

remodel

buffer

hammer

sweep

clean

paint

vacuum

coffee

polish

water



Orlando



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For Employees, By Employees

Our goal is to increase employee involvement at Manheim Orlando 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 Manheim Orlando as a place to work, do business, and be a responsible member of the communities in which we operate.

If you would like to submit an article or announcement to the Point of View, please drop it by the Point of View box located in the HR Department or email freddy.clark@manheim.com or toni.pennington@manheim.com.

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

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>

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