

Special points of interest:

- Tips and Tricks
- Remember
- Employee Birthday List
- Your Guardian Angel
- Who's that Kid?

" FOR THE EMPLOYEES BY THE EMPLOYEES "

# POINT OF VIEW

## Featured Department: Credit and Collections

By: Carl Payne of Credit and Collections



**Carl Payne**

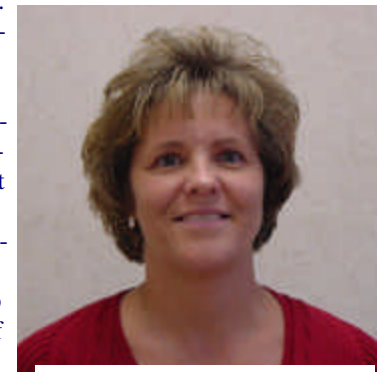
**Jeannine Stiefel**

Denise Milano manages the credit and collection department at the Florida Auto Auction of Orlando. The remaining part of her department consists of Carl Payne and Jeannine Stiefel. The primary duties of the credit and collection department is to make sure all money owed to the auction is paid in a timely manner. When a dealer buys a car from FAAO he has a certain amount of time to pay for

those cars purchased. We are in constant contact with the dealerships to find out the status of their payment. Tuesday is the collection department busiest day. On this day we go into the computer and see who still owes money to the auction. We also follow the dealership buying patterns, so that we can make correct credit decisions. Our job is unique because we have to be able to

collect money and try and keep our customers happy. We try and build a good relationship with our customers and that helps a lot when it comes to solving any problems with dealers. I sometimes have to go and visit dealerships in person to get some collection issues resolved. This involves flying or driving to this dealership since we have a lot of out of state dealerships.

Teamwork is the key to our success, we all try and make sure we know what the other person work load is, so that we can stay on top of things. Denise's vast knowledge of the credit and collection field has helped Jeannine and myself a lot. She's always there to help us work through any problems that we may come across. This hard work has paid off, because she won an award for having the best collection department around. She's a great person and boss.



**Denise Milano**

Inside this issue:

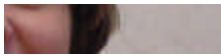
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### Important Notice from Security:

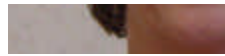
**EFFECTIVE February 7, 2003 PAY CHECKS  
WILL NOT BE HANDED OUT UNTIL 11AM EVERY  
FRIDAY. THANKS KAY**

## Meet the Manager

By: Jack Peifer Assistant General Manager



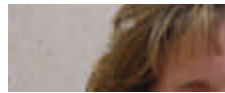
WHO, as a young girl put a plastic liner in the bed of a pickup truck and used it as her swimming pool??



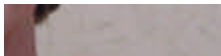
Who, is a certified, card-carrying shopoholic who was put on a budget by her "Better Half"??



WHO, graduated from Groveland High School in 1982 and was voted Miss Redneck of The Year and Least Likely to Succeed??



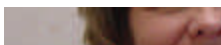
WHO, has a "Better-Half" named Rick who is now in the Transport Business and, with her guidance, of course, is doing very well??



WHO, started at FAAO in February of 1991 as an Office Clerk??



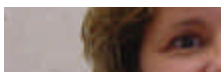
WHO uses such phrases as UCL, Float-Limit, Bank Letters, Limits Report, and Security Agreement??



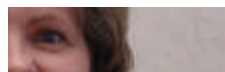
WHO, as Office Clerk for FAAO, discovered a teensy-weensy-itsy-bitsy baby black snake under her desk and completely freaked out??



WHO has the reputation of being "So-Nice" that we can't even get her own employees to say something bad about her??



WHO, when in deep thought, constantly doodles with her hair??



Who made all of FAAO proud when she was named Credit and Collections Manager of 2002 for **All Of Manheim!**?



WHO, in her younger, wilder days drove a jacked-up knobby tired, god awful Ranger pickup truck complete with the Confederate Flag and Whip Antennas??



Of Course, it's Denise Milano... not bad for a little redneck girl from Groveland! We are fortunate and proud to have the best Credit and Collections Manager in the whole Manheim organization as our friend and co-worker.



Who, has a 3 1/2 year old daughter named Alyssa, who is the light of her life??

## Selling Your Identity

By Noah Johnston of Arbitration

"I have just learned that the Department of Motor Vehicles (DMV) is authorized to give out (sell) your personal information to anyone: Name, DOB, phone number, address, SS#, Medical disabilities, etc. with no problem and this is a way for your identity to be stolen.

You can go to the State of Florida web site and block the DMV from passing on any of your information. Go to the link below and click

on line driver license check to verify if your driver's license is valid, once it verifies that your license is valid or not it will let you know whether or not your license is blocked and it will give you the opportunity to block it at that time by following the instructions.

Please pass this information on to your loved ones."

<http://www.hsmv.state.fl.us/>

I was just at the FL motor vehicle web site and confirmed that my personal information is BLOCKED.

# Employee Discounts

Join us at the West Orange YMCA for your New Year's Resolution!

- Wellness Center
- Spinning
- Group Exercise
- Child Development
- Youth and Adult Sports
- After School Programs
- And more!



West Orange YMCA  
100 Windemere Rd.  
Winter Garden, FL 34787  
(407) 656-6430

Present your FAAO Employee ID Card for additional savings!

Photo ID Required  
Must be 16 years of age.

Perkins in Ocoee offers a 10% discount to any employee when you show your Id Badge.

## Special Camping Coupon!

**For Florida Auto Auction of Orlando Employees**

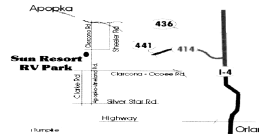
- 1 Night Stay -----No Charge
- 2 Nights Stay -----No Charge

**Bonus!**

Additional nights available at \$10.00 per night!  
Maximum stay under this promotion is 7 nights.

**Details of Participation**

- 1) Please call first and make reservation at 407 889-3048
- 2) In most cases, full hook-ups are available on this promotion for RVs.
- 3) Subject to availability. Some limitations do apply.



From the Florida Turnpike take Exit 267 to Hwy. 50 East 1.8 miles to Clarke Rd., then north (left) 1.5 miles to Silver Star Rd. Proceed east (right) 1.3 miles to Apopka-Vineland Rd.(Clarcona Rd.) then north (left) 4.1 miles to resort.  
From I-4 take Exit 48 west 6.5 miles to Sheeler Rd. South (left) on Sheeler for 2.8 miles (sharp right curve) to traffic signal then south (left) 2 mile to resort.

**407 889-3048**

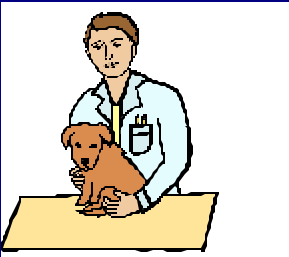


3000 Clarcona Rd. #99  
Apopka, Florida 32703  
407 889-3048  
sunrvresorts.net

**Helping Kids Thrift & Gift** is a non profit organization that provides funding to non-profit organizations such as **The Children's Wish Foundation** and **The Center For Grieving Children**. The thrift store located in the Furniture Shopping Center across from Perkins on Hwy 50 and Maguire will give a 10% discount on all merchandise to any FAAO employee who shows their FAAO employee ID Card.

Donations of furniture, gift items, housewares and clothing are needed and greatly appreciated as are the volunteers who donate their time.

For more information or to schedule a pick up, call 407-648-8393 or stop by the store between the hours of ten to five.



**Lake Olympia Veterinary Clinic** located on East Silver Star Road in Ocoee, offers a 10% discount to any employee when you show your Id Badge.



**Marco Anthony** located on Maguire Road in the Publix Shopping Center, offers a 15% discount to any FAAO employee when you show your Id Badge.

**LEARN TO DIVE !!**  
SOUTH LAKE DIVERS



- Specializing in Dive Travel
- Classes available to meet your schedule



With Florida Auto Auction ID- receive 10% off of Scuba Certification Class & Skin Gear

450 East Hwy. 50  
Ste #6  
Clermont, FL 34711



Tel: (352) 536-9600

Naui Worldwide Member

**Guanajuato Grill** located on Story Road offers a 10% discount to any employee when you show your Id Badge.

**LET PHIL MAKE FOR YOU:**

- Adirondack Chair
- Adirondack Foot Stool
- Matching Table
- Hope Chest
- Toy Chest
- Shadow Box
- Benches
- Shelf for bathroom or kitchen vanity
- Shelf for above door or windows



Call Phil Fiedler  
407-656-4024  
E-Mail: [PhilFiedler@AOL.com](mailto:PhilFiedler@AOL.com)



**Longhorn Steakhouse** on West Colonial Drive in Orlando, is offering a 10% discount to FAAO Employee's only when you show your ID Badge. (for employee only, does not include guest)

## HR Corner

By: Lisa Kirk of Human Resources

### 401K

#### Wait before you take a loan

Currently, if you apply for a loan from your Savings Plus 401(k) account:

You must have repaid any previous loan and two years must have passed since you initiated a loan. In addition, effective March 1, 2003 you must wait at least 30 days after Vanguard has received your final loan payment before you may request a new loan. Keep in mind that your 401(k) account is designed to help you save specifically for your retirement. If you're considering a loan from your 401(k) account, be sure to consider the impact to your long-term savings potential.

### INSURANCE – Finding A OpenChoice PPO Doctor

Whether you are looking for a family physician, searching for a specialist, or trying to locate a pharmacy convenient to your office, the right match is important.

If you are enrolled in the Cox Medical Plan/OpenChoice PPO, you may find a participating doctor, dentist or medical facility by going to [www.aetna.com](http://www.aetna.com) and choosing the DocFind feature from the Quick Tools menu.

To find a pharmacy, use the same DocFind feature and when prompted to select a plan type in Step 3, choose "General Card Programs."

### PROTECTING YOUR PERSONAL INFORMATION

Identity theft is one of the fastest growing types of crime and was the leading consumer fraud complaint reported to the Federal Trade Commission in 2001. Concerns over privacy issues in general are increasing.

Precautions are being put in place to help protect your personal information. A recently enacted California law, for instance, prohibits some of the more common – but dubious – uses of Social Security numbers. The law bans businesses from publicly posting Social Security numbers, printing them on identification cards or including them on most material mailed to customers.

In addition, the federal government has mandated new protections for the privacy and security of your medical information under the Health Insurance Portability and Accountability Act (HIPAA).

To comply with the California law and the requests of many of its customers Aetna has ceased printing Social Security numbers on high-volume correspondence, effective January 1<sup>st</sup>. That means that explanations of benefits (EOBs), reimbursement and disability checks, pre-certification and dental benefits pre-determination letters and the like will no longer display your Social Security number, even if you reside outside California. Your Social Security number will be removed from your medical and dental insurance ID cards, and you'll receive a new number in its place. Because of the enormity of such an undertaking, this won't happen until January 1, 2004.

If you would like to learn more about protecting your privacy, visit one of the Web sites listed below:

Privacy Rights Clearinghouse	<a href="http://www.privacyrights.org">www.privacyrights.org</a>
Federal Trade Commission	<a href="http://www.ftc.gov">www.ftc.gov</a>
Privacy.org	<a href="http://www.privacy.org">www.privacy.org</a>

### HOLIDAY PARTY

If you have any ideas for a December Holiday Party please submit them to your Manager.

### CONGRATULATIONS TO OUR NEW MOTHERS AND GRANDMOTHERS

Congratulations to Michael Velasquez in the Lease Department. He is the proud father of a new baby boy named Noah Michael. He was born at 6:02 a.m. on 02/11/03, weighed 8lb. 6oz and was 21" long.

Congratulations to Patrica Rockerfeller on the birth of her grandson, Edrick D. Jackson born on 1/9/03 and weighed 7 lb. 14 oz.

### CONDOLENCES

Our condolences go out to the family of Norma Madden. Norma lost her son in a tragic motorcycle accident January 31st. Norma has worked at FAAO since September of 1982 and currently works in Accident Investigations.

Life is a Picnic at *Bala Sands*  
**Brand New Luxury Apartment Homes**  
 Enjoy amenities such as controlled access gates, direct access garages, complete athletic center, swimming pool, spa and resident business center. Interior features include garden bathtubs, full size washers and dryers, built-in microwaves, and 9-foot ceilings with crown molding.

**Congratulations to Employees of Manheim Auto Auction!**

- you will receive 1/2 off of the security deposit
- a discount on Lincoln Guest Suites
- your choice of \$100 gift certificate from one of our neighboring stores or restaurants
- 2 months free rent on two and three bedrooms / 1 month free on one bedrooms

Call us today for a personal tour of our brand new property!  
**8008 Bala Sands Blvd. Orlando, FL 32818**  
**(407) 253-3811      www.lincolnapts.com**



**Sprint** EMPLOYEE DISCOUNT PROGRAM

Your Company Discount is now **20% off of your monthly charges on any available plan as long as you are a customer!!!**

Employees can place your order at **1-888-248-8355**

Be sure to ask for the **COX ENTERPRISES** discount!!  
 We have new offers all the time so call for current phone and plan pricing!!

**Get a \$20 Referral Credit**

- Refer a friend, family member or co-worker to Sprint PCS for this promotion and receive a **\$20 service credit!** (Up to 10 referrals each 30 day period)
- Your friend will also receive a **\$10 service credit!**
- Refer multiple people and earn even more! (up to 10 each month!)

**How it works:**

1. Refer your friend to Sprint PCS.
2. Your friend purchases a Sprint PCS Phone from the 3 stores.
3. Your friend activates service.
4. To receive the service credit, dial **490-14733** from your Sprint PCS Phone and follow the voice prompts. You'll be asked to provide your Sprint PCS Phone Number and your friend's phone number.

**Sprint** Sprint PCS Clear Wireless Workplace® **Sprint PCS**

**manheim's**  
**FLORIDA**  
**AUTO AUCTION OF ORLANDO**

**ONLINE APPAREL STORE**

**Purchasing**

All Items are sold on the Internet Only.  
 Sample Items can be viewed in the Sales & Marketing Office.  
 Items are sold at cost plus sales tax.  
 All purchases are on a Credit Card basis Only.

**Shipping & Delivery**

Any order placed prior to 4:00pm on Friday can be picked up the following Tuesday in the Human Resources Department.  
 Or  
 Items can be shipped directly to you with an additional Charge.

**Directions**

Simply go to [www.FloridaAutoAuction.com](http://www.FloridaAutoAuction.com)  
 From the home page select "Get FAAO Apparel"  
 Select "Start Shopping"  
 All Questions can be directed to the Internet Department ext.5287



## March Birthdays

Happy Birthday to all of our Employees celebrating their birthday this month.

Day	Name	Dept.	Day	Name	Dept
1	Basinski, Dianne	Internet	14	Simmons, Ronald	Drivers
1	Manke, John	Drivers	14	Voss, Ronald	Block
1	Vincent, Frank	Drivers	16	Brockington, Ralph	Traffic
3	Caldwell, Bill	Limo	16	Tomarelli, Traci	Internet
3	Franus, Joseph	Drivers	17	Barrows, Stephen	Drivers
3	Leath, Norman	Limo	17	Beard, William	Factory Sales
4	Henry, David	Drivers	17	Kaiser Jr, John	Safety/Security
4	Schneider, Bud	Drivers	17	Osborn, Geneva	Registration
5	Farnetti, Kathy	Drivers	18	Cottrill, Amy	Block
5	Fries, Stanley	Drivers	18	Messinger, Glenda	Dealer Sales
5	Fuller, Nancy	Operator	19	Arp, Charles	Security
5	Johnson, Randy	Security	19	Delia, Peter	Factory Sales
5	Lowery, Timothy	Security	19	McCluskey, Joseph	Drivers
6	Gevers, Gloria	Drivers	20	Croft, Lesley	Transportation
6	Mensah, Paul	Security	20	Kiskadden, Charles	Drivers
7	Alsept, Rose M.	Drivers	20	Rice, Catherine	Sales & Marketing
7	Guzman, Thomas	Drivers	20	Rochell, Bess	Transportation
7	Haas, Linda	M.A.F.S.	20	Snyder, Albert	Drivers
8	Mayhue, Willie	Drivers	20	Weierbach, Jackie	Registration
8	McNeil, Geoffrey	Systems Support	20	Gaddis, Linda	Drivers
8	Sommers, Sharon	Drivers	21	Nellis, Richard	Drivers
9	Vaughan Jr., Walter	Drivers	21	Cutcher, Barbara	Sales & Marketing
10	Barnett, Joyce	Factory Sales	22	Upman, Robert	Drivers
11	DiBiasio, Jacqueline	Factory Sales	22	Difrancesco, Roseanne	Traffic
11	Faircloth, Marion	Maintenance	23	Huttel, Theresa	Special Payments
11	Faison, Nancy	Block	23	Souza, Dorothy	Fleet/lease
11	Kiser, Kristi	Dealer Sales	24	Beehler, Rex	Limo
11	Zyck, William	Representative	25	Rogers, Horace	Security
12	Farrar, David	Drivers	25	Farmer, Jessica	Sales & Marketing
13	Higgins, Patricia	Security	26	Jones, Steven	Factory Sales
13	Huggins, Trevor	Drivers	26	Brown, Georgia	Block
13	Larkin, Dennis	Drivers	28	Stiefel, Jeannine	Credit & Collections
13	Torres, Martha	Main Office	28	Cilla, Sam	Internet
14	Bowers, Floyd	Maintenance	29	Penick, Myrtie	Titles
14	Garcia, Ronald	Limo	29	Dublanski, Ray	Maintenance
14	Gossett, Ronda	Registration	30	Cary, Patty	Sales & Marketing
14	Kowich, Fred	Traffic	31		



*Happy Birthday to all!*

## April Birthdays

Happy Birthday to all of our Employees celebrating their birthday this month.

Day	Name	Dept.	Day	Name	Dept
1	Monte, Nick	Drivers	15	Trowell, Jeff	Fleet/lease
3	Khounpraseuth, Vilay	Security	15	Zacharie, Mevency	Traffic
3	Knight, Herbert	Arbitration	16	Losche Jr, Frank	Drivers
3	Luke, Rita	Block	18	Bamforth, Warren	Drivers
5	Chaltu, Diaram	Security	18	Cannaday, Lidia	Special Payments
5	Chrzanowski, Kathleen	Block	18	Rippe, Jacques	Security
5	Harrison, Rosita	Internet	19	Hairiston, Cecil	Security
5	Jelonek, Frank	Safety/Security	19	Hitnarain, Latchman	Factory Sales
6	Hazzard, Melissa	M.A.F.S.	19	Sasser, James C	Security
6	Moore, Alfred	Drivers	21	Quiles, Louis	Drivers
6	Puskarich, Barbara	Human Resources	21	West, Joanne	Drivers
6	Rodriquez, Rene'	Drivers	23	Mitchell, Patricia	Transportation
6	Watts, Ruth	Sales & Marketing	23	Rhodes, Amy	Factory Sales
7	Alexander, Robert	Drivers	23	Watson, Sean	Drivers
7	Clay, Christine	Maintenance	24	Pascall, Gayle	Drivers
8	Franzen, Shirley	Drivers	24	Warren, A. Gayle	Block
9	Morgan, Vernon	Security	24	Wright, Thomas	Internet
10	Asher, Marjorie	Drivers	25	Smith, Jonas	Security
10	Garcia, Rosa	Sales & Marketing	25	Wright, Harold	Drivers
10	Johns, Amy	Counter Clerk	26	Bales, Diane	Factory Sales
10	Super, Jane	Drivers	26	Bohley, Stephanie	Accounting
11	Horne, Martha	Factory Sales	26	Felton, Jimmie	Drivers
11	Lewis, Marie	Limo	26	Garnett III, William	Security
11	March, David	Factory Sales	26	Kassa, G. Jean	Drivers
11	Mozingo, Penny	Gate Registration	26	Sandeen, Karen	Operator
12	Gosnell, Kim	Dealer Sales	27	Schoonover, Cassie	Registration
12	Pistel, Sheryl	Internet	27	Witt, Daniel	Registration
12	Webber, Charles	Drivers	28	Cox, Robert	Drivers
13	Bennett, Bruce	Drivers	28	Kennedy, Gerald	Fleet/lease
13	Burke, Amy	Factory Sales	28	Knof, Robert	Block
13	Smith, James	Drivers	28	Medina, Sandra	Sales & Marketing
14	Watts, Gene	Accounting	29	Seltzer, Myron	Drivers
15	Ervin, Robin	Registration	29	Wentzel, Phyllis	Operations
15	Garrett, Sandra	Titles	30	Stockdale, Carol	Dealer Sales

*Happy Birthday to all!*



## How Important Is Security?

By: George Porter of Security

Let's take a look at exactly what Security does at the auction. They have to check everyone's I.D.'s from dealers to employees to transporters and all other visitors. They receive all vehicles that enter the auction. When the operators go home, Security takes all phone calls from irate dealers looking for their vehicles or their drive outs, or it may be a dealer looking for directions or information about our auction. When the jump cart guys go home they try and jump and give gas to those who need it. When dealers drop their drive outs for their transporters they have to file them and then issue them to the transporter. Tuesday is a very busy day for everyone at the auction, but in Security it is really busy. They have to check out every vehicle that was sold or not sold. So if you

think about it, if the auction ran 8,000 vehicles and sold 50% that's a lot of drive outs, license to check, trunks to check and vehicles to scan. Now you add Factory to that, Security has a lot of vehicles to check out.

They also have to scan all vehicles moving from lot to lot. We all know how frustrating those scanners can be. If they are not scanning the vehicles, they won't know where the vehicles went.

Now at 2am when most people are home sleeping they are patrolling the fences and the Hayfield, Snake pit, Internet lots so no one will try and jump the fence and steal any vehicles or do any vandalism. We know a lot of times it is quiet, but it is a tough job. If you think about it, Security is responsible for millions of dollars of vehicles.

Also think that they do this in all kinds of weather. In the summer they have to deal with the heat and rain; wintertime they have the cold weather. They know other departments do work in the elements also, but Security is here at the auction 24-7, 365 days a year. Those in Security try to do the best job they can. So sometimes they might miss a few things that will get through their legs. Like I said, if you really look at the job Security does, it's not just Security. They do a little bit of everything. They try to stop people from speeding, they lock and secure all buildings, and when the transporter breaks a hydraulic line we clean that up as well. So how Important is Security really???

## I Believe

- That our background and circumstances may have influenced who we are, but we are responsible for who we become.
- That you should always leave loved ones with loving words. It may be the last time you see them.
- That you can keep going, long after you can't.
- That either you control your attitude or it controls you.
- That money is a lousy way of keeping score.
- That it isn't always enough to be forgiven by others. Sometimes you have to learn to forgive yourself.
- That two people can look at the exact same thing and see something totally different.
- That credentials on the wall do not make you a decent human being.
- That the people you care about most in life are taken from you too soon.

## Healthy Food Shopping Dos and Don'ts

**DO** view nutrition labels. Remember: any food called "healthy" needs to contain at least 10% of the Daily Value for one of several important nutrients (in addition to being low in fat, saturated fat, sodium and cholesterol). Bet you didn't know: This is called the "jelly bean rule", since jelly beans have zero fat, sodium or cholesterol – but no nutrition.

**DON'T** forget fiber's finest. Load up on whole-grain breads, rolls and cereals, as well as brown rice and dried beans.

**DO** go for the greenest. When buying

salad greens, select those deepest in color – dark greens and reds. Why: The dark color means beta-carotene and other carotenoids, vitamin C, folic acid, calcium and other nutrients are present.

**DON'T** dismiss frozen produce. Some frozen fruits and vegetables contain just as many nutrients as fresh produce – sometimes more. Example: According to one study, frozen green beans have about twice the vitamin C as fresh beans that sat on display and in a refrigerator for nearly a week.

**DO** take care with TV dinners. Choose

frozen meals that contain less than 10 grams of fat the least amount of sodium and cholesterol.

**DON'T** pass up pasta. It's high in protein and contains B vitamins and iron.

**MORE DOS:** Never shop on an empty stomach. Choose fruit "juices" instead of "drinks". Buy skinless poultry. Remember that a standard serving of meat or fish should fit on a pack of playing cards.

## Sons In The Service

By: Joe Franus of Operations

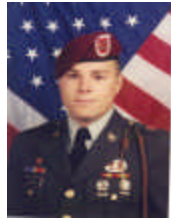
In our on-going effort to keep you informed about FAAO family members serving in the military, we'd like to add a few more.



Pvt. Jacques Dubois Hopkins is the son of Ardell Hopkins of Outside Operations. Jacques has recently completed boot camp training at U.S. Marine Camp Lejeune, NC. He

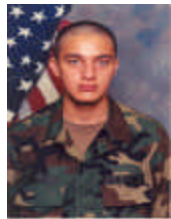
was scheduled to ship out to Japan on February 14, but instead received orders to report to Beauford, SC where he will do duty with Logistics Operations. His mother, Ardell, started with FAAO in December 2000 as a driver and her part-time job includes driving, traffic and helping out in the "Snakepit" vehicle storage area. She and her husband Steve have been married 20 years and share the responsibility of raising four kids (two from a previous marriage) ages 14, 25 and 27 and Jacques, 19, now in the Marines. Also, they have 4 grandchildren. They are especially proud of their son in the service because of his strong desire to serve and fight if necessary, to defend the freedoms we all enjoy. Jacques exemplifies the true American spirit, which will help bring peace to our nation and to a highly complex and troubled world. God bless Jacques Dubois, his fellow Marines and all our service-

men and women around the world.



Bill Colburn, Operations Lot Supervisor is real proud of his boy Brad, age 26, who after graduating Colonial High School (Orlando) in 1995 and completing 3 years ROTC training,

enlisted in the U.S. Army. He was accepted for Airborne School at Ft. Benning, GA, where he received his Airborne Wings. He was stationed with the 82<sup>nd</sup> Airborne unit at Fort Bragg, NC, then transferred to the 173<sup>rd</sup> Airborne Squadron in Vicenza, Italy, where he spent 2 years before returning to Ft. Bragg. He has just been shipped out to Kuwait. The young lad has traveled a good bit already and we're sure each new assignment is a new adventure for him. Our prayers go with Brad for safety oversees and for a safe return home.



Andy Gatica



Byron Gatica Jr.

Another proud parent is Byron Gatica,

Front Gate Security who's been with FAAO since 1998 and who, along with his wife Mitci have two sons in the service and a daughter at home. The oldest son, Andy, 23 graduated from West Orange HS in 1998, then joined the U.S. Army and is on his 2<sup>nd</sup> tour of duty in South Korea. Byron Jr., 19, after graduating High School, joined the U.S. Marines. He completed boot camp at Paris Island in September 2002 and is currently stationed at Camp Lejeune, NC. Daughter Verali, 13, is a student at Ocoee Middle School and is very much interested in the ROTC program.



Left to Right: Mitci, Andy, Verali and Byron Sr

We are very proud of our youth who have the dedication and desire to keep America strong and free.

## Malpractice Insurance

By: Louis Fazio, Jr. Community Relations Manager

I thought everyone should know what state our medical community is in, not only in West Orange County, but the entire state of Florida.

If the current trend continues there won't be any doctors in the state of Florida to deliver babies.

According to Richard Irwin CEO of health central hospital the entire OB graduating class will be leaving the state due to the high cost of mal-practice insurance. Since 1999 we have had three emergency rooms close. Princeton closed entirely, ORMC Lucerne closed

and most recently Winter Park Hospital will be closing its emergency room.

You might ask what does this mean to me as a employee of FAAO? Imagine the following scenario, you or a loved one are involved in an accident, you are two blocks from the Winter Park Hospital. However they have no emergency room, and the closest hospital is Florida hospital at Rollins. Within that time period you go into cardiac arrest and when you arrive at Florida Hospital Rollins, you are pronounced DOA. I know this example is a little dramatic, but this

could happen to you under current conditions.

What can we do to change it? We can be informed. Please refer to the following web site [www.healfhealthcare.org](http://www.healfhealthcare.org)

If you do not have access to the internet, please see Louis or Ken in the Community Relations office for a post card which has been pre-addressed to our legislators. I appreciate your time and attention to this matter.

## A Day Off

So, you want the day off!  
Let's take a moment to look at what you are asking for.  
There are 365 days available for work.  
There are 52 weeks per year of which you already have 2 days off each weekend leaving 261 days left available for work.  
Since you spend 16 hours each day away from work that accounts for 170 days

there are 91 days left available for work.  
You spend 30 minutes each day on breaks, that accounts for 23 days each year, leaving 68 days available for work.  
You spend 1 hour a day at lunch, that accounts for another 46 days per year leaving 22 days available for work.  
You spend 2 days per year on sick leave, leaving 20 days available for work.

You take 9 holidays per year leaving 11 days available for work.  
You take ten days vacation each year, leaving 1 day left available for work and – NO WAY – are you going to take that day.

## Traffic Control

Submitted by: Joe Franus of Operations



**Bernice Taylor**

Do you resent someone telling you where to go? Well, here at FAAO, especially on Sale day, we have people who are authorized to tell you where and when to go.

Keeping thousands of vehicles moving smoothly on Sale day is quite a chore and those strategically positioned persons in orange vests are there for that very purpose. Rain or shine and in chilly or hot weather, they're out there doing their job, and it behooves all drivers to pay close attention to the traffic person when driving to the block and returning to the parking lane.

Traffic control is a function of Outside Operations, under the supervision on Eric Roberts, one of our 3 Lot Supervisors. He gathers all traffic personnel just prior to the sale for instructions concerning traffic patterns and personnel assignments. Lot Supervisors Bill Colburn and Ray Gunsaulley also share traffic duty in overseeing traffic flow in tight or "problematic" areas. And Bernice Taylor is the coordinator and "troubleshooter" who monitors traffic peoples' performance, needs or com-

plaints regarding driver violations such as speeding or showing disrespect to the traffic person.

We commend all our traffic people for their effort and concerns about driver safety especially on sale day, the busiest day of the week.

And now a work from Bernice:

"I'd like to reiterate what Joe just said because it's so important. I would truly like to thank my traffic team for a wonderful job that they have been doing. I also want to welcome all my newcomers and let them know that they are doing a wonderful job and are very quick to learn. We just want to ask everyone (employees & temps) to please work with us.

We are just like the mailman, no matter what the weather may be; we have to be out there for your safety and ours. So please do us a favor and just work with us and obey, please. Please keep driver's windows down, radio off and seat belts on. We need the lane leaders to please ask their drivers to watch and listen to the traffic people.

I would also like to thank Jean Robinson for being my assistant and being there when I can't. Let's have a safe day every time we are out there.

A special thanks to all my regulars:  
Bernice Taylor  
Leon Costley

Fred Kowich  
Mevency Zacharie  
David Boone  
David Dillman  
Leon Kazanji  
Ardell Hopkins  
Robert Mowrer  
Robert Filippello  
Rosemarie Smith  
Jean Robinson  
Jennifer Cleek  
Ralph Brockington  
Sherman Pierce  
Carla Griffin  
Bob Kociban  
Janet Rock  
John Meister  
Roseann DeFrancisco

In addition to her sale day traffic responsibilities, Bernice is responsible for the Monday night crew (12:30 pm – 2 am) whose job is to drive late in-coming sale vehicles to designated areas on property to help relieve congestion in the takeaway area.

Also, last but not least, we appreciate those early birds who are on the job before some of us are out of bed – our Tuesday morning parkers in the Employee parking lot: Dan Hays, James Slay, Jack Geesey, Jack Griffin and William Bamforth. Thanks, guys!

## Thought For The Day

- |  |  |  |
|--|--|--|
| <ol style="list-style-type: none"> <li>1. Find pleasure in simple things.</li> <li>2. Make the most of your circumstances.</li> <li>3. Don't take yourself too seriously.</li> <li>4. Know that you can't please everybody.</li> </ol> | <ol style="list-style-type: none"> <li>5. Be yourself. Don't let others set your standards.</li> <li>6. Do things you enjoy doing.</li> <li>7. Don't borrow trouble.</li> <li>8. Avoid people who make you unhappy.</li> </ol> | <ol style="list-style-type: none"> <li>9. Develop many interests.</li> <li>10. Keep busy at something.</li> <li>11. Don't brood over sorrows and mistakes.</li> <li>12. Do what you can for others.</li> </ol> |
|--|--|--|

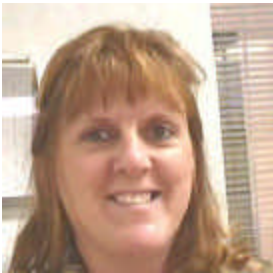
## Hideaway

By: Victor M. of Operations

<p>Breathless breath Escapes the heart Withers beyond afar In the dark Life takes hold</p>	<p>Where it must Borne out of stars This sacred trust Fired in furnaces Handed to hand</p>	<p>Unwary desire Buried in man A time sometimes This vision besets A touch be helpless</p>
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## More About Outside Operations

By: Joe Franus of Operations



Missing from the Outside Operations group photo which appeared in the last issue of Point of View was one of

Judd's staff members whose job is more of an "inside operation", but so vital to our "outside Operators". Gloria Gevers is stationed in her own cubicle located in the block (lane 8). I'm not certain about her job's official title but these are some of her responsibilities:

- Assign vans to the crew leaders
- Assign the intercom radios to operations personnel who require them
- Assign battery jump boxes to crew leaders as needed

- Issue dealer tags and passes to the crew leaders as needed for off-property assignments
- Accommodate HR's requests for qualification approval of new driver applicants
- Helps to dispatch "can't find" personnel with the assistance of Toni Creekmore and Michelle Pentz
- Facilitates servicing and maintenance of Outside Operations vans.

There are other duties that she handles including many phone calls throughout her workday. Asked how she manages to keep up with her "busy-ness", especially on sale days, she says, "hey, I'm here to help people and I love it." Great attitude!

Gloria started with FAAO almost 13 years ago (1990) as a part-timer and went full-time 6 years later, having worked in various departments. On weekends, she enjoys hunting, fishing, attending outdoor sports events and going to the beach. Prior to FAAO, she worked on a horse farm which adjoined FAAO property on the east side and which eventually was purchased and transformed into the transporter vehicles lot.

## Your Guardian Angel

Do you know someone who has been out awhile? Let us know and we will add them to our Guardian Angel list.

We would like to wish the following employees a speedy recovery and a safe return. You all are missed here at FAAO.

Anneta Allen  
Elaine Glisson  
Leon Kazanji

If we have missed anyone, please accept our apologies. We truly did not do it on purpose.

## Giving When It Counts

Many years ago, when I worked as a volunteer at a hospital, I got to know a little girl named Liz who was suffering from a rare and serious disease. Her only chance of recovery appeared to be a blood transfusion from her 5-year old brother, who had miraculously survived the same disease and had developed the antibodies needed to combat the illness.

The doctor explained the situation to her

little brother, and asked the little boy if he would be willing to give his blood to his sister. I saw him hesitate for only a moment before taking a deep breath and saying, "Yes, I'll do it if it will save her."

As the transfusion progressed, he lay in bed next to his sister and smiled, as we all did, seeing the color returning to her cheeks. Then his face grew pale and his

smile faded. He looked up at the doctor and asked with a trembling voice, "Will I start to die right away?"

Being young, the little boy had misunderstood the doctor; he thought he was going to have to give his sister all of his blood in order to save her. You see, after all, understanding and attitude are everything.

## The Safety Zone

By: Larry Smith of Safety

## So, You Think Safety Meetings Are Dull and Unnecessary



If you think safety meetings are boring, you haven't had to stay home recovering from a workplace injury.

Safety meetings don't have to be dull. Participate enthusiastically in the meeting and you'll be surprised at what you can get out of it.

Well-run safety meetings are an important part of the accident prevention program in your workplace. When you contribute to the safety meetings, you contribute to your own safety and that of your fellow workers.

Sometimes it can seem like safety meetings are just an interruption or an inconvenience during a busy workday. We all have schedules and production quotas to meet, but no workplace standard is more important than safety.

A safety meeting is similar to other things in life – you get out of it what you put into it.

Here are some ideas for active participation in your safety meeting:

- Be flexible enough in your work scheduling that you can always take time to talk about safety.
- Be on time for the meeting. Help settle everyone down to pay attention to the speaker. Encourage the meeting leader to start the meeting at the scheduled time; stragglers will get the idea and be on time for the next one.
- Pay attention. Think of how the topic applies to your work area. If the topic under discussion happens to be flammable liquids, think of which ones are present in your work area. It is often a good idea to conduct the meetings right in the work area, as it is easier to visualize the hazards being discussed.
- Even if the topic seems like old news, listen anyway. Use the safety meeting as a chance to review your safety knowledge if you are an experienced worker. You just might learn something new.
- Ask questions. There is no such thing as a stupid question. If you don't understand something, chances are your fellow workers don't either. Do everyone a favor and ask for clarification.
- Volunteer to take part in the meeting. You can demonstrate safety techniques as the meeting leader describes them. You can even volunteer to lead the meeting.

- Set a good example, especially for new and young workers, by being attentive and enthusiastic. There are workers who look to you for leadership; let them know safety is important to you.
- Keep an eye on new workers to see if they are grasping the topic. Take the time to help them understand or help them find someone else to ask. If there are language or literacy differences in your work crew, help make sure everyone understands the information.
- Help come up with topic suggestions for future meetings by observing hazards or unsafe practices, or by noting areas where there seems to be a lack of safety understanding. There should be an opportunity at each meeting to talk about any safety concerns relating to your work area.
- Help keep the discussion on track. A safety meeting is not the occasion for airing general complaints or rehashing last night's game scores.
- However, safety meeting can be fun. Using your sense of humor can help communicate safety concerns.

You haven't seen boring until you have been off work with an injury. Avoid this situation by participating enthusiastically in safety meetings!



## Tater People

Submitted by: Anneta Allen of Lease



Some people never seem motivated to participate, but are just content to watch while others do the work.

They are called "Spec Taters".

Some people never do anything to help, but are gifted at finding fault with the way others do the work.

They are called "Comment Taters".

Some people are very bossy and like to tell others what to do, but don't want to soil their own hands.

They are called "Dic Taters".

Some people are always looking to cause problems by asking others to agree with them. It is too hot or too cold, too sour or too sweet.

They are called "Agie Taters".

There are those who say they will help, but somehow just never get around to actually doing the promised help.

They are called "Hezzie Taters".

Some people can put up a front and pretend to be someone they are not.

They are called "Emma Taters".

Then there are those who love others and do what they say they will. They are al-

ways prepared to stop whatever they are doing and lend a helping hand. They bring real sunshine into the lives of others.

They are called "Sweet Taters".



## This Place Is For The Birds

By: Joe Franus of Operations

I don't mean this in a derogatory way but FAAO seems to be a 'sanctuary' for a variety of birds. For example, the OAK GRILL RAVENS that feed on any fallen crumbs in the coffee break area. And should you leave your cookies or a sandwich unattended, "swoosh", these birds will swipe your goodies.

Then there is that flock of SEAGULLS who for some strange reason take a liking to the dealer's parking lot – hundreds of them. I suppose they prefer the warm asphalt to the chilly ocean waters of Daytona Beach. They do partake in target practice around the clean car pad – bad, bad boids!

Then there are the T-BIRDS, SUN-BIRDS, and FIREBIRDS, which we welcome, especially on sale days. There is also the WHIRLYBIRD, Orange County's Sheriff Department helicopter that flies over the auction as it rises and lands on the pad very near FAAO property.

You're probably not familiar with the HUMMINGBIRDS that ride inside of

Tom Leiby's van on Thursdays. Janet and Marie entertain the rest of us as they hum any song O.J. may suggest, mostly tunes from the 50's. At times the crew joins in and we do harmonize. In fact, we've taken our talent on a road trip – between the hayfield and the snakepit. We're not sure that Tom appreciates our singing, but if he didn't, I guess he wouldn't be treating us to those big cinnamon buns at morning break time now and then.

Last but not least, we have the SNOW-BIRDS who make their pilgrimage to Florida during the wintertime. Normally many of them enjoy part-time work at FAAO. There are fewer of them this year because of the hiring freeze. We welcome those who are here. One such regular "snowbird" is Shirley Hollenbach who, along with her husband comes down from Manheim, PA. Shirley shares her story with us:

My husband and I are what you would call SNOWBIRDS. We are in PA for 6 months and 6 months in FL. We live in

our motor home year round. I work for Manheim Auto Auction in Manheim, PA during the months of May to the middle of October. Then we pack up and head to Florida. When we arrive at the end of October, I start to work at FAAO. I have been working for Manheim Auto Auctions at both locations for the last 5 years. I enjoy working at both places. There are some different working ideas between the two, but they both are great places of employment. I enjoy the people that I work with at both places. The trouble with that is, I miss the people I work with at both places when I leave.



## Cookin' in the Kitchen

Correction to recipe submitted in January / February Issue

### TRASH

Submitted by Patty Cary of Sales and Marketing

1 stick butter  
1 12 oz. Pkg. Chocolate chips  
1 cup peanut butter  
1 large box of Rice Chex Cereal  
1 box confectioners sugar

Melt first three ingredients in the microwave and stir well.

Pour cereal in large bowl and then microwave mixture. Toss well until coated. Let cool.

Pour confectioners sugar over mixture & toss well again!

Ready to eat. Enjoy!

### SAUSAGE BALLS

Submitted by Kathryn Ramsey of Operations

1 lb. ground sausage  
1 lb. grated cheddar cheese  
3 cups Bisquick

Blend ingredients and form into balls. Place close together on baking sheet. Bake 15 minutes @325 degrees.

### PEANUT BUTTER COOKIES

Submitted by Pat Dozier of Operations

1/2 cup white sugar  
1/2 cup brown sugar  
1/2 cup butter (1 stick)  
1 cup peanut butter, smooth  
1/2 tsp baking soda  
1/2 tsp vanilla  
1 egg  
1/2 tsp salt  
1 1/2 cups all purpose flour

Mix first 3 ingredients, until smooth.

Add egg, peanut butter and vanilla.

Combine soda, salt and flour; mix with above ingredients. Blend well.

Roll into 1 1/2 to 2 inch balls and place on a greased cookie sheets.

Flatten each with the tines of a fork. Bake at 375 degrees for 15 minutes.

Do not over bake

### PUMPKIN DESSERT BREAD

Submitted by Kathryn Ramsey of Operations

3 cups self-rising flour  
3 tsp. cinnamon  
2 cups sugar  
2 cups pumpkin  
4 eggs, beaten  
1 1/4 cups vegetable oil  
1/2 cup nutmeats

Mix all dry ingredients in a large mixing bowl. First add oil, eggs, pumpkin and nuts; stir with a spoon. Pour into loaf pans that have been greased and floured. Bake at 350 degrees for 1 hour. Makes 2.

### ORANGE HAYSTACKS

Submitted by Kathryn Ramsey of Operations

1 lb. white chocolate chips  
1 tsp. vegetable oil  
1/3-cup mandarin orange juice  
1 can Chow Mein noodles  
1 cup shredded coconut, toasted

In large saucepan, over very low heat, melt chips with oil, stirring constantly, until mixture is smooth. Stir in remaining ingredients until noodles are well coated. Remove from heat. Drop by tablespoons onto plastic wrap.

### Cranberry Chicken

Submitted by: Bruce Bennett of EMT / Operations

4 chicken breasts  
1 can whole cranberries  
1 pkg Lipton Dry Onion Soup Mix  
1 small bottle French salad dressing

Combine ingredients; pour over chicken in a casserole dish. Bake 350 degrees and bake 30 minutes. Serve over noodles.

### JOE'S FOOT WARMER CORN CHOWDA

Submitted by Joe Couture of Safety / Security

This recipe came to me through at least 3 generations of Grandmothers. I make this dish primarily in the winter. New England winters can be cold. The kids used to say that one bowl of this chowder for supper would keep your feet

warm all night. Have it with your favorite bread and don't be shy about dipping.....

1/2 pound thick sliced bacon (as lean as possible)  
(salt pork is the traditional way but I like it better with bacon, lean salt pork is difficult to get unless you make your own)

3-4 medium onions (chopped coarse)  
6-8 potatoes (washed, skin on, cut into large bite sized pieces)

4 tbs. butter or margarine (again, Nanna made her own butter)

1 1/2 tsp. Salt

3 15oz cans creamed corn (your favorite brand, of course, Nanna made her own from her own home grown corn)  
3 15 oz cans whole kernel corn (drain liquid) (see note above for cream style)

3 12 oz cans condensed milk, (you can substitute 1 to 2 pints of Half & Half if you don't like canned milk.)  
(Nanna used whole milk straight from the cow)

Fresh ground black pepper to taste

Cut the bacon into squares about 1" X 1" and toss it into a large, preheated pot, (if the pot is heated the bacon won't stick). Cook stirring occasionally until just before it starts to crisp. Drain the bacon grease and discard. (don't be too fussy about trying to get it dry) Add the chopped onions, potatoes, salt and **barely** cover with water. Bring to a low boil and cook until potatoes are barley tender. Stir in the creamed corn, and whole kernel corn and bring it back to a very low boil. Stir in the condensed milk. Cut the butter into pats and drop onto the surface, do not stir at this time. Cover the entire surface of the chowder with black pepper as lightly or as heavily as your pallet permits. Cover the pot and let it rest for about half an hour. Stir and serve in large bowls with chunks of fresh baked bread (for dipping). Serves 10 to 12 people (leftovers freeze well) Beware when reheating not to bring the temperature over about 160 degrees or the milk will curdle.

## Spring Comes To The Auction

By: Janet Rock of Operations

After many weeks of pre-dawn shivering in the early hours of Tuesday mornings readying for the auction, Spring is longed for, wished for and as welcome as the paychecks on a Friday.

Spring brings plans of planting and the cleaning up of the debris that old man winter has left in his wake. Here at the auction, I have watched the progress of the maintenance crew planting the trees and shrubs around the outside perimeter of the property and want to comment on the nice job. I am looking forward to seeing the trees grow to provide a pleasant view as well as shade and environmental benefits. While on the subject of the maintenance crew, I like the new look of the auction floors, the new construction of the auctioneers cubicles and want to give a back pat to Hector and all the maintenance people who work to improve and maintain a nice environment to work in.

Gloria has also been doing a good job of getting the vans cleaned and fixed. The vans are our home away from home for at least eight hours a day. It is too bad that most of us who do pick up after ourselves have to pay for those people who didn't and forced the rules of no eating or drinking on the vans.

For the college age crowd spring brings thoughts of spring break. Fun in the sun at the beaches

along the coasts, partying with friends, flirting with the members of the opposite sex and all the fun things that springs promises to the young in heart as well as the young in age. Brooke Caraway and her friends are planning their high in the sky adventure and invite all who want to sky dive to join up with them for a thrill of a life time. Wish I were going too. John and I will be going up in a hot air balloon sometime in April, not quite as daring as sky diving, but a thrill that I have dreamed about for many years. Having John to share it with adds to the anticipation of drifting through the quiet early morning sky.

Spring also celebrates St. Patrick's Day with the wearing of the green and being Irish in heart if not in heritage.

In the year 1500, a teenage Britain boy named Patricius was kidnapped from his wealthy parents' home and was taken to Ireland where he stayed for six years as a slave. He escaped and went back to Britain but later returned to Ireland convinced that God wanted him to convert the entire country of Ireland to Christianity. As he roamed the land working and sharing with the people his own love and growing deeper understanding of God's love, legends about him began to sprout up and grow. His mission in Ireland lasted for thirty years until he died on March 17, 46. He is not only a saint of the Catholics or the Irish.

Many people regardless of nationality or religion join the Irish in celebrating the life and faith of a young man who came to be known as St. Patrick.

The first St. Patrick's day parade was held in Boston in 1737 and is still a big event for the Irish people of Boston. Dropping a three leaf clover into whiskey is known as the drowning of the shamrock. It is then picked out and eaten to give one a sweeter breath. Boy, can those Irish throw the Blarney.

Amid all the fun and celebrating is the devotion paid to a man who became a saint because of his conviction of God's love and his calling to share that love with a people who once enslaved him and later won his heart. The following is a St. Patrick's Day prayer, origin is unknown:

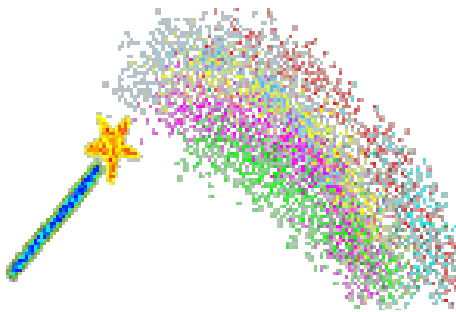
This day I call to me  
 God's strength to direct me  
 God's wisdom to guide me  
 God's power to sustain me  
 God's vision to light me  
 God's ear to my speaking  
 God's word to my hearing  
 God's hand to uphold me  
 God's pathway before me  
 God's shield to protect me  
 God's legions to save me

May you celebrate St. Patrick's Day with the wearing of the green, a song on your lips and a prayer in your heart.

*We have a Question for the month, "Did Joe  
 (from the Lease Department) make it home on  
 Saturday Night ,after the Hop?"*

# Dusting

Submitted by: Anneta Allen of Lease



"A house becomes a home when you can write "I love you" on the furniture."

I can't tell you how many countless hours that I have spent CLEANING!

I used to spend at least 8 hours every weekend making sure things were just perfect -"in case someone came over".

Then I realized one day that no one came over; they were all out living life

and having fun!

Now, when people visit, I find no need to explain the "condition" of my home.

They are more interested in hearing about the things I've been doing while I was away living life and having fun. If you haven't figured this out yet, please heed this advice.

Life is short. Enjoy it! Dust if you must, but wouldn't it be better to paint a picture or write a letter, bake a cake or plant a seed, ponder the difference between want and need?

Dust if you must, but there's not much time, with rivers to swim and mountains to climb, music to hear and books to

read, friends to cherish and life to lead.

Dust if you must, but the world's out there with the sun in your eyes, the wind in your hair, a flutter of snow, a shower of rain. This day will not come around again.

Dust if you must, but bear in mind, old age will come and it's not kind.

And when you go -- and go you must -- you, yourself will make more dust!

It's not what you gather, but what you scatter that tells what kind of life you have lived.

# FAAO's Sock Hop

By: Amy Wimberly and Jennifer Caraway of Internet



Tony and Jennifer Caraway



From Left to Right: Maxine Walls, Louis Fazio Jr, Jennifer Caraway and Amy Wimberly

On Saturday February 22<sup>nd</sup>, we had our first annual SOCK HOP to benefit the American Cancer Society. Everyone who came was dressed for the occasion with 50's attire. The night started out with a buffet dinner that was prepared by our wonderful chef Mike Mannion. Throughout the evening door prizes such as coffee mugs, floral arrangements, wooden cars and Magic tickets were given out. Souvenir pictures were taken and sold by Jackie Griner (Stefanie's husband) as part of the fundraiser. Joe Whitehead and Joann Wells twisted the night away and were given Water Mania tickets while Kelly Bell took top prize (Jungle Jim's gift certificate) in the hoola-hoop contest. The talented Tom Carlisle sang the memorable 50's songs to keep everyone jitter-bugging! We would like to thank everyone who donated their time and money to make this a success.



Joe Whitehead and the Mystery Women



From Left to Right: Kathy Perez, Amy Wimberly, Sheryl Pistel, Jennifer Caraway, Stefanie Griner, Gloria Gevers, Sue Meeks and Julie Smith

## My Special Day

By: Christopher Wallace

The grandson of Marzie Smith of Transportation

I went with my Dad to work. I got to ride in his dump truck. We went to McDonalds to eat. Then to dump a load of sand. Every time the truck was empty we went back to get another load. The day was special because I was spending time with my Dad and listening to our favorite music.

We also got to see gators and dolphins. His boss called and asked how many loads have we gotten done. My Dad said all but two were done. So we went back and got the last two, it was fun cause I love my Dad.

It was great to spend time with my dad all by myself. Since there are 3 other brothers and

sisters at home, it's hard to have time alone. And now he is gone to the Army, I have that to remind me of him till he comes home. But I still miss him a lot.

## Remember When

Submitted by: Kathy Perez of Fleet Lease

You can remember this if you lived as a child in the 50's, 60's or 70's.

Looking back, it's hard to believe that we have lived as long as we have.

As children, we would ride in cars with no seat belts or air bags. Riding in the back of a pickup truck on a warm day was always a special treat.

Our baby cribs were covered with bright colored lead-based paint.

We had no childproof lids on medicine bottles, doors, or cabinets, and when we rode our bikes, we had no helmets.

(Not to mention hitchhiking to town as a young kid!)

We drank water from the garden hose and not from a bottle. Horrors!

We would spend hours building our go-carts out of scraps and then rode down the hill, only to find out we forgot the brakes. After running into the bushes a few times we learned to solve the problem.

We would leave home in the morning and play all day, as long as we were back when the streetlights came on. No one was able to reach us all day.

No cell phones. Unthinkable. We played dodgeball and sometimes the ball would really hurt.

We got cut and broke bones and broke teeth, and there were no law suits from these accidents.

They were accidents. No one was to blame, but us. Remember accidents?

We had fights and punched each other and got black and blue and learned to get over it.

We ate cupcakes, bread and butter, and drank sugar soda but we were never overweight...we were always outside playing.

We shared one grape soda with four friends, from one bottle and no one died from this.

We did not have Playstations, Nintendo 64, X Boxes, video games at all, 99 channels on cable, video tape movies, surround sound, personal cell

phones, Personal Computers, Internet chat rooms...we had friends.

We went outside and found them.

We rode bikes or walked to a friend's home and knocked on the door, or rang the bell or just walked in and talked to them.

Imagine such a thing. Without asking a parent! By ourselves!

Out there in the cold cruel world! Without a guardian. How did we do it? We made up games with sticks and tennis balls and ate worms and although we were told it

would happen, we did not put out very many eyes, nor did the worms live inside us forever.

Little League had tryouts and not everyone made the team.

Those who didn't, had to learn to deal with disappointment... So me students weren't as smart as others so they failed a grade and were held back to repeat the same grade ...Horrors.

Tests were not adjusted for any reason.

Our actions were our own. Consequences were expected.

No one to hide behind. The idea of a parent bailing us out if we broke a law was unheard of.

They actually sided with the law, imagine that!

This generation has produced some of the best risk-takers and problem solvers and inventors, ever. The past 50 years has been an explosion of innovation and new ideas. We had freedom, failure, success and responsibility, and we learned how to deal with it all.

And you're one of them. Congratulations!

Do you have an article to submit?? See the back page for all the details.

## The Market Place

Need to get the word out? Got something to sell?

*Do you have something you need to sell? How about placing an advertisement in the Point of View? You can place an ad in The Market Place at **no charge** to you. If you are interested, please see a committee member for a submission form. Please keep in mind that this is a free service. Keeping that in mind, all ads will run for one month. If you would like to resubmit an ad we will run it again for you.*

### LOWRY GENIUS ORGAN

Very, very good condition. Wood (dark oak color) Digital Stereo Rhythm, 4 cartridges. Bought used from Music World. \$300, call **Joe or Pat Lacroix** at 407-877-8175.

### I-90 NEXTEL PHONE

Worn / scratched, has charger, phone holder, car charger \$100.00, call **Joe Dixon** at 407-970-5919.

**1996 PONTIAC GT COUPE for sale** Runs great. Has cold AC, CD, power windows, locks, mirrors, and sunroof. \$5,000, call **Laura** 407-253-0613 before 11 pm.

### HORSES FOR SALE

Arabian- 3 yr old Philly, very loveable and beautiful horse, broke, can ride bareback.

Arabian- 23yr old gelding, broke. Minature pot bellie pigs- all ages, Black and whites and solid whites. Serious calls only please, contact **Stefanie** at 407-383-6697.

### CAR FOR SALE

'98 Sunfire 2 dr White/ Gray 63,000 miles with CD player. \$5,000 phone **Mike Velazquez** at 407-948-3397

### COUCH FOR SALE

Antique style couch claw / ball wooden legs need reupholstering. In good shape \$225. call **Cynthia** at 407-257-5779 can be seen in Howey In The Hills.

### TWIN SIZE CAPTAINS' BED

Twin size captains' beds in white oak finish. Three drawers under each bed and bookcase headboards. Together form a king size bed. Like

new mattresses. \$400 or best offer. Call **John** @ 407-880-2817 or **Janet** @ 407-886-3765.

### TWO-BEDROOM MOBILE HOME

in nice Family Park with swimming pool, rec. hall, playground and many other amenities. You own the land and the home. Asking price \$35,000. Call **Laura** @ 407-230-5493 or 407-880-2087, for more information and to view the home.

### MUSCIANS WANTED

It has been brought to my attention that we have many talented musicians working at the auction. We also have a drummer, **Jerry Hurst**, who for many years co-coordinated and booked entertainments. He would like to get a FAAO group together and perhaps play sometime or at the park where we live. Anyone interested? Get in touch with **Jerry** @ 407-880-8256.

### 2001 KIA SPECTRA GS (A BEAUTY)

power locks, power windows, child safety doors, AC, CD player, AM & FM radio, airbags at front. Four door, white. Take over payments or refinance for lower payments. 100,000 mile warranty & 10 year warranty. All papers included. Contact **AJ** at 407-814-9985.

### 1990 PONTIAC BONNEVILLE for sale

A/C, power windows/locks. Runs good. \$1,000 or best offer Contact **Bonnie Campbell** at 407-877-7283.

### CERAMIC KILN

Ceramic kiln with shelves / stilts etc. Also includes ceramic slip and Ceramic molds.

\$750 or best offer Contact **Linda Arnold** at 407-886-1967.

### WANTED CAR OR TRUCK

It must run, Call **Cassie** at 407-864-2649.

### WANTED VINTAGE FOUNTAIN PENS

Some dip pens would be ok. Main interest is WW1 pellet fountain pen.

If you have something I might be interested in, please call **Raymond** at 407-948-7530.

### WANTED CERAMIC KILN

any size, Contact **Anna** at 407 445 8571.

### USED or NEARLY NEW COMPUTER SYSTEMS WITH COLOR MONITOR \$100.00 AND UP

Custom built systems to your budget. Don't pay higher prices and chase rebates! Call **Janet** or **Chuck** at 407-420-7048. You'll be glad you did!

### TRAINS

Buy or Sell, new or old trains. Marx dealer and all makes of trains. Apopka area. Contact **John Meister** at 407-880-2817.

### WANTED

Your Market Place Ad. If you have anything that you want to get rid of, remember the Market Place. You may place your ad in the Point of View at NO CHARGE to you. Contact **your Department Committee Member**. If you do not have a department committee member, you may stop by the Human Resource office for a submission form.

Florida Auto Auction is not responsible for any items sold or purchased through the Market Place.

## Lease News

By: Anneta Allen



We have a very busy time this month. On January 30 at 1:00 pm, our Dept. had a baby shower for Mike and Heaven Velazquez. They really got some beautiful and useful gifts and since this is their first, everything will be definitely in use.



Then on Feb. 11, at 6:02 am, along came Noah Michael Velazquez, weighing in at 8 lb. 6 oz., and 21 in. (tall??). CONGRATULATIONS are in order.



On Friday, Feb. 7, we had a little retirement party for Annie Thomas. That was her last day to work (she had a strange smile on her face) but her official retirement date will be 3/1/03.

She and her husband Steve have worked here since 1990. Annie drove part time from October

23,1990 until January of 1992 when she went full time. She drove on the import lane, and then helped Jim Maxwell with Lane 8 for a long time. Then she started helping number cars for the sale with yours truly and Zonie Allgood. She was still numbering and looking for cars on Feb. 7. But not any more, she and Steve are riding their motorcycles to Key West to begin their retirement years together. She will certainly be missed and we do want to congratulate her on her retirement.

Dotty Sousa got a new set of filing cabinets. She says this one is so much nicer; the drawers are deeper and slide in and out so much better, plus these are fire proof.

If anyone is looking for Catrina Jackson, we are hiding her over here in the Lease department. She

is short enough to hide (with most of the rest of us) in a cubicle.

We are glad to have Linda McMillan back.

Our bit of excitement for the month happened on Thursday, Feb. 13. Our Airborne machine caught on fire and burned, I guess we just sold so many cars that we got to be too hot for it to handle. No One was hurt and nothing burned, except the machine, so we are thankful for that.

We are getting ready for the Relay For Life walk in March. Please, anyone who is not walking, please, please sponsor someone who is; every bit helps. If you can just give a couple of dollars for a person to walk, it would add up. Guess that is about it for this round. Talk to you later.

## Fleet Lease Employee Spotlight



**Pat Lacroix**

Hello, out there, this is Pat speaking to you from the Fleet/Lease Dept. at present. I started to work at FAAO in the Factory Sales Dept. in November 1997, part time. I went full time in Feb. of 1998. I worked on the Mitsubishi account and then with Debbie Caraway, Carol Hawkins, and Rebecca Martinez on the Chrysler account. The Factory Sales Dept. was nice, but alas there were "greener looking" pastures beck-

oning when I was offered the opportunity to work in the Fleet/Lease Dept. on the Toyota account.

As I traversed through the Toyotas and Lexuses, the Fleet/Lease Dept. moved over to the old Factory Office building on Feb. 12, 1999, and I went along with them to smilingly send "Bill-outs" to various companies and take care of the paper work, etc. for redeemed and moved vehicles.

I then got the opportunity to work

with Marie Rhodes on Fleet/Lease Titles as a title clerk, and that is where my journey has taken me today.

I have a brother that works in Outside Sales, Carl Collette. (Hey, Bro)

My husband is Joseph R. LaCroix, who is employed at Disney. We have one daughter and 2 granddaughters. There is of course the one and only SAM, our very loving Pomeranium, who lightens up our life to no end.



**George Main**

I started working at FAAO on Jan. 23,1990, I was a part time driver.

In 1996 I went to work for Paul D. Rhodes, in the Fleet /Lease Transportation Dept. I worked one week part time, then went full time. I have been enjoying the challenge ever since.

I have been married to my wonder-

ful wife Linda for 37 years. Our children are pretty much grown. I have 3 sons and 1 daughter, 2 grandsons and 1 granddaughter and 2 great granddaughters.

George Main's granddaughter has brought into this world one Great Grandson for George. His name is Colby Austin Paul. He was born on Thursday Feb. 27, 2003 at 1:20 p.m. Big Colby weighed in at 8

lbs. 8oz. and is 21 1/2 " long.

CONGRATULATIONS, GRANDPA.

(I would like to add a congratulations for all of that to George and Linda)

## Tips and Tricks

There's a simple kitchen cure for itchy insect bites. Just slap on a paste of meat tenderizer. Enzymes in the tenderizer are absorbed through the skin and break down itch-causing toxins in the bite, eliminating that urge to scratch. If you don't have any meat tenderizer, try baking soda. It won't stop the itching, but it will reduce inflammation and pain.

Are you drinking glasses cloudy?

Soak them for an hour or longer in slightly warm (not boiled) white vinegar. Then use a nylon-net or plastic scrubber to remove film. Still there? The damage must be from tiny scratches that occur in the dishwasher and it is permanent. To avoid: Hand-wash your best glasses.

Garbage disposal smell?

Sprinkle baking soda in it along with a few drops dish-washing liquid. Scrub with a brush (a new toilet brush works great), getting under the rubber gasket and all around the inside. Then turn on water and the disposal and flush thoroughly. For a fresh citrus scent, throw in a few cut-up lemons or limes and

run them through, too, using lots of water.

Do you have a roach problem?

Try this famous 1960's roach bait recipe: Combine equal parts boric acid (a powder sold in hardware stores and drugstores) and sugar, mix well. Sprinkle in crevices and, if building or remodeling, between walls before putting up plaster board. Put the powder in jar lids; place lids behind the fridge and under sinks. *Caution:* Keep mixture away from children and pets. If ingested in large quantities, or even in small amounts over several days, boric acid can be harmful.

Has your little one colored the painted walls or wallpaper with his/her crayons?

Spray with multipurpose lubricating oil (don't let it drip on the floor). Then gently wipe, using a paper towel or clean white cloth. If mark is stubborn, sprinkle a little baking soda on a damp sponge and gently rub in a circular motion. If lubricant residue remains, dampen a sponge with a solution of one or two drops of mild dish-washing

liquid to one cup water. Squeeze out sponge and gently rub in a circular motion. Rinse sponge; lightly moisten with water to go over area; dry with a clean cloth.

Pet urine on the carpet?

First, blot up what you can with paper towels. Mix one teaspoon mild dish-washing detergent in one cup warm water, dip a clean towel in the liquid and, working from outside in, dab at stain. *Do not overwet.* Rinse with fresh water and blot dry. Next, add on-third cup white vinegar with two-thirds cup water and dab on stain. Rinse with water; blot until dry. Once area is totally dry (after at least 24 hours), sprinkle entire carpet with baking soda or rug deodorizer. Vacuum after a few hours.

Don't want your blue jeans to fade, here's how to keep them from fading.

Turn inside out and wash in the coolest water possible; dry on lowest heat. Try dry-cleaning jeans once every five to six washings to slow down the fading process and keep colors fresh longer.

## An E-mail to the Wrong Wife

Submitted by: John Martino of Operations

After being nearly snowbound for two weeks last winter, a Seattle man departed for his vacation in Miami Beach, where he was to meet his wife the next day at the conclusion of her business trip to Minneapolis. They were looking forward to pleasant weather and a nice time together. Unfortunately, there was some sort of mix-up at the boarding gate, and the man was told he would have to wait for a later flight. He tried to appeal to a supervisor but was told the airline was not responsible for the problem and it would do no good to complain.

Upon arrival at the hotel the next day, he discovered that Miami Beach was having a heat wave and its weather was almost as uncomfortably hot as Seattle's was cold. The desk clerk gave him a message that his wife would arrive as planned. He could hardly wait to get to the pool area to cool off, and quickly sent his wife an e-mail, but due to his haste, he made an error in the e-mail address. His message therefore arrived at the home of an elderly preacher's wife whose even older husband had died only the day before.

When the grieving widow opened her e-mail, she took one look at the monitor, let out an anguished scream, and fell to the floor dead. Her family rushed to her room where they saw this message on the screen:

Dearest wife: Departed yesterday, as you know. Just now got checked in. Some confusion at the gate. Appeal was denied. Received confirmation of your arrival tomorrow. Your loving husband.

PS Things are not as we thought. You're going to be surprised at how hot it is down here.

# Fun & Games

## FLORIDA AUTO AUCTION OF ORLANDO

### WORD SEARCH

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

### "Types of Cereals"

Apple Jacks	Corn Flakes	Fruity Pebbles	Life	Special K
Captain Crunch	Corn Pops	Golden Grahams	Lucky Charms	Sugar Smacks
Cheerios	Fiber One	Grapenuts	Pops	Total
Coco Puffs	Frosted Flakes	Honey Comb	Raisin Bran	Trix
Cookie Crisps	Fruit Loops	Kix	Rice Krispies	Wheaties

What is your Favorite? \_\_\_\_\_

BY: MICHAEL JOHNSON  
Internet Department

# Fun and Games

## Who's that kid?



If you guessed Donald Enga as "Who's That Kid!" of January / February, you were correct. Donald works in the Internet Department.

This month we had three correct submissions. The following employees will receive the prize below for the correct guess on Who's that Kid from the new FAAO Internet Store:

- Gloria Gevers won a FAAO White Hat
- Frank Styczynski won a FAAO White Hat
- Kathy Perez won a FAAO White Hat

## Can you guess Who this FAAO kid is?

Use the submission form below to send us your guess. Place the form in the Point of View Box in Human Resources. There will be three winners drawn from the correct entries.

### Clues:

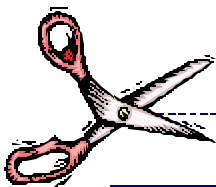
- She works on the Block.
- She has worked at FAAO for 7 years.
- She loves to paint and draw.

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.

Would the winners please stop by Human Resources to claim your prize.



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## Who's that Kid Submission Form

Name
Department
Extension
Your Guess

### March 2003

Please submit separate entries for each guess by the end of the 3rd week of the month. The drawing will be held at the committee meeting on the 4th Thursday of the month. The winners will be listed in the next issue of the Point of View. There will be a maximum of 3 winners awarded with prizes from the new FAAO Internet Store.



## **"FOR THE EMPLOYEES BY THE EMPLOYEES"**

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877-888-FAAO

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To reach the Human Resource Dept on  
the web go to HR.FAAO.COM.



The Point of View is a Florida Auto Auction of Orlando Employee publication. All articles are reviewed by the committee prior to publication. The committee reserves the right to edit all article submissions for length and content. The committee is not responsible for any omissions or deletions contained within this publication.

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## Submission Guidelines

As you may have noticed, our newsletter has a new name and slightly different emphasis. It's **your** newsletter and we're counting on you for articles and ideas.

The best way to submit an article is in Microsoft word format. For the sake of consistency, please use Times New Roman font, set to 10 pts. Also set the margin to justified. If you do not have access to word, a plain text file is acceptable as well. This can be created using notepad or word pad. If you do not have access to a computer, hand written submissions are okay too, just make sure we can read them.

Articles must be submitted by the 3rd Monday of each month. Please include with the submission the name of the author, the department and your extension.

Please understand that there may not always be room for your article. If we run out of space we will fit it into the next issue.

And, most important, **please share** your copy of the newsletter. We can save a few trees by not printing one paper for every person. Read it and pass it on to a co-worker.

Thanks

## Committee Members

### **Factory**

Kelly Bell  
Howard Meadows

### **Human Resources**

Nancy Di Fabio—*Editor in Chief*  
Phyllis Hassee

### **Internet**

Mike Johnson  
Amy Wimberly

### **Lease**

Annetta Allen

### **Limo**

Dorothy Jones

### **MAFS**

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### **Dealer Registration**

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### **Operations**

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### **Registration**

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### **Sales and Marketing**

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