

A message from...

Allan Wilwayco
General Manager



To All Manheim Orlando Employees:

We are off to a great start in 2008, with over 1,200 cars sold over last year. Great job!

My goal for Manheim Orlando in 2008 is to focus on the fundamentals. The basic functions of our jobs should be our highest priority. When we all focus on the basics, it creates a smooth operation throughout the auction, and our customers benefit. Any great sports team excels because they are good at the fundamentals. For a team to perform at a high level each individual must be fundamentally sound. If each person completes their job accurately and efficiently, the whole team benefits.

We have many resources here at Manheim Orlando to help you be the best you can be at your specific job. The auction's success depends on it!

Keep up the good work!

Sincerely,

Allan Wilwayco
General Manager

January sales, way up over last year!

January is done. FAAO registered 35,620, and sold 18,102. That's up from last year at this time when we had registered 29,784, and sold 16,867. This represents an increase of over 11 million dollars worth of cars sold, and a great start to the new year. We know FAAO is the place to be and it would appear the dealers agree. Here's to continued growth in the coming months.

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Employee Incentives

- Sign up a new MAFS dealer and upon approval receive \$250
- For the months of January and February, sign up dealers for automatic Post Sale Inspections and receive the following: (see page 5)
- Refer a new applicant and 90 days after they are hired, you will receive a \$150 bonus, For referring detailers, there is an additional \$150 bonus after 6 months. For the new hire there are bonuses also, (see Human Resources for details).

From the Editor: The Changing Face of FAAO

As you have probably noticed, the face and name of FAAO is changing. Along with the renovations taking place all over, it's hard not to see the "Manheim Orlando" logos hanging around. That's right folks, Florida Auto Auction of Orlando is going to be known as Manheim Orlando. The reason behind these changes is the Team Manheim program.

"Our customer base has been changing," said Mike Lang, Manheim's Chief Marketing Officer. "Almost half of our volume is contributed by customers who travel to at least five of our operating locations on an annual basis, and this level continues to increase. Their experience with Manheim should be seamless."

For more than 60 years, Manheim has been the industry leader. "By banking more heavily on the Manheim name at our locations across the United States, we can continue to build upon the strength of our name both nationally and globally," Mike added. "It was the Manheim brand and reputation that enabled us to forge an industry-first business opportunity in China."

Brand consistency is a hallmark of many large, successful global businesses. The world's No. 1 brand, Coca-Cola, achieved that ranking while serving up different products at its various locations. "Our locations do not have to deliver the exact services or hold the same sales at each location to be part of Team Manheim," said Mike. "By providing a consistent experience for our customers regardless of where they do business, we are building the Manheim brand. With a strong brand, customers are more willing to buy or try new products or services."

Team Manheim is an idea centered on the customer experience. Now we all know what customer service is but what is "customer experience"? Dean Eisner, president and CEO of Manheim explains it this way, "It's not fixing a problem, it's anticipating how we can allow our customers to have such a good experience (because) they didn't see a problem. All they saw was, 'Wow, this was an experience I want to experience again and again' and 'What a great place to do business.' It evokes a positive emotional response."

According to an article in Manheim News (Nov.-Dec. 2007), "All of Manheim's North American operating locations are changing their names to create improved consistency and easy identification for customers. Besides the name change, each location has a redesigned logo that features a more prominent use of the Manheim identity and eliminates 'auto auction' in recognition of how diverse Manheim's business is today."

The idea is to help create brand loyalty as well as develop the best possible place for dealers to do business. No matter which Manheim location they visit, dealers know they are going to get the best service from the friendliest people and in the nicest possible facilities. That's Team Manheim.

It is going to take some time for all the changes to be made. And, we won't officially become Manheim Orlando until all the signage and other regulations are completed with both the cities of Winter Garden and Ocoee, but the wheels are in motion. The current plan has these changes taking effect by the end of February. Until then, "Go Team Manheim"!

Freddy Clark

Editor



Celebrate. Remember. Fight Back!

By Gloria Gevers



At events in 4,800 communities nationwide, teams of families, friends and coworkers join together to CELEBRATE the lives of those who have battled cancer, REMEMBER those lost and FIGHT BACK against a disease that takes too much.

Once again this year Manheim Orlando is joining the fight by participating in the Relay for Life that will be taking place at Ocoee High School. The Relay is scheduled from Friday April 25th starting at 6 p.m. and will continue until Saturday, April 26th at noon. During that time, teams of walkers will take 1 hour turns walking the track. Team Manheim (that's us) must have walkers on the track at all times and volunteers are still needed for the early morning hours on Saturday. If you are interested in volunteering for a one hour slot, please contact Gloria Gevers at 407-468-2187 (cell) or at extension 8667.

National Accounts Rocks the National Awards

2007 was an exceptional year for National Accounts, we have received honors in all areas of our department.

The list of awards is impressive.

Hyundai

- #1 Auction for December
- #2 Auction for November
- #2 Auction for October
- #2 Auction for September
- #1 Auction for August

(The ranking was put into place in August)

- #1 OVE Auction for the year

Honda

- #1 Auction in the Southeast (second year running) for 2007
- #2 Auction for the Nation for 2007

Toyota and Lexus

- #3 Premier Auction for December

Daimler Chrysler

- #4 Auction for January
- #4 Auction for February
- #4 Auction for March
- #2 Auction for April
- #4 Auction of December

We were also honored for selling over 50 units on OVE for the month of December

General Motors

- #1 Smartlane Auction
- 4th Quarter GM Operations Award
- 4th place Auction of the year

Hertz

- #1 Hertz Blockbuster OVE Sales Event

- #2 Hertz for Vehicle Sales Volume

Chase

- #1 in Internet Sales
- #1 in the Southeast for highest retention in Highlines

Dollar Thirty Automotive Group

- #2 DTG for Vehicle Sales Volume

AVIS

- #2 OVE sales for November
- #2 OVE sales for December

National Accounts is proud of our accomplishments in 2007. We know it is the entire auction's efforts that have allowed us to be at the top. We have an exciting year ahead of us for 2008 with the opportunity to achieve even higher goals. Congratulations to all Manheim Orlando employees ... these awards belong to all of you!!!!

Announcements

From Dealer Registration:

Congratulations to Hilari White and Justin Crews. Hilari (dealer registration) had a beautiful baby boy. His name is Brayton Wade Crews. He was born on January 4th, 2008 at 3:15 in the afternoon. He weighed 9 pounds 2 ounces and he was 21 1/2 inches long. Baby and mommy are doing very well at home with daddy and sister.

Got an announcement you want to share with the FAAO community? Send a line to Freddy Clark in the HR department.

Meet the Manager: Lisa Kirk

By: Phyllis Hassee

Although Lisa is not new to the Auction, she is a fairly new Manager.



Lisa started at FAAO in 1989 when the Auction was a much smaller place. She began working with Barbara Irvine doing payroll. The entire payroll/human resource department was located in the little break room by the main office. When the department became Human Resources, Lisa took over other duties working with personnel. About 5 years ago, Lisa became the Supervisor of Human Resources and in 2007, she became the Manager. Lisa has a world of experience with this auction and with the people who work here. She is very much a people person and everyone recognizes that she is here to help them. You can ask anyone in her department and they'll tell you how considerate and caring she is.

Lisa is married to Chuck and they have two rottweilers named Roxie and Hanna. Being the epitome of dog lovers, these two dogs mean a lot to Lisa and Chuck.

You may see both Lisa and Chuck out on their motorcycles, or on the water in their boat. Lisa also enjoys cooking, gardening and above all, going to garage sales. She can't overlook a bargain.

As far as her professional life, she hopes to help employees with career development, build up the training portion of the department by finding out what other departments need and help with their training. She also is working hard on the survey results to make FAAO a place where everyone wants to work. She is looking forward to a very good 2008.

Maintaining FAAO

By: Debbie Cottam and Kathy Caltagirone

As January comes to a close and we look toward February, Manheim Orlando continues on its path of change. Along with the daily upkeep of the auction, the maintenance team is involved in several new projects.

The old Burger Barn structure has been replaced. Current construction is under way at the entrance side of lanes 7, 8, 9 and 10 where the new building is being erected. We are hoping that by the end of February, we will have a new eating establishment on the grounds.

As Manheim Orlando follows its "go green" lifestyle, our maintenance team is working to incorporate energy saving programs at the auction. At this time, we are in process of retro fitting lights in the Snake Pitt and at National Accounts.

The Main Office is getting a taste of the times...they will be "looking good." Pods are being installed for Dealer Services. This new addition of pods will enhance our appearance and better serve our customers. Construction of each new pod is expected to take 2-3 weeks, with a total of three pods to be constructed.

In the near future, maintenance will be installing a new guardrail at the test track. This is just one avenue that is being completed in response to the safety issues from the survey. A new lime rock driveway is being implemented in the nursery. This will provide a better and safer pathway into the area.

Thanks to our wonderful maintenance crew, Kelly Moyer and Denise Dixon are enjoying their new office. Their old cubicles were taken out and two new offices were built in their place. Kelly Moyer is the manager over Ford ARS, Central Posting, and Rentals. Denise Dixon is the manager over the Asian Imports. The Central Posting area has had a makeover and now has its own office area in the National Accounts building.

Thank you once again to our maintenance crew for all their hard work! Go Team Manheim!



One of the "pods" being constructed in the Main Office.

What's in a Name?

By: Doug Grill

Did you know that Manheim was established more than 60 years ago? Back in 1945, a horse barn in a little alley in the village of Manheim, Pennsylvania was the birthplace of our first Manheim sale. The first sale was comprised of 3 vehicles and the registration fee was 5 cents per car. Only one car sold that day. Who would believe that a 33 percent sale would give way to one of the world's largest auctions.

In 1964, after steady growth, three businessmen pulled their resources together and purchased a 33 acre farm and Manheim Auto Auction became the first one lane auction in the east.

After World War II, the production change over from military goods to new vehicles was a slow process and the need for good used vehicles was at an all time high. This one little sale became known for a steady supply of vehicles and a business ethic that included honest and fair dealings. Concepts like the arbitration process, guaranteed checks and titles started during this era and is a mainstream business practice today.

Cox enterprises purchased the auction in 1967, which at that time was a five lane sale, selling 700 vehicles a week each Friday. In 1968 Manheim started the first "Factory Sale" and launched its new reconditioning facility to clean factory and rental vehicles for the closed franchised dealer sales.

By 1980 the 33 acre farm could no longer contain all the demand put on this once "small" sale. More land had to be purchased and improvements were made in order to keep up with the demand on the facility. In 1989 the original auction was extended to a 12 lane facility and it didn't stop there. Today there are 29 lanes in the current facility and the original auction house is now home for the Logistics Department.

Here is just a glimpse of some of the events in the long history of our company since its humble beginnings in a barn in Manheim, Pennsylvania.

1945 - First Manheim Auto Auction sale
1965 - Manheim purchases National Auto Dealers Exchange
1967 - Cox Enterprises acquires Manheim and moves headquarters to Atlanta, GA

1991 - Manheim merges with GE Corp; grows to 46 locations
1994 - First ever Live satellite auction
1997 - Manheim Online launches
1999 - Manheim acquires Dent Wizard

2000 - Manheim acquires ADT Automotive
2003 - Manheim's first Simulcast Sale
2007 - 149+ locations worldwide with over 34,000 employees



Manheim's first 5 lane auction in Manheim, PA

Automatic Post Sale Incentive Program

For the months of January and February we are offering an incentive to FAAO employees for signing up dealers to our automatic post sale list. Feb 29th is the last day to sign them up for this program.

An AUTOMATIC POST SALE means that when a dealer buys a unit we will automatically inspect it. If they buy ten then we inspect all ten. They cannot split it up. The dealer cannot say "I want these five inspected, and these five not", it is all or nothing. Please make sure you fully understand this. Last time we had people telling dealers that they had to sign up just to get a post sale. Needless to say they were very upset when we started inspecting all of their units and they did not want that. Also please make sure that ALL the information is filled out on the sign up sheet...cell number, carrier (AT&T, Verizon etc.), email and really try to get them to receive text message or email instead of the phone call.

If you sign a dealer up for this service (a dealership that is not already using this service), you will be eligible for a reward of \$150 for 7 day post sale and \$250 for 14 day post sale. The contingency is that they have to actually use it within 45 days of the date you signed them up.

What is the incentive for the dealer? A great service! An "insurance policy" if you will. The only difference between a 7 day and 14 day is time and the cost of it. Now get out there and sell, sell, sell! And make some extra money.

Thank you very much!
Jeff Henck, Arbitration Manager

Team Building: Sales and Marketing

by: Sarah Garrard

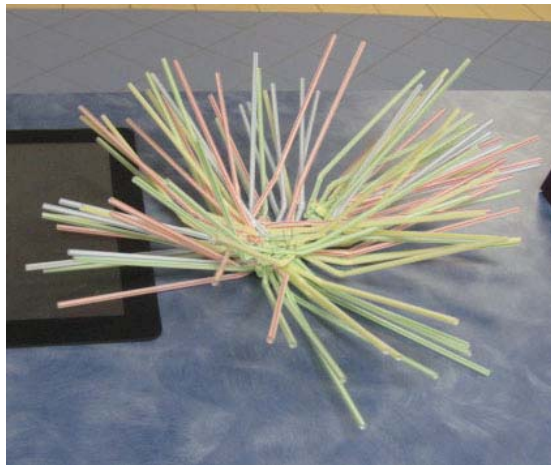
Sales and Marketing has many creative ways and ideas to bring the employee together to help build their team

Sales and Marketing demonstrates their creativity with a straw group project every month. The 18 employees break into two groups of 9. Lindsey distributes 100 straws to each group and instructs them to create something only using the straws and a stapler. They only have 15 minutes and at the end they must all agree with their group creation. They keep their creation in the break room for employees to view. This is a great way for the marketing team to work together in a creative and fun way.

Every Thursday, the department goes over one positive and one negative thing within their department. This gives them a chance to discuss things they have accomplished and things they would like to change. Having discussions on both the positive and negative helps everyone see things that they may not have noticed.

In Sales and Marketing it is very important for the employees to work together as a team. Working together and building their Team Manheim skills helps our sale percentage and our dealer attendance. Each employee plays an important roll within our team.

*Some of marketing's creations.
Clockwise from left they are:
Tee-Pee, Bowl, Lawn Chair, Raft, and
Grass skirt*



Service Awards 2007 (correction)

By: Melissa Wise

In last months issue, we reported on the Service Awards winners for 2007. This was only a partial list. We would like to take this opportunity to congratulate all the winners for 2007. Here is the complete list:

Addington, Lyndsey - Main Office	Fernandez, Melissa - Vehicle Reg.	Kadora, Monroe - Fleet Lease
Ankumar, Thakoordia - Dealer Reg.	Foster, Marcy - Dealer Sales	Ortiz, Alvin - Maintenance
Armstrong, Brent - Maintenance	Fuller, Nancy - Main Office	Orsborn, Neve - Vehicle Reg.
Bajardi, Diane - Arbitration	Garcia, Ronald - Limo	Osley, Dotty - Vehicle Reg.
Bales, Diane - Transporter Services	Gilberg, Heather - Dealer Sales	Penick, Myrtie - MAFS
Bamforth, Warren - Maintenance	Gilbert, Sharon—Main Office	Poirier, Carol - Operations
Bouler, Harriett - Operations	Gray, Donna - World Omni	Ramirez, Cesar - Onsite Sales
Bowers, Floyd - Maintenance	Harmon, Sherri - Human Resources	Rhodes, Paul E. - System Support
Brown, Valencia - Operations	Hesse, Michael - Operations	Rodriquez, Ciro - Maintenance
Cary, Patty - Marketing	Joseph, Geffrard - Maintenance	Rouse, James - Maintenance
Castillo, Christopher - Vehicle Reg.	King, Richard - Operations	Schneider, Liz - Nat. Acct. Sales
Clay, Christine - Maintenance	Kurusu, Stephanie - System Support	Singh, Amela - World Omni
Dion, Sandy - Nat. Acct. Imports	Losche, Wanda - Rental Accounts	Smith, Jerry - Operations
Egan, Bert - Security	Mahadeo, Chowti - Operations	Smith, Julie - Online
Fazio Jr., Louis - Community Relations-	McWilliams Jr., Larry - Misc. Fleet	

Meet the Online Department: One of FAAO's Newest

Welcome to FAAO's Online Department! The online department consist of Mike Johnson (Department Manager), Debbie Cotnam, Julie Smith, Cheryl Enko, Tom Wright, Tillie Allmon and Kathy Caltagirone (Online Coordinators).

The Online Department is an auction at your fingertips, with services such as Online Vehicle Exchange (OVE.com), Simulcast, Manheim.com, Manheim Market Reports, FAAO.com, anything to do with online products this great staff can handle it.

OVE is a website where dealers can buy and trade vehicles directly from their dealerships, while the cars are still on their lot. All the same auction rules apply, financing and post sale inspections are also available. We also know OVE from "Otto" the OVE.com ferret. Which reminds me, I always wanted to know who walks around in the ferret costumes at our meetings?

The biggest service that the online department deals with is Simulcast. Simulcast is a fairly new product that was created by Manheim, and allows dealers to participate in auction sales remotely with streaming live audio and video during a sale. Dealers place bids and purchase units just like they were standing in the sale lane.

The online department deals with many of the same things that all the other departments deal with. For instance, drive outs, arbitrations, condition reports, and most importantly our customers.

Timeline

- 1994 - The first ever live satellite auction
- 1996 - Manheim is first in the industry to give dealers online access to auction inventories, sale calendars and market info
- 1998 - Market report is downloadable to dealer's computers
- 2003 - First Simulcast sale, 65,000 dealers enrolled in Manheim.com



Employee Spotlight: Pat Mitchell

By: Stefanie Griner

Hi! My name is Pat Mitchell!

I started working at The Florida Auto Auction of Orlando in 1979. Back then, the auction was located behind The City of Cars dealership across from The Central Florida Fairgrounds in Pine Hills.

There were 3 lanes and about 4 acres of staging area. We ran approximately 200 cars per week! Can you imagine???

In 1981 the auction moved to Ocoee. Still with only 3 lanes running, but increasing to approximately 500 cars a week! I worked the block for 8 years; there were no computers in the lanes everything had to be hand written.

In 1988 I moved into the office to start the Transportation department where I worked alone for 4 yrs and then the department started to grow.

There have been many improvements here at the auction in the past several years (for the better of course). I have thoroughly enjoyed working here all these years!



A Fond Farewell to Debby Caraway



Debby Caraway started working at the Florida Auto Auction on May 5th, 1988. She has been an asset in every department she has worked in. She started working outside and came in the office about 14 years ago to work on the Chrysler Account. Debby took a position in Central Posting as supervisor, but her heart was with the Chrysler department. When there were organizational changes in Central Posting, she came back to Chrysler.

Debby recently moved to Daytona and has been commuting to work for about 4 months. She reluctantly decided that she needed to work closer to home and is taking a position at Manheim Daytona. Debby's experience and expertise will be greatly missed and we wish her the best of luck in her new position at Daytona.

Julia Dyal

I had Debby come into the office to work on the Chrysler account 14 years ago and it has been great fun and a pleasure to work with her for all of that time. Debby has been an enormous help to me over the years and has always gone the extra mile to help anyone who needed it. From filing for other accounts to fixing any machine in the office that no one else could get working, she would never give up. She was always cheerful to employees and dealers no matter what.

When I told one employee that she was leaving he said "I'm really going to miss her, whenever she came by my desk she would always say something that would make me smile even when I was having a bad day." She always answers the phone with a smile in her voice and there are many dealers who will miss her because of her great customer service. It has been a wonderful 14 years, Debby, and I will miss your smiling face and happy attitude every day from now on.

Sheila Kimble

Your Voice Was Heard

By: Lisa Kirk



Reconditioning Shops

Full rain suits have been purchased for both shops.

Purchased six new jump boxes for FAAO's Detail.

Locks have been cut off all lockers of non-active employees and cleaned out.

Detail shops are now having weekly meetings addressing safety, missing punches, workload and feedback from accounts. Everyone has an opportunity to discuss concerns.

We have purchased additional bumper stands.

Maintenance has pressure washed floors in lanes.

Maintenance has fixed the parts door at W.O. Body Shop.

Operations

Coolers are deep cleaned every Friday.

Oak Grill bathroom is currently being renovated.

Progress energy has repaired light by gas trucks.

A-Action window tinting has tinted Post 15.

Native Land and Tree repaired potholes in lane 16.

Steps have been installed on the driver and passenger side of all vans.

Lime rock has been put down by Native Land and Tree in Nursery drive way.

Ice machines have been cleaned and have been placed on a regular maintenance schedule.

Oak Grill gets deep cleaning each week including refrigerators.

Security

Kerosene for heaters will be topped off on a weekly basis.

Windows on post 22 have been tinted by A-Action Window tinting.

A refrigerator has been delivered to Post 14.

Maintenance installed yellow bulbs at Factory Security check-in.

Installed strainers in sinks in every break area.

Safety department has installed reflective tape on all guide wires.

All

As of October 2007, Orientation for new employees has been re-

vamped to a five day process covering policies and procedures, safety and technology. Future training will include department specific training programs, in line with Manheim Learning lane, Corporate Best Practices and Inspection training. See your manager for more details.

National Accounts

Resources have been purchased, and training is available through corporate for Managers and Supervisors. Leadership classes are scheduled throughout the year.

Tornado procedures are posted in the offices and are accessible.

Account procedure books are being updated.

Mid year performance reviews will be done.

We are emailing the offered and sold numbers to all as well as publishing them in the newsletter.

Inop's have been separated to move faster and units with no keys are received in another area.

Safety

An emergency contact and procedure folder was requested for the main office.

Cell phone being used while driving on the lot was a concern.

Exhaust fans on the lanes are turned on every Tuesday morning.

Medical grade oxygen on property is against Florida Statutes.

The water hazard between the new and old National Accounts offices has been corrected.

Traffic pattern at PSI has been adjusted to cover the area.

A STOP sign has been installed, and reflective tape placed on the guardrail in the snake pit east of the Security booth.

Smoking on golf carts that carry gas cans is against company policy.

Boosting off vehicles in the rain poses no additional threat when company rain policies are followed.

All non-OSHA approved fuel cans have been removed from property.

As of 1-31-2008, FAAO has had 7 workers comp reportable injuries.

As of 1-31-2008, FAAO has gone 9 days without a

February 2008

Schedule of Events

- 12th - Jeans Day - In order to wear jeans a \$5 donation must be made the American Society and Relay for life. 50/50 chance drawing.
- 19th - Relay for life's team captains' meeting

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
	Every Monday:					
	OVE Bid Sales					
	Chase 1-2 pm					
	Hyundai 1-3pm					
	Toyota/Lexus 2-3pm (Closed Sale)					
3	4 SALE #6 GM CLOSED SALE STICKER- YELLOW	5 SALE #6 BBADGE- ORANGE SALE STICKER- BLUE	6	7	8	9
10	11 SALE #7 CHRY. CLOSED SALE STICKER- YELLOW	12 SALE #7 BBADGE- WHITE SALE STICKER- ORANGE	13	14 <i>Valentines Day</i>	15	16
17	18 SALE #8 GM CLOSED SALE STICKER- PINK	19 SALE #8 BBADGE- FUCHSIA SALE STICKER- GREEN	20	21	22 OVE BMW <i>Convertible Sale</i>	23
24	25 SALE #9 CHRY. CLOSED SALE STICKER- PINK	26 SALE #9 BBADGE- GREEN SALE STICKER- BLUE	27	28	29 OVE <i>Hertz Sale</i>	

March 2008

Schedule of Events

- 18th - Relay for life team captains' meeting
- 27th - Blood Drive - the theme this month is march madness

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday: OVE Bid Sales Chase 1-2 pm Hyundai 1-3pm Toyota/Lexus 2-3pm (Closed Sale)					1
2	3 Sale 10 GM Sale	4 Sale 10	5	6	7	8
9	10 Sale 11 Chrysler Sale	11 Sale 11	12	13	14	15
16	17 Sale 12 GM Sale Corvette and	18 Sale 12 Relay for life's Team Captain Meeting	19	20	21	22
23	24 Sale 13 Chrysler Sale	25 Sale 13	26	27 March Madness- Blood Drive	28 OVE Heritz Sale	29
30	31 Sale 14 GM Sale					

FUN AND GAMES

Who's That Kid?

Clues

Been at auction since 1996
She works inside
She has 2 children



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.

If you guessed Michael Velazquez for last months who's that kid you were correct.

A Professional Test For Smart People

The following short quiz consists of 4 questions and will tell you whether you are qualified to be a professional. The questions are NOT that difficult. But don't read ahead UNTIL you have answered the question! Read next months point of view for answers. Good Luck!

1. How do you put a giraffe into a refrigerator?
2. How do you put an elephant into a refrigerator?
3. The Lion King is hosting an animal conference. All the animals attend... except one. Which animal does not attend?
4. There is a river you must cross but it is used by crocodiles, and you do not have a boat. How do you manage it?

Around 90% of the people they tested got all questions wrong, but many preschoolers got several correct answers. This conclusively disproves the theory that most professionals have the brains of a four-year-old

Please submit separate entries for each section (Photo and Jokes/Riddles) by the end of the second week of the month. There will be a box in the Human Resource office or you can send an email to Brandi.Britton@manheim.com. The answers will be reviewed at the committee meeting. The person with the most correct answers will win a prize. Ties will be broken by pick of the draw. The winners will be listed in the next newsletter. Thank you, and good luck! Also please email any clean jokes

Community Relations / Employee Engagement

By: Louis A. Fazio Jr.

It is with great excitement that I write this article about recent events and projects that the Community Relations/Employee Engagement Department has been involved in on the auction's behalf. As Allan Wilwayco mentioned in his General Managers Message from the January issue, as a team we raised over \$22,000 for the Russell Home. Thanks to all of you and our customers, this is the largest amount given to a single organization connected to the Children's sale.

Another event that many may not know about is Florida Hospital's Children's Hospital. This event is special to me, not only because it serves the children of our region and our country, it also brings together the Cox family. Through the efforts of Manheim Orlando, Valpak and WFTV Channel 9, we secured a gift of \$100,000 to the Florida Children's Hospital paid over a two-year period. This gift will allow the best of the best to practice and care for our children. This also shows the true spirit of the company we work for. By coming together, we can accomplish much more than standing alone. It is my goal and desire to encourage more of these partnerships on vital issues.

Another project we were involved with is Project Hometown coordinated through West Orange Habitat for Humanity. Again, Manheim Orlando took the lead and spear headed an effort between all of our Florida Manheim Auctions for a young man named Sergeant Cope. He served our country in Afghanistan, and while doing so he lost three of his limbs. Manheim Orlando along with our sister auctions in the region gave a total of \$12,000 to this project. Allan Wilwayco, Lindsey Thigpen and I represented the Auctions in the region as we presented the check to the West Orange Habitat for Humanity.

Be on the lookout for information located at each time clock, in the cafeteria of the main building, the bulletin boards around the auction, calendar of events on FAAO.com, and in your email.



FAAO at the Martin Luther King Day Parade in Ocoee (clockwise) Margaretta McKenzie, Shea Russell, Sarah Tobar, Tony Caraway, and Louis Fazio, Jr.

Up and down the Block

by Phyllis Hassee

The block has been very busy lately. Since the first of the year the amount of cars coming across the block has increased quite a bit. Our block clerks are really hustling.

We have lost one of our long-term clerks this month. Carla Alford has moved to North Carolina to be near her family. Carla joined us in 1998 as a block clerk and for a while worked in National Accounts. We wish Carla the best and will certainly miss her.

We do have some new clerks and wish to welcome Ravi Ramchad, Natasha Hernandez, Natalie Colon and Georgia Ormsby.

If anyone has anything they wish included under the block news, please contact Phyllis Hassee. All input is welcome.

*Everyone from the block wishes
Carla Alford the best of luck.*

Answers from last month:

What do you get when a dog walks across the sun? A hot dog

Why don't sharks eat clowns? They taste funny

How many letters are in the alphabet? 11 (t-h-e-a-l-p-h-a-b-e-t)

What state is surrounded by the most water? Hawaii (100% surrounded)

Congratulations to Charlie Almanza for "Who's that kid" and Lyndsey Addington for "Jokes and Riddles" (please come by HR to claim your prizes)

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For Employees, By Employees



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

We invite you to submit articles for consideration and the committee will review them for length and content. Please understand there may not always be room for your article. Articles must be submitted by the third Monday of the month and should include the name of the author, the department and extension. Send these submissions to any member of the committee in an email or drop off a hand written copy to Human Resources.

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

Meet the Department: Concierge

By Dana Taylor



The Concierge Department is part of our 2006 5-year business plan. We officially opened our doors for the anniversary sale on July 11, 2007. We are located in the Main building next to Lane 1. Customer Care Representatives are Jennifer Pedrinan, Tatiana Gonzalez and Melissa Wise, with Betty Skipper as Manager. Our focus is to meet every new representative, to make them feel welcomed and well acquainted with Manheim Orlando. We strive to provide every customer with exceptional service and a great experience.

In addition to meeting new dealers, we strive to have a well-rounded knowledge of the auction to be able to assist the customer with any service or need that may arise. As a part of the welcome tour, we help to promote many of our services such as: OVE, Post Sale Inspection, MAFS, Frontline services, upcoming sales and promos. Sale days are our most diverse days when our duties also include sale day sign-in, making hotel/air reservations upon request, directions and maps, scheduling limo shuttle services, end of sale checkouts, contact information for transporter services or any other customer needs. Some of our other duties include, but are not limited to scheduling sale day greeters, guide for the Fact Finding Tour, handling Employee/Dealer suggestions and awarding employees

with "Team" pins for outstanding services nominated by both internal and external customers.

Our mission statement is: "Our primary goal is to establish long lasting relationships that begin with a first time visit."