Top 2014 Heritage Salespeople Recognized

Some Heritage salespeople seem to have discovered the “secret formula” for being a high-performing salesperson. Charlie Moriarty of Heritage Ford has earned the top spot for 12 consecutive years, while Eleni Floyd of Heritage Toyota has received a number of top sales awards over the years. And then there’s White River Toyota’s newbie Bill Severance, whose hard work earned him top honors for 2014. Take a look at what their managers had to say about them and what these top salespeople say are the reasons for their success.

White River Toyota:
Bill Severance

“Bill Severance started in the car business just two years ago and has now become the top salesperson in the Heritage organization! That in itself is quite an accomplishment, but what is more interesting is how it happened. Hard and smart work habits propelled Bill to this lofty new position of top salesperson at White River Toyota for 2014.

“Bill is a quiet achiever, which makes him very pleasant to work with. He listens well and takes notes constantly. He is easily teachable due to his progressive mindset. He attends training sessions to learn and better himself. That is a mission with Bill: to learn and better himself. Perhaps Bill’s greatest asset is his superior and steady attitude. He does not take himself more seriously than he takes his work.

“His customers love him due to his sincerity in looking out for their best interests, and that sincerity leads to their trusting his recommendations on their behalf. He always has a smile and is well organized. Bill arrives early to work and is always available for others. It is a great feeling to arrive at work and see Bill is already engaged in the business of the day.

“His work habits are some of the best in the store. We can only imagine how far Bill can go within our organization when he has come so far so quickly. Congratulations, Bill! You have clearly earned this praise and respect from us all at White River Toyota.”
—Jason Quenneville, General Manager

In Bill’s own words, he is “persevering, low pressure, empathetic, diligent and proficient.”

Heritage Toyota:
Eleni Floyd

“The Heritage Toyota sales department would like to congratulate Eleni Floyd on earning the Heritage Toyota salesperson of the year. Eleni’s famous quote around the dealership is, “I haven’t sold a car all month.” Obviously, she has sold many cars, not only all month but all year.

“Eleni’s unwavering commitment to her customers’ satisfaction, as well as her ability to find sales within her large customer base, makes her the terrific sales consultant she is.

“With hard work, drive and a personality like no other, she is a great member of the Heritage Toyota sales team and we are lucky to have her! Thank you to Eleni for all her hard work!”
—Ryan Denecker, General Sales Manager

Eleni’s perspective on sales is, “take care of loyal customers, make it fun, and be direct and straight to the point.” She adds, “I try to advise as opposed to sell. I let my customers make their own decisions.”

Heritage Ford:
Charlie Moriarty

“Charlie Moriarty has proven himself once again as Salesperson of the Year for Heritage Ford. He has all the qualities of a great salesperson and it shows in his day-to-day interactions with all his customers.

continued on page 2
Charlie is proof that hard work and determination will take you to the top in this business. Charlie’s biggest asset is the fact that he truly cares about his customers. He knows that we are irrelevant without them and he will stop at nothing to ensure they have a great experience.

“He is often the first one in and almost always the last one out, which has earned him the nickname of ‘Midnight Moriarty.’

“Charlie really loves his job and it shows in his daily routine. It is a true pleasure to work with such a professional. I look forward to helping him make this year the best one yet.” —Larry Lussier, General Sales Manager

Charlie’s advice for being a top salesperson: “Be their person in the car business. That means sales, service or any other related stuff that you can do to help them.”

Congratulations to Bill, Eleni and Charlie for being Heritage Automotive Group’s top salespeople.

Kudos to Eddy Companion

Doug Farnham in Heritage Ford received the following letter a few weeks ago from Bouchard & Sons Garage in So. Burlington.

“I wanted to bring to your attention...how wonderful your employee Eddy Companion is. We have been in business for years and have dealt with many, many different individuals from several vendors and other places. Eddy has always gone above and beyond his duties while maintaining such a pleasant and positive attitude. Just a few weeks ago, in the afternoon when everyone was crazy busy, he took it upon himself to “run” back to Heritage and grab a part we desperately needed (although he had just come from there). That may not sound like a lot but [it] saved us critical time and enabled us to deliver a car on time. This was also not the first time he has pitched in to help us out when needed.

“He carries himself with confidence and displays nothing but respect and the willingness to be of any assistance we may need. He has always spoken very highly of Heritage and has mentioned his appreciation of his employment there as well as his supervisors. I personally think that speaks volumes of a person’s character and work ethics. I could only imagine how awesome the Vermont work force would be if we had more employees like Ed....

“In closing I just want to thank you for providing us with great people to work with. I have enjoyed doing business with Heritage and Eddy is certainly a large part of that. Have a great day!”

Sincerely,
Linda Bouchard

WRT Construction Completed

White River Toyota finished construction of a call center where the sales managers’ desks were and moved the sales managers to the previous site of the reception desk.

White River Toyota General Manager Jason Quenneville (far right) oversees the construction crew’s work.

Colin Mullen gets ready to make customer calls in the new call center.
New Employees Join the Heritage Team

Heritage Ford

Sales
Kevin Larose Dowd

Sales
Kyle Owen

Sales
Breanna Pepin

Sales
Erika White

Heritage Toyota

Sales
Josh Cousino

Sales
Daniel Keohane

Sales
Daniel Pasco

Sales
Adam Stoner

Service
Justin Flynn

Service
Nate King

Service
Jacob Ouellette

Service
Jean Uttero

White River Toyota

Sales
Jody Dow

Sales
Kayla Grimmit

Sales
Brittany Lee

Sales
Scott Perry

Service
Jim Chapman

Service
Mike Gray

Service
Michael Savery

Service
Jeffery Shepard

Service
Ken Shepard

Parts
Dennis Barr

Recon
Charles Taylor

Recon
Andrew Yanick

Heritage Automotive Group

BDC
Dustin Cornell

BDC
Tanner Kelley

Collision Center
Ernie Dinsmore

Collision Center
Benjamin Walbridge
Employees Enjoy Holiday Luncheon

Getting into the holiday spirit are (left to right) Cassandra Kane and Abby Prescott of Ford Sales.

Enjoying lunch are (left to right) Dan Claflin and Mike Cromis of Ford Service, Tom Kulhowvick of Toyota Service, and Andy King, John Bigelow, Doug Carr and Evan Circe of Ford Service.

Taking a holiday lunch break are Toyota Service employees (left to right) Nick Schell, Casey Hammond, Andrew Sansone, Don Gillilan, Steve Farness, Adam Berno, Kurtis Guilmette and Jake Kimball.

Employees Enjoy Holiday Luncheon

Employees Enjoy Holiday Luncheon

Getting into the holiday spirit are (left to right) Cassandra Kane and Abby Prescott of Ford Sales.

Enjoying lunch are (left to right) Dan Claflin and Mike Cromis of Ford Service, Tom Kulhowvick of Toyota Service, and Andy King, John Bigelow, Doug Carr and Evan Circe of Ford Service.

Taking a holiday lunch break are Toyota Service employees (left to right) Nick Schell, Casey Hammond, Andrew Sansone, Don Gillilan, Steve Farness, Adam Berno, Kurtis Guilmette and Jake Kimball.

Births
Rob Adams of White River Toyota Recon and his wife, Sarah, had a son named Cason on December 29.

Roger Patterson of Toyota Sales and his wife, Ginger, welcomed their daughter Lucy on January 29.

401(k) Open Enrollment
March is open enrollment month for the Heritage Automotive Group 401(k). If you want to sign up or change what you contribute, now is the time! Please contact Melissa in HR.

Ho, Ho, Ho!
Rich Maddaloni from Ford Parts and his wife, Kathy, played Santa and Mrs. Claus at the Arlington, Vermont, American Legion Post 69 Children’s Christmas Party. This special Santa listened as 42 children told him what they wanted for Christmas. Ponies, puppies and iPads led the list of Christmas wishes. Later in the evening at the town tree lighting ceremony, Mr. and Mrs. Claus were the guests of honor, spreading holiday cheer to all.

Heritage Sponsors Yankee Sportsman Classic
Heritage Toyota, Heritage Ford and Autoshine teamed up at the 2015 Yankee Sportsman’s Classic on January 16-18. Heritage was the headline sponsor of the event and got to show off vehicles, especially our trucks. We raffled off a spray-in bed liner, as well as a full vehicle detail. The event was fun and Toyota and Ford even played nicely together.

Preparing to greet visitors at the Yankee Sportsman Classic are (left to right) Megan Terry of Toyota Sales, Zack Daigle of Autoshine and Shawn Carpenter and Caitlin Junger of Toyota Sales.