

Crashup Chronicles



Recognition Night 2010

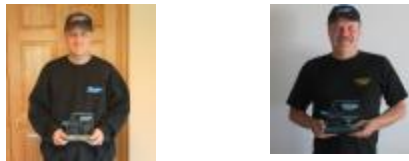
Most Valuable Coworkers

Once again Moody's had a full house with well over 100 people at our annual banquet at the Wyndham. We started the night with appetizers, that were passed around by a waitress, who happened to have had her car fixed at Moody's in Scarborough. After the meal, awards were presented. The following received awards:

- The Big Dog Award: Scarborough
- Customer Service: Portland
- Teamwork: Portland
- IT: Joe Simas



Alex Mospan Gorham **Sherry Lavoie** Scarborough **Cindy McNally** Biddeford



Paul McDonough Portland **George Harrison** Rogada

Recognition was also given to the Moody's Go Kart Team in the Big Brothers/Big Sisters annual benefit race event. Once again the Moody's team won first place. Members this year were Joel Bourgeault, Chris Diaz, Jeff Pollard and Ben Moody. For the past 3 years we have won this event and helped to raise money for the Big Brothers and Big Sisters organization!

The evening continued after the awards with music from Mirror Image, a great band with twin brothers Bob and Mike Labelle. Everyone enjoyed the event and a special **thank you** to **Adele** for once again doing a fantastic job of organizing it all!

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Sanford Opens It's Doors

In January "Moody's in Sanford" opened its doors. Many in the community stopped by to check out the building and to thank us for opening our doors. One gentleman stopped by to give us a history lesson on the building from many years ago.

Following the Moody's legacy we're extending out to become a part of the community. We had a Ribbon Cutting Ceremony with the Chamber of Commerce (see picture). We sponsored the Duck Drop Race for Project Graduation, and sold some plastic ducks here in the office to try to raise money for this important event. Just recently we were "Showered



with Flowers" as a fundraiser for Sanford High School Odyssey of the Mind. We were able to choose who to shower with flowers next so we knew right away who it would be...Dave & Kelly Hebert and family. As we continue to grow the business we look forward to future opportunities to support the Sanford community.



The Time Robber

Reflections

Well, despite Mother Nature's open winter and the toughest economic climate in our generation Moody's consolidated revenue increased an impressive 8% in the first quarter '10! Rogada represented a remarkable 21% increase in revenue, great job! Sanford's opening in mid January marked our decision to launch a smaller "Brownfield" business model. We realize there are only a few remaining market areas in Maine with the Demographics to support our 18,000 sq ft "Greenfield" facilities. When we look at communities such as Brunswick, Ellsworth etc. we see the potential for growth in those areas with a smaller business model. We just wrapped up one of the most important processes at Moody's, our annual performance reviews. We have been doing these since the mid 90's. Between the constructive feedback given the respective co-workers and the candid feedback given to Leadership it truly allows us to "look in the mirror regarding all areas of performance. We all embrace the reality that we only improve as a Company if we're committed to individual growth and improvement. It all gets down to

"Taking Care of People" !!

Horizon

On Friday March 5 we announced to our co-workers that we were taking the steps necessary to make a run as Maine's next Independent Governor. I had been considering this since the 2008 presidential debates. I shared this desire with my family over the "Christmas" break. I can't put into words the pride and passion that went through me when all co-workers broke into applause in support of the announcement !! It embodies the message we will spread throughout this great State. Moody's is willing to support their founder for the benefit of the greater good. This selfless response sets the tone and will be the "platform" we run on. We needed 4000 signatures to qualify for the ballot. With the help of over 40 volunteers we received our receipt from the Sec of State office Apr 21. No press conference, no hoopla, just got it done. Just like the way we live and work !

It's time for the people, not special interests to take the lead. It's not about you or me. It's about us, our state; it's about Maine. Together, and only together, can we make a difference. The time has come for us to take responsibility for our future.

Thank-you for your loyalty and commitment.

Shawn

Edmunson Scholarship

The ESOP foundation has selected Moody's Collision Centers to receive a Charles Edmunson Scholarship to provide employee ownership education to Jen Lee and Cindy McNally. They have one year to attend an edu-

cational program sponsored by the ESOP. The scholarship will provide \$1250 towards the cost of attending the event of their choosing. They will attend the Annual ESOP Conference in Washington DC May 11-13.

Blood Drive



Story by **Sherry Lavoie**

Moody's spring blood drive was a great success again, despite the unexpected snowfall in the early am! Thanks to all who donated and volunteered. Thad's daughter, Heather, was generous as always and provided us with some homemade bagels and muffins for the donors. Deb also fired up the oven and made some very popular fresh cookies for everyone involved. The hallway smelled amazing walking up the stairs. Everyone commented!

Also a special thanks to Dave for coming in very early to let the Red Cross to get set up. We would



also like to thank the Harrison girls and friends for being the "Blood Drop" mascot, even in the tough weather. They did a great job trying to get people's attention that were driving by!

We were able to collect 41 pints! We had seven people that tried to give but were unable. I'm sure they will be successful at our next drive. So, overall we had a great turnout. Moody's and the community in the Gorham area rocks!! We saved a lot of lives on Saturday. Thank you to everyone for their support. Hope to see you in the fall for our next drive.

A very proud Sherry



Marketplace Gorham 2010

Story by Adele Haskell

Once again, the Field House at USM hosted this annual event. Moody's has participated since its inception thirteen years ago. It is a wonderful way to promote local business. With ten new businesses participating this year keeping it fresh and interesting for all that attended. The town is well represented with 91 business vendors. The Gorham Business and Civic Exchange does a great job organizing this important event. It strengthens the bond between business and community.

Our booth was attended by Dave, Deb and Adele while George handled the air bag deployments as well as ob-



taining nomination signatures. Talk about multi tasking!

Lots of visitors to our booth mentioned our neat giveaways. Our flashlights and screwdrivers were a big hit with everyone. Our door prize is a mountain bike from Ernie's Cycle which was won by Tommy Moutinho from Gorham. He and his younger brother were all smiles as they left and you could hear them discussing who would get Tommy's old bike!



Acoat Meeting

Story by Sherry Lavoie

Don, Thad and Sherry were very honored to represent Moody's at the National Performance Group meeting in Fort worth Texas in February. It was a lot of events jam packed into a few days, but well worth it. We left for Boston just after one of the only snow storms we had this winter (ha, ha). We got to Boston and forgot it was school vacation week. The airport parking garage was full and we had to leave the "silver bullet" in the care of the airport coworkers. We got to Dallas fine and got to see some very nice "big wheeled" trucks along the way in the 20 minute cab ride to Fort Worth.



Thursday was a full agenda. We started off with the gold group idea contest. Our entry was the huge benefits we gained from all the programs we worked with Efficiency Maine. We showed our commercial and our print ads with them and talked about our lighting, booths and compressor upgrades in the recent past. We did not win for the God Group, but we all know how great these programs have been for us. Hopefully some of our other group members can benefit from similar programs in their state. We worked on sales, labor, parts, DRP trends and goals to name a few items..

We also had a couple of speakers that spoke with us on social networking and process oriented environments. We also had Thad represent our group in a free throw contest with motivational speaker "Basketball Bill". Thad gave it his best effort. We had some good laughs and learned a lot from the event.

Friday was an early start with a 7am meeting on VOC laws. We then discussed KPI's and how to measure success in those areas. It was nice to see Moody's at the top of our peers in our comparative books on the KPI's that we track. Out of the 22 stores in our group, Moody's ranked 2nd, 3rd, 4th, and 5th overall. We also talked about marketing and strategies. Like Shawn stated when he went to California, social media and marketing will be high on our list for future development of the company. We will also be checking into seeing if the state will certify Sikkens to do continuing education classes for our agents to be done at our training facility. This should allow us to see our local agents more frequently and help them with their training. Lots of good ideas and helped us to start thing about areas that we can improve on as well as new areas to venture into.

We arrived back in Boston safely and the silver bullet was there and easy to find. Thanks to all for pitching in while we were gone. Sikkens does a very nice job trying to help our business be successful in many ways. Please thank Rick and Jack next time you see them.

Contest! Moody's Cuties

Everyone knows the Moody's logo clothes are a cutting edge fashion statement. Over the years we have been asked by our family, close friends and even our pets if they can have some Moody attire. Now it is time to take a photo of someone you know

(or don't know), your family, or your pet that shows off the best looking Moody ensemble. We will accept all photos and put them in the next edition of the newsletter (Sept). We will have a vote to see who is the winner of the "1st Annual Moody Cutie" of the year. The winner will receive a \$50 gift card to Hannaford.

Please email photos to cmoody@maine.rr.com or send photos to the Gorham location with name on the back.

HAPPY HITS

Welcome ...

@ Gorham



Jason Barber



Lacey Sophia Nelson 6 pds 8oz
Born to Corey & Xavier 2/7/10

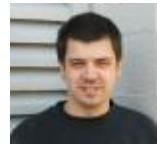
@ Sanford



Christian Pickering



Jeff Morin



Dan Brooks

Congratulations.....



Gavin Damian Emery 6 pds 3 oz
Born to Shawn & Tabitha 1/30/10

**Happy Birthday
to You....**



Corey Nelson 5/1
Cindy McNally 5/3
Nancy Hawkes 5/4
Eric Conway 5/13
Jeff Pollard 5/15
Art Brown 5/31
Brendan Morgan 6/8
Ben Moody 6/17
Roland Deering 6/12
Jamie Hult 6/22
Kevin Mosser 6/23
Deb Gale 6/28

Jim Leeman 7/3
Jeff Leeman 7/3
Curt Hill 7/22
Dan Marean 7/27
Sherry Lavoie 7/28
Jeff Morin 8/13
Josh Paquette 8/13
George Sakash 8/14
Rick Powers 8/21
Arthur Hannaford 8/22
Anton Sveinsson 8/30



Meet and Greet



Leon Parsons started working at his uncle's gas station at the age of 12. He started out pumping gas and cleaning the shop. When he was at Sanford High School he went to vocational school. The first year he did machine shop and then switched to automotive mechanical. After high school he bounced around doing mechanical work. He settled down at a small "Mom & Pop" mechanical shop for 16 years. When they closed he came to Moody's doing mechanical work as needed. Leon decided to add Collision Repair to his resume taking a metal tech position in Biddeford.

Leon has been married to Brenda for 32 years. They have one son Lee, 23, who is attending USM, who plans to go into politics, possibly becoming a lobbyist. Leon recently bought Brenda a '67 Chevelle, that is a twin to the first car she owned, and he fixed it up to look just like it. He has a '63 Corvair, 1928 Hupmobile and a '56 Chevy that they take up to Winterport and race against similar classic vehicles. They go up in the motor home they bought for Brady their golden retriever. Brady lets them stay in it for the weekend with him. Leon also helps Joel on his drag racing sled. This year their goal is to get the record for the 1/4 mile and to take the sled to the Nationals in New York. Leon likes to work and often does 6-7 days a week, but he always makes sure he leaves at 5pm each night to go home and have supper with Brenda. Leon's versatility is invaluable. Biddeford relies heavily on Leon's customer service experience and mechanical background. Leon is a major influence in the "chemistry" of the Biddeford shop. We appreciate all that Leon brings to the table each and every day !!

Josh Belanger grew up in Arundel and went to Thornton Academy High School. While in high school he went to Biddeford Voc School for body work, trying all aspects of it. After high school he went to Barron Institute but it did not feel that it was the right fit for him. He came back to Maine and started working at Moody's. He started in Gorham in detail then went through the apprenticeship program, where he had the opportunity to do body repair from the beginning to the finished product. He moved to Portland in detail and doing light metal work and bumper jobs. He really enjoys metal work.

Josh still lives in Arundel with his family. He is looking for a house to buy. He would like to stay close to his family and friends in the Arundel area. When he is not working he enjoys fishing, hunting and hanging out with friends. He usually fishes in the Ossipee Lake area where there are lots of little ponds. He also likes to tinker on carpentry projects. Josh is a great example of Moody's philosophy. Sharing our business info and plan Josh "soaks" up knowledge from our Leadership and gives constructive feedback on how we can improve. Moody's is very fortunate to have Josh onboard !!

