

DISCOUNT TIRE MONTHLY

The October Issue

EMPLOYEE SPOTLIGHTS

For this month's issue, we asked these employees to tell us about a time where they or a coworker 'Paid it Forward'.

I was off and, on my way home, I saw a lady on the side of the road with a flat tire. I stopped to offer to help, and she said that would be so great! I was able to help her by putting her spare tire on the car and let her know that Discount Tire Co. provides free flat repairs for everyone even if the tire was not purchased there and you should take it over there to have it fixed.

-AIDAN O'CONNOR
APPRENTICE AT NVR02



A customer came in to have some wheels installed that were purchased on Facebook Marketplace due to one of his rims having a crack in it. As we test-fit the wheels, we discovered that they would not work on this car due to the center bore not being large enough to clear the hub. The customer was in a bind and could not afford to pay for more rims to fix the problem. I remembered we had a set of factory takeoff wheels in the used rack that might just be the right fit. After testing these wheels and confirming that they would work we were able to gift the used rims to the customer to ensure they left safe. His gratitude that he displayed to the entire service team was beyond what words could say and put big smiles on everyone's face in the backroom that day!

-LOGAN ENOX

WORKFLOW MANAGER AT NVR02



A time when somebody paid it forward to me was back when I was an apprentice tech aspiring to be an assistant manager. I asked Peter what I needed to do to get to the next level and from that day forward he took me under his wing. Peter started with simply modeling how to help our customers (CES); after that he taught and coached me everyday. He would hold me accountable when I made mistakes (which were a lot) and would celebrate the wins (which are also a lot). I was promoted to assistant manager August of 2024.

-LUKAS BEVACQUA
SS MANAGER AT NVL03



A time when somebody paid it forward to me was this past 3 weeks when Lukas told me he wanted to take me under his wing as an apprentice tech, as I am now a service coordinator. He is making the effort to push me to learn new things on the job and make my dream of becoming an assistant manager come true. He started the other day by teaching me how to do inspections and simple front desk customer service like answering the phone, greeting customers etc. He is always the guy looking to help me and push me for my dream. I thank him greatly for the motivation he gives me and everything he's taught me.

-DECLAN DODRILL
SERVICE COORDINATOR AT NVL03

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PROMOTION SPOTLIGHT



-CHARLES COLLIER
ASSISTANT MANAGER AT NVL23

-JAMES CAMBRELEN
5S MANAGER AT NVL26

-ELVIS CHAVEZ
5S MANAGER AT NVL11

-DOMINIC DEFALCO
5S MANAGER AT NVL11

KEEP @ THE
GOOD
WORK

CONGRATULATIONS

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WORDSEARCH



MR. HALLE'S 5 LIFE LESSONS

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