

JANUARY 2002:

- Living the American Dream
- Top 25 Salespeople
- Regional Scoop
- Manufacturing News
- Western Insurance Update

Juan Navarro – Living the American Dream*Laurie Lowery*

Next year, manufactured home sales veteran Juan Navarro, will have been in America for 20 years. After being raised by his father in impoverished Honduras, he immigrated to Aurora, Illinois at the age of 23 to find a better life. His first job, building starters and alternators in a factory, paid only \$3.25 an hour. He worked hard, won a promotion and at 5 years on line was making \$7 an hour. He was not satisfied.

Over the next few years, Juan changed jobs twice, making more money with each move but he was still dissatisfied with the type of labor he was doing and the wage he was earning. His last position with VWR Scientific, driving a forklift, offered him the opportunity to transfer to Sugarland, Texas, whose climate was much more like home. The job didn't last more than 2 months despite a glowing recommendation letter from the CEO. But, it was while looking for a new job in the Want Ads that opportunity knocked.

With the support of his wife Leonor, Juan took a huge leap and answered an ad for a car salesman. He got the job and in his first year selling cars, he made \$45,000 and launched a very successful 10-year career in sales. A few years into his new career and life in Houston, Juan and his wife made a trip to an Oakwood sales center to see about trading in the singlewide they bought when they moved. The salesperson tried to sell him into a bigger, doublewide home. Juan "sold" the salesperson on why he didn't need it. While at the sales center, the GM offered him a job.

The next 4-5 years were spent working for Oakwood, where he was recognized in 1998 as the #1 salesperson, out of 3,000 and was later promoted to GM of their Rosenberg store. The poor man from Central America found himself making over \$100,000 a year. And, aside from a short stint with an Independent retailer in Austin, is still making the big bucks. Today, Juan works for old friend, Tim Foster at our Gulf Freeway store, in Houston and he is our current #1

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Top 25 Salespeople

017	NAVARRO, JUAN	632.02
017	RUSSO, ROBERT	591.69
045	DUPRE, LISA	588.42
057	HARVEY, NICOLE	490.65
017	STALEY, JESSE	490.42
056	BERRY, DELBERT	428.43
078	MATTHEWS, BILLY	413.59
094	CRAIG, ROBERT	368.19
011	WHATLEY, JIMMY	341.24
032	CALLOWAY, MERCERID	319.32
051	JERGER, CHARLES	313.25
059	HAMILTON, ROBERT	302.95
040	TIGGEMAN, ERIC	302.84
079	SANDS, LINDEL	294.47
068	DROMGOOLE, TOMMIE	293.01
110	DELAROSA, RICARDO	271.80
052	TAHT, HARRY	271.05
059	SCHOONOVER, CINDY	269.29
033	REED, PATRICIA	262.24
032	SMITH, JEREMY	249.57
068	TREADWAY, KEITH	218.56
033	SHEA, MICHAEL	216.31
044	GAMBOA, CARLOS	215.09
056	BURNETT, ROBERT	214.13
060	COOK, RICK	211.01



**Congratulations to
Home Office Employee of
the Month for January:
Vickie England**

Oak Creek Olympia Series Debuts

The new Olympia series will arrive any day at a sales center near you! The models that have already been set up and decorated in the Metroplex have met with rave reviews! See photo at right.



Olympia Kitchen & Dining Room

Juan Navarro - Continued from Page 1

salesperson for the fiscal year 2002. He joined Nationwide despite rumors of bankruptcy and times of uncertainty - yet another leap of faith in his 40 something years. When asked what he thinks makes a salesperson successful, he replied, "a willingness to change and take chances".

Western Insurance Update *Laura Wilson*

Meador Staffing has honored Eduardo Fonseca, as their Temp of the Month. Eduardo has been faithfully filling the Reception desk for Western for several months now. He is a valued asset on the Western Team and puts forth 110%.

Watch for an announcement by late January 2002 of a new Extended Service Program, written through the Assurant Group, which will bring higher profits and does not require a license.

Reminders:

- Insurance training is available at your location. Call Laura Wilson at 281-334-9771 or email laura@hstr.com to arrange scheduling. Western has arranged to provide Continuing Education training for TX Limited License holders in late January. Date TBA.
- If you do not have a licensed agent at your location to speak to the customer and close the insurance sale, you must use the Western's Compliance Center. Contact Charla Ferguson @ 281-334-9772 or email Charla@hstr.com for instructions.



Oak Creek's Fab Five:

Charley Boyer - GM
Jerry Swadling - Sales
Mike Heninger - Sales Mgr.
Phil King - Sales
Jason Breitenstein - Sales Coord.



Reg 4 Olympia Product Meeting:

Lynn Middleton (Hat) GM #24,
Lisa DuPre Asst. GM #45,
Mike Heninger OC Sales Mgr.,
Rick Hagler Lancaster Sales,
Mike Levin GM #21, Jack Maxey
(The Good Looking One), Emory
Russell GM #48.



Oak Creek-Burleson's Unsung Heroes,
the Service & Refurb Team



H.O. Christmas Decorating Contest Winners:

Linda Lopez, Marjanna Russell
and Brenda Weider

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Regional Scoop

Region 3 Highlights

Larry Speck

The world renown Region 3 Eagle Award Winners for 1st Quarter of Fiscal 2002: (Wow! Look at these numbers!)
#1 #59 NW-Tyler GM Dave Fortriede 8.1% Pre-tax Profit
#2 #57 NW-Greenville GM Mac Powell 6.7% Pre-tax
#3 #88 NW-Midland GM Greg Burnett 4.3% Pre-tax

Top Super Salespeople for 1Q 2002 included:

- #1 PG – Nicole Harvey NW – Greenville #57
- #2 PG – Robert Hamilton NW – Tyler #59
- #3 PG – Charles Jerger GM OCV – Lancaster #51
- #1 New Unit Sales – Billy Matthews NW- Denton #78

Region 4 Highlights

Jack Maxey

- Region 4 would like to welcome Emory Russell, the new sheriff in town at OCV #48-Azle.
- We would also like to welcome Gene Davis and his team at NW Abilene #26 to the Reg.4 line-up.
- Top 3 "Top Guns" in Region 4 for the 2nd Qtr.:
 - #1 Lisa "Mrs. Automatic" DuPre #45 -#1 with 12 new
 - #2 Mike "Main Man" Shea #33
 - #3 Patricia "Women Rule" Reed #33 -(tied for units with Judy Bell NW #21 - Burleson; won by PG)
- #33 GM Carrie Shipp had 2 of the top 3 in salespeople last quarter from her location!
- Region 4 would also like to salute Charlie Pahira and his team at OCV Denton #19 who have been reassigned to Region 3 and just say " We Still Love You Man!". You guys will always be part of Region 4!

Region 1,2,5 & 7 - No Highlights

Manufacturing News

Model 560 – Better Than Ever

Chad Gaston

The Model 560 was our most popular selling model built at the Lancaster facility until some of the new lower priced homes came out. Now it's been re-priced with pre-packaged options and is back! The re-priced Family Home Model 560, available with 3 or 4 bedrooms and 2 baths, is available at a price no one will believe! This 28x60 is a total of 1530 sq. ft. and, if appraised at \$42 per sq. ft., will carry a real property value over \$64,260!

This home is designed to fit a family with a moderate budget. It's got all the bells and whistles, even in the Bronze level package. Want to move up? The Silver package is designed to put those extras into the home at a cost of only about \$30 more in monthly payment.

Congratulations, George Cooper!

Our best wishes to George Cooper as he takes on new challenges in the dual role of General Manager of our Lynn Middleton, (Nat) GM, #24 OCV, Granbury, Li



#59 NW-Tyler Profit Powerhouse

Left to right back row:

Justin Henry, Dave Fortriede,
Brent Hamilton

Front row: Judy Weems, Cindy
Schoonover

January Retail Anniversaries

Dottie Moore

OM #51 – 5 yrs.
Congratulations!

January Retail Birthdays

Bledsoe, Michael	01/07
Claunch, Cameron	01/14
Craig, Robert	01/25
Duay, Kay	01/31
Eaves, Mary	01/13
Gable, Jules	01/21
Galindo, Flor	01/20
Gamboa, Carlos	01/03
James, Jesse	01/31
Lee, Robert	01/17
Lopez, Linda	01/24
Middleton, Lynn	01/08
Mikel, Roberta	01/15
Miles, Donna	01/23
Mitchell, Dan	01/07
Moore, Dorothy	01/07
Noriega, Ralph	01/01
Reed, Patricia	01/29
Reynolds, Craig	01/28
Romero, Beverly	01/28
Rosas, Arcadio	01/11
Russell, Marjanna	01/06
Scott, Todd	01/15
Shipp, Carrie	01/21
Vaughan, Rick	01/06

