



WHAT'S NEW AT HANK'S

Direct Deposit Payroll

Hank's has implemented a great new benefit for employees with the direct deposit program. Payroll is now electronically deposited into each employee's personal bank account and an electronic copy of the paystub is emailed to each employee that chooses to participate. Thanks to Vince, Melissa and Brian for getting this benefit up and running!

4/10/6 Schedule

Hank's West will be starting a new work schedule soon. Each person will work 4 days per week, 10 hours per shift, and the shop will be open 6 days a week. That means an entire extra day off per week! It also means better availability to us for our customers, improved cycle time for our insurance companies, and a huge opportunity to leap ahead of our competitors. We have the resources in staff (because of our size) and can implement the 4/10/6 with the team we have. A small shop with 1 CSR, 1 Production Manager, 1 Estimator, and a few body men would not be able to run this schedule. They'd have to work the

whole team all the time and they wouldn't be able to sustain that kind of schedule over any length of time. You may be asking, if we aren't staffing up, how will our metrics improve? They will improve because we are wringing out our self-made scheduling inefficiencies and evening out the flow through all operations. Plus having an additional day per week to deliver vehicles will pay dividends with our cycle time. This schedule will be only at West initially. An official start date has not yet been determined.

Hank's on YouTube.com

In an effort to educate our customers and promote Hank's services, several videos are now appearing on YouTube. Check them out at www.youtube.com and search hanksautobody.

THINK SUMMER! SAVE THE DATE!

HANK'S SUMMER PICNIC

****Sunday, July 31, 2011****

—Tony Grampas Park—

Look for your invitation in the mail in June.

WARM WELCOME

Colton Dwain Steele Higgs

Born February 9, 2011

7lbs 1oz, 19 3/4" long

Congratulations and Best Wishes to Darren and Joey



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MarketPlace Chaplains

FAMILY HEALTH AND WELL-BEING

How to Win At Healthcare—Steps to Reduce Healthcare Costs:

Marilyn with Flood & Peterson did an educational seminar on how to control health care costs. Below is a synopsis of that session.

Due to the rising cost of healthcare, many people are finding themselves postponing medical treatment or skipping it altogether, including dental check-ups, well visits, etc. Some people are even not refilling prescriptions or cutting their pills in half in order to save money. Desperate times lead to desperate measures.

Here are some suggestions on what we can do to become better, more aware consumers:

- 1. Understand the Challenges**—Emotions can get in the way if it is an emergency situation; cost becomes secondary. For the most part, very few of us understand medical terms or basic health care facts and issues. We rely on our doctors to be the authority. We rarely question their judgment. We have been brought up not to question authority figures, so we do not always get all the information necessary to make an informed decision.
- 2. Partner with your Physician**—Make sure you are getting all the information that you need. Most care providers are more than happy to give you the information you need; if not, maybe it's time to find a new doctor. Ask them to go over the information again, in layman's terms if you are not understanding their recommendation. Or ask if there is information that you can read which explains the procedure, or a support group or website that would be available. Knowledge is power to help you control your health care.
- 3. Get the Facts/ Know the Basics**—If it is a prescription—find out if there is a generic one available. If it's an emergency—ask if there is an urgent care facility close by, or if your doctor has extended hours. Make sure you are seeing a doctor who is in the network. Pay the bill only after it goes through your insurance company—there are discounts that will be applied.
- 4. Ask for Diagnostic Codes (CPT Codes)**—This

is how the doctor and insurance companies talk to each other. Each procedure has a unique CPT code. Once you have the Code you can shop around for the most cost effective place to have the procedure done. Medical facilities are businesses and establish their own pricing. So if you need an X-ray—find out who has the best price. The medical field is the one area that we rarely ask the cost—how crazy is that?

- 5. Anthem's Online Tools and Resources**—You can get Rx costs, health tools, links to personal health coaches, surgical decision support, claim details, health assessments and more. Go to www.Anthem.com and register.



NEED HELP TO STOP SMOKING?

Anthem offers a Quit Line.
Simply call 1-800 QUIT NOW
(1-800-784-8669)

- 6. www.Healthcarebluebook.com**—is another tool you can use to compare prices in your area for health care services.
- 7. \$4.00 Prescriptions**—On average there are over 200 prescriptions available for \$4.00. They can typically be found through Wal-Mart, King Soopers, Target, Sam's Club or go to www.myfourdollardruglist.com.

It is time for all of us to take charge of our health care. It will be our best tool for keeping the costs in check. Flood & Peterson will continue to do these educational seminars at Hank's every three months or so. Stay posted for the next one!

"I am sorry I'm late but my left hand blinker on my car is broken and I had to make right hand turns all the way here..."
-from http://matdbone.tripod.com/work_excuses_2.htm

Need Some Time Off?

[Go to HRconnection.com](http://HRconnection.com)

Log on to HRconnection.com to request time off, check your vacation balance, update your personal information and get information about what is happening within the company. If you have any questions about logging in to HRconnection, contact Jan at 720.898.6297 or jwhitley@hanksautobody.com.

CHARACTER FIRST!®

ATTENTIVENESS

Showing the worth of a person or task by giving my undivided concentration.

BUILDING ATTENTIVENESS

By Robert Greenlaw

From Character First The Magazine, January 2011

It's great to make connections via texting and Twitter, but instant communication can also become instant disruption—at all hours of the day or night. How many times has checking email turned into half an hour of web browsing, after which you're not really sure what you accomplished?

A Time for Everything

You have to set boundaries in order to focus on what matters. There is a time to chat, and a time to work. There is a time to answer email, and a time to focus on other things; a time to make noise, and a time to be quiet; a time to do what's urgent, and a time to do what's important.

Multitasking doesn't mean concentrating on two things at once; it means shifting your attention back and forth between tasks so that neither gets your full attention.

Reasons to Listen

Listening shows you value others and care about what they think. And you show this through appropriate eye contact, posture, body language, note-taking, and verbal responses.

Even if you don't use the Internet, you can distract yourself by always turning on the radio or television. If you don't take time to listen and think, you'll have a hard time remembering the valuable information.

The Pursuit of Excellence

NASA's Mars Climate Orbiter crashed in 1999 because of confusion between United States customary units and International System units.

Maybe you haven't made a \$125 million mistake—or maybe you have. More important, how do you prevent needless and costly mistakes today?

"Quality Control" should be everyone's priority, not just one department. Check your work as you go, stop and correct problems immediately, and do whatever is necessary to meet customer needs and make your work the best it can be.

THINGS TO THINK ABOUT...



1. Why is attentiveness important for someone in your position? How does it impact the quality of your work?
2. Who is a good example of attentiveness? What does he/she do that illustrates this quality?
3. What are some common distractions you encounter? How can you minimize them or respond constructively?
4. How can you avoid distracting your coworkers?
5. How can you become a better listener at work and at home?
6. When has someone caught a mistake that saved your organization significant expense?
7. What can you do to ensure top quality goods or services?
8. What extra touches can you put on your work this week?

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www.hanksautobody.com

Celebrating 60 Years of
Our Family Serving Your Family's Car
Care Needs.

The Platinum Rule

*Do unto others as they would
have you do unto them (i.e.
put yourself in their place and
try to think like they do).*

Please contribute to this
newsletter! We welcome your
ideas, so please let us know what
you want to see. Contact Kris at
720.898.6283 or at
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*From Bernie Saul, Equity Link Mortgage,
Homefront News, February 2011*

Tired of paying your trash company the extra charge for hauling off your
appliances and other heavy items?

Here is smart alternative. A longtime friend of mine, Kevin Snider, has a
recycling business and he will pick up your old appliances, etc. for free!

These are just a few of the items that he can haul for FREE:

- ◆ Washers & Dryers
- ◆ Stoves/Ovens
- ◆ Refrigerators
- ◆ Air Conditioners
- ◆ Hot Water Heaters
- ◆ Exercise Equipment
- ◆ Old Bikes
- ◆ Car Parts
- ◆ Car & Truck Batteries
- ◆ Lawn Mowers & Snow Blowers
- ◆ and much, much more!

Just ask Kevin, 303-748-7006.

FIND HANK'S ON FACEBOOK!
BECOME A FAN!

The Hmuan Mind is Amzanig!

Rseearch sohws that it doesn't mttar what
order the ltteers in a word aeappr, the only
iprmoatnt thing is that the frist and lsat ltteer be
in the rghit pclae. The rset can be a taotl mses
and you can still raed it wouthit a porbelm.

This is bcuseae the human mind does not raed
ervey lteter by istlef, but the word as a wlohe.

Amaznig, huh?

*The editors of this newsletter make every effort to include
complete and accurate information.*