



# Matthews Auto

More. Every Day. Every Way.

Matthews Auto Salutes July Employee of the Month

## Dennis Valentine

Ford Norwich Senior Master Technician and Shop Foreman



Matthews Auto Group purchased Smith Ford in Norwich in August 2012 to expand the growing family of dealerships. As part of the acquisition, we were lucky enough to get Ford Technician Dennis Valentine as part of the deal. Dennis was hired as a Technician for Smith Ford in 1995 and in the twelve years he's been with Matthews, has proven himself to be an invaluable member of the Ford team. Over the years, Dennis has taken it upon himself to complete thousands of hours of additional Ford Factory Training, up to 20 hours each month, to earn the coveted title of Senior Master Technician. To maintain that title, he must keep up to date on a myriad of mechanical and technological changes. He must know how to repair every *thing* on every *year* of every *model* of every *Ford*, from gas-powered vehicles to the new Mach E electric Mustang and everything in between. Additionally, Dennis is responsible for training BOCES interns each semester and takes his lunch early to be available to train the next generation of young people who aspire to become Techs one day.

Co-workers use words to describe him like: Dependable, dedicated, knowledgeable, perfectionist, helpful, gets the job done right the first time and can fix anything you put in front of him. He is respected by his peers and is truly an expert in his field.

Five Months ago, when his supervisor, Service Manager Dan Eichler, was promoted to Fixed Operations Manager, Dan knew he needed a Shop Foreman to help manage the busy service department. Dennis was his "go-to-guy", and he immediately promoted him to Shop Foreman. In his new role, Dennis is responsible for helping all the other Techs with any issues or questions they may have. He comes in early and teaches and advises and lends a hand whenever needed, in addition to his own daily repair workload. He also works with Ford Field Service Engineers (specialists at Ford who are there to assist Techs) and handles any issues in the shop, like equipment problems, before Dan has to get involved- Dennis is his backstop.

Dan says, "I've managed Dennis for seven years and he's put in his time to be the best he can be. He has a great attitude, personality and is a team player. If we can't figure something out, he's the guy we go to. He's really stepped up to take on this challenging new role and definitely deserves this award."

Part Manager Bob Parker agrees, "I've worked with Dennis since 2003 and he's one of the best Techs out there – he's a perfectionist, is super knowledgeable and can fix just about anything. I've seen him replace an engine in a single day – he knows the process and the tools, and he hammers right through it. He shares his knowledge with the younger guys, and they look up to him. He's a great, dedicated Tech, to us and to the company."

When Dennis isn't at work, he enjoys spending time with his wife Connie and their sons Christian and Jason. He is an avid fan of 4-wheeling and off-road adventures in his Jeep and spends time helping with his son's Demolition Derby events.

**Thanks for the GREAT job you do, Dennis. Matthews is PROUD to have you on our team!  
Matthews Means More. Every Day. Every Way. Like Dennis.**