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February 2019

Quarterly Newsletter Team Adaptive Inc.

TEAM TALK

Our Locations >>>

Biloxi

978 Tommy Munro Dr.

Biloxi, MS 39532

(228) 388-5700

Mobile

1251 Boltons Branch Dr..

Mobile, AL 36606

(251) 471-1088

Panama City

1201 Harrison Ave.

Panama City, FL 32401

(850) 522-0059

Pensacola

3618 N. Pace Blvd.

Pensacola, FL 32505

(850) 332-1688

Website

www.teamadaptive.com

Welcome to Pensacola



Team Adaptive has been serving the physically challenged in the Gulf Coast for the last 20 years, and it has been nearly 17 years since its last location had opened its doors. However, after much planning, careful consideration, and identifying the need to fill a void, Team



Adaptive celebrated their Grand Opening of their 4th location on February 21st, 2019 in Pensacola, FL. The local community arrived in numbers to warmly welcome its newest establishment and, the

comments received were ones of encouragement. *“It is so nice to have a reputable mobility dealer in our area”.* *“You have a wonderful variety of equipment”.* *“We are glad you are here”.* *“Welcome to Pensacola”.*

As a former Manager of the Mobile, AL location, Ashley Mullins is no stranger to the mobility industry, nor to her customers that she has faithfully served for the last several years. She made the move to the Pensacola location and brought her exceptional customer service and extensive expertise along with her. Her existing customers were pleased to have Ashley closer to them and the new ones welcomed her with open arms.



Team Adaptive couldn't be happier about its expansion to the greater Pensacola area and looks forward to building a lasting relationship with the community. Please stop by and see them soon!

Team Adaptive 20 Years and Going Strong



When the entire country was preparing for the big computer crash and the pandemonium of the upcoming Y2K, Scotty Schonewitz personally had an experience that many disabled individuals face daily. For a family member, he needed handicapped equipment that was not available locally. In addition to the hardship of locating equipment, the customer service in the industry did not exist. He made it a personal challenge to open a handicap mobility company that could provide needed quality equipment and he actually cared about the needs of the customer.

Ignoring all the media hype regarding Y2K, and the uncertainty of the future he embraced the challenge and opened the doors of Team Adaptive, Inc. in his hometown of Biloxi, Mississippi in 1999. He wrote his vision for the company that continues to be the foundation of the organization.

Team Adaptive, Inc. is committed to enhancing the lifestyle and freedom of the physically challenged. We fully understand our customer challenges and provide solutions with service excellence. Our company will be a leader within our industry and will maintain profitability to ensure long-term customer satisfaction. We, as a TEAM, will ensure that no limits of freedom will exist for our valued customers.

With the tag line "We Help You Adapt", he began his quest with a small shop and staff. All of the employees of Team Adaptive Inc. are required to embrace the vision of the organization.

Since the beginning, the two key concepts for Scotty have always been Customer Service and Quality Equipment. He understands that when you are in need and make a call to a company for help, you do not want to listen to a recording and have to wait to speak with a live person. Furthermore, when you enter a place of business you do not want to take a printed number and wait for assistance. Scotty has never allowed a recorded telephone message to greet callers and personal attention is given to everyone that enters the doors. Team Adaptive staff are trained continually to understand the needs of the customer.

With quality equipment always in the forefront at Team Adaptive, Scotty has accounts set up with the top manufacturers of Adaptive and Mobility Equipment, because only the best will do for his community.



Despite the hard work involved and outside encouragement from many to carry lower quality products, Scotty stood strong in his beliefs and would never consider it. Because of his high standards and theory of operations, Team Adaptive began to grow. By 2003, there were two new additions added in Mobile, Alabama and Panama City, Florida. The 20th Year Anniversary brought the fourth location in Pensacola, Florida. Throughout it all, Scotty has remained with top quality manufacturers and is an exclusive BraunAbility dealer. He has witnessed many competitors come and go, especially when profits are more important than quality or customer service. The staff under Scotty's leadership has adopted his principles of customer service and quality, and most have been with him for an average of 10 years or more.

If asked about the last 20 years, Scotty would tell you that while it has been gratifying to have a successful business and have the pleasure to work with such a wonderful staff, his customers have always been, and continue to be, the most fulfilling. Knowing that he has helped them to adapt in some way and make their lives easier through the high standards of Team Adaptive has been the most rewarding.

Congratulations to Scotty and the staff at Team Adaptive Inc.! 20 years and counting and looking forward to the next 20!

*Congratulations
Scotty*

Weather Can Wreak Havoc on Your Vehicle



This time of year is not only difficult for us, but it is not easy on our vehicles either. Cold nights, chilly mornings, hot days and rain (PLENTY of rain), not only makes it challenging to know how to dress comfortably for the day, but our vehicles also suffer from continuous exposure. The end of winter and beginning of spring brings many changes. As with us, our vehicles need to remain ready for what Mother Nature has to offer. Here are some tips to keep your vehicle at optimum performance during these times of the year, regardless of the weather:

1. Schedule preventative maintenance.
2. Check your vehicle fluids, especially the coolant.
3. Inspect your belts and hoses.
4. Have the Battery checked.
5. Monitor your tire pressure.
6. Check the windshield wipers.

Allow the Team Adaptive service technicians to perform preventative maintenance on your adaptable

TEAM PRIDE

Here at Team Adaptive, we are proud of our team and their dedication to not only their job, but to serving our customers as well.

Mobile

Keena – Customer Service

Richard – Service Tech

Pensacola

Ofyliya – Customer Service

Ken – Service Tech

Panama City

Jessie – Customer Service

Paul – Service Tech

February – Fall in Love with the New 2019 Models

BraunAbility has released the new 2019 models of handicap accessible vehicles. Chrysler Pacifica, Toyota Sienna, Honda Odyssey and Dodge Grand Caravan vans are ready for purchase. Call your local Team Adaptive Office today to order your new 2019!



Spring Cleaning – Time of the Year to Trade

Spring cleaning-that time of the year when we all want everything sparkling clean. What about your vehicle? With the 2019 models out, check with your local Team Adaptive location to see what kind of deal you can get on the 2018 models.



The Certified Pre-Owned models will be your best bargain. And YES Team Adaptive does accept trades.

It's **TRADE-IN TIME!**

TEAM PRIDE



Team Adaptive is honored to announce Sabrina Troutman as the new Manager at the Mobile location. Sabrina has been a dedicated employee with Team Adaptive for more than 3 ½ years in Mobile. Please join us in welcoming Sabrina to her new role.



Ashley Mullins a veteran of Team Adaptive since 2005 has accepted the position of Manager at our newest Pensacola location. We are excited to have her lead the Pensacola team as she builds our business in our newest market.

final thoughts...



It is a fact that the Internet has changed the way we make decisions on almost everything we buy- from where to go on vacation to where to get your haircut. Everything can be researched nowadays from the convenience of home or from our smartphone. Reading the reviews has replaced asking friends and family. However, what if no one wrote a review? What if only the dissatisfied wrote a review? Writing a review is your way to give back. If you have never written a review, here are a few tips to get you started:

1. Be informative and insightful.
2. Be respectful, even if it is a negative review.
3. Most importantly – Keep it Real!

You do not have to be a professional writer to let others know where to shop, what to buy, or just let others know the overall atmosphere of your experience. Your review can be positive, negative or mixed, just as long as you keep it real. Those reading your reviews are searching for the best. If you have found it, let them know. If it's the opposite, let them know also – just do it tactfully.

In The Next Issue

Is Your Vehicle Ready for the Summer Heat?

Local Team Adaptive Offices.

Customer Appreciation.

Team Adaptive 20 Year Anniversary.

Coming soon >>>> June 2019

Visit our Website and Facebook Page

Our inventory is continually updated on our website to keep you up-to-date on available vehicles and services offered. "Friend" us on our Facebook page to receive interesting and informative post.

Why you
don't park
in the
striped lines



Got Questions?

We are just a
phone call
away

TEAM ADAPTIVE MEDICAL

www.TeamAdaptive.com