

# San Antonio Auto Auction

You might say San Antonio Auto Auction's success starts with a smile.

"Positivity is contagious and spreads through our words and attitudes," said general manager Brandon Walston. "So when we come into work, a smiling face or friendly comment fosters an encouraging and positive environment for not only our employees but our dealers, consignors and vendors as well. We hope spreading this kind of light is what really helps us stand out."

Indeed, that "light" is perhaps amplified by SAAA's designation as one of *Auto Remarketing's* Best Auctions to Work For.

"On the front doors entering the auction reads the verse from Matthew 5:16 'Let your light shine before others, that they may see your good deeds and praise your Father in Heaven.' These words are a daily reminder that our actions affect all of those we come in contact with," Walston continued.

An enjoyable workplace is a wonderful thing, but is it the key that gets team members to stay?

Walston said he makes it a priority to create a "commitment culture."

"I want our team and customers to know that we are in it for the long haul and I want this to reflect in their priorities as well," he explained. "My focus is on giving my best effort for steady growth that continues to strengthen relationships with our dealers and consignors along with motivating our employees to be the best they can. I think when everyone wants to stick around, you have a strong advantage."

Part of what helps in this regard — and what helps build morale — is when employees are really able to adopt that team mentality.

"I believe one of the best morale boosts is knowing that you are

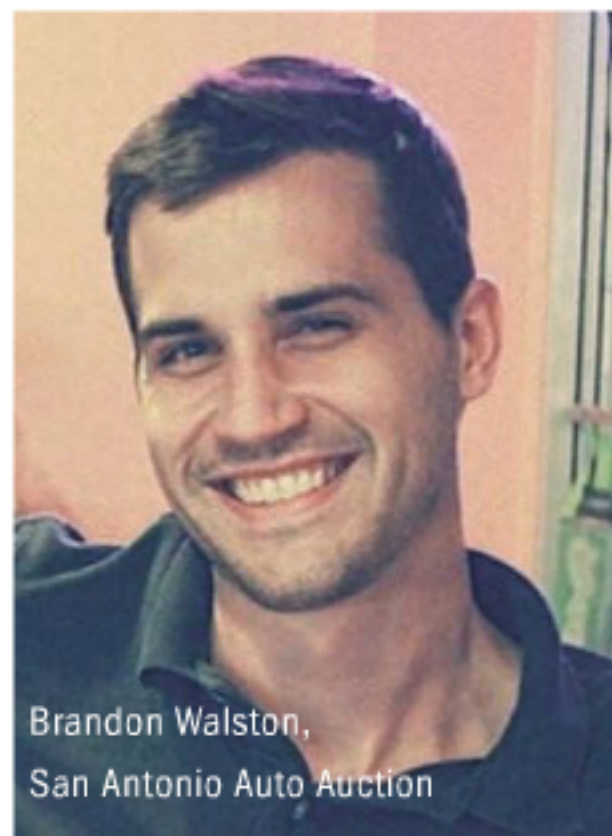
a part of something that is much bigger than what you can accomplish on your own," he said. "The unity of the team motivates each person to go above and beyond what they would normally do individually."

"So, for me, taking a hands-on approach and offering support wherever possible can give a crucial boost to fellow employees. Letting my team members know I am there for them and knowing they are there for me really creates a safety net that boosts morale for the whole team."

But how is all of this good for business? Put another way, how does it affect the bottom line?

"A positive, enjoyable workplace leads to an open workplace. An open workplace creates an environment where team members feel safe to express their ideas and suggestions. This openness allows the team to more effectively solve problems and therefore grow as a whole," Walston said.

"Simply put, the sum is much greater than any one part, especially when everyone is working together in a positive environment," he said. "I believe that is what directly impacts the bottom line and is good for business."



Brandon Walston,  
San Antonio Auto Auction



*Positivity is contagious and spreads through our words and attitudes. So when we come into work, a smiling face or friendly comment fosters an encouraging and positive environment for not only our employees but our dealers, consignors and vendors as well. We hope spreading this kind of light is what really helps us stand out."*

**—Brandon Walston, San Antonio Auto Auction**