


**CISA/CyberHawaii webinar – Mentorships**  
**4/2/24**

**SERVCO**

Overview & Internship/Mentoring Programs



# AGENDA

- **Servco Overview**
  - **Servco Core Values & In the Community**
  - **Internship Program**
  - **Mentorship Program**
  - **Questions & Discussion**
- 

# An Overview of Servco



## A Humble Beginning...

Peter Fukunaga, an immigrant from Japan, opened a two-car garage in Waialua on Oahu's North Shore in 1919.





Today we steward world-class brands...



1926



1990

*Fender*

2012



1958



2007



2017

# Business Operations



# SERVCO FAMILY OF BUSINESSES



**SERVCO**  
HAWAII



**SERVCO**  
AUSTRALIA



Powered by  
TOYOTA CONNECTED | SERVCO



**Venture  
Capital**



*Fender*<sup>®</sup>

# HAWAII DISTRIBUTION



## Product Planning & Inventory

For Toyota, Lexus,  
and Subaru



## Servco Parts Center

80,000 ft<sup>2</sup> of  
warehouse space  
servicing dealers and  
wholesale customer in  
Hawaii



## Vehicle Processing Center

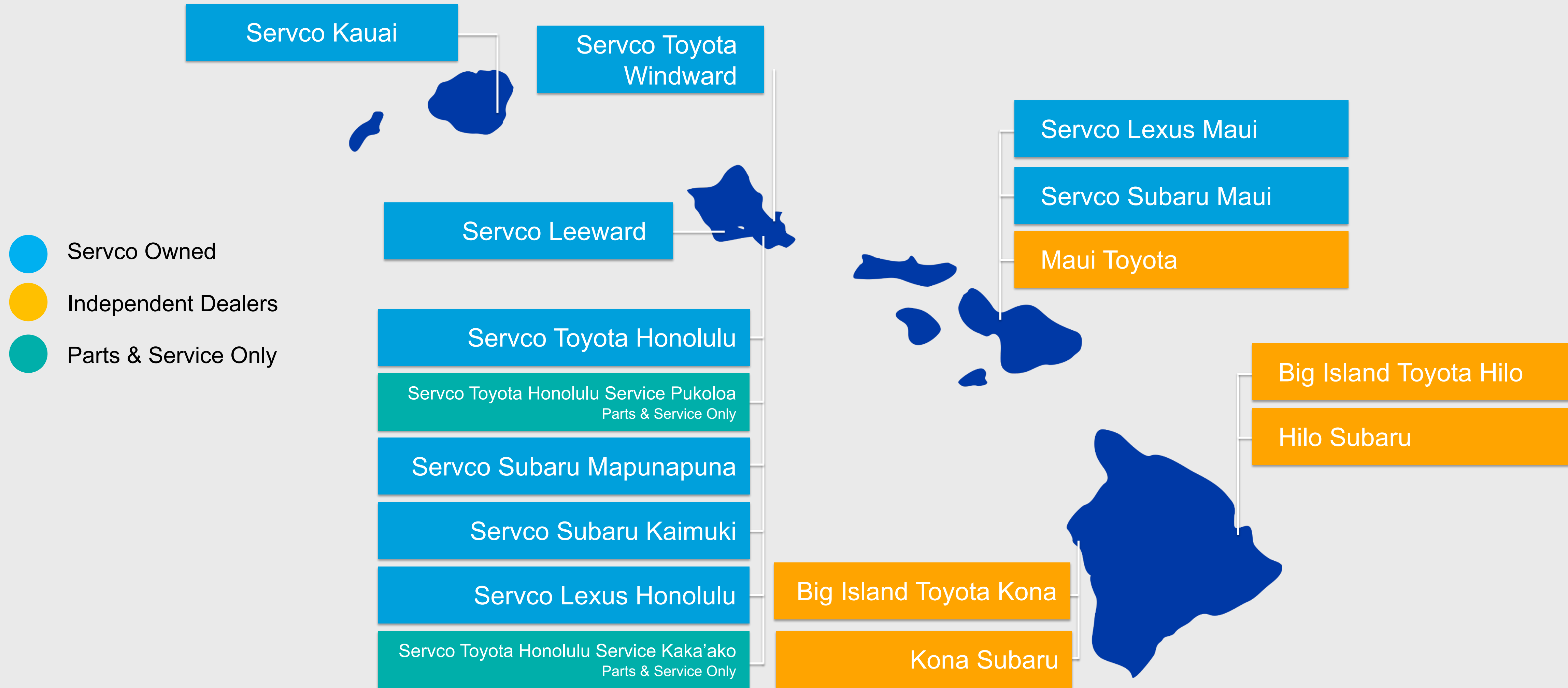
22 acres across  
locations on Oahu.  
Car carrier division  
with eight carriers.



## Servco Quality Division

Warranty and recall  
administration.  
Technical training  
center with five stalls  
and two classrooms.





# Servco's Dealerships in Hawaii

# Servco Australia

25 Dealerships Locations

1,220 Team Members

7 brands



**Perth**  
 Perth Harley-Davidson  
 Rockingham Harley-Davidson  
 Melville Toyota  
 Rockingham Toyota

**Brisbane**  
 Downtown Toyota  
 Sunshine Toyota

**Echuca**  
 Echuca Toyota  
 Echuca Subaru  
 Echuca Isuzu Ute

**Melbourne**  
 Melbourne City Toyota  
 Melbourne City Toyota – South Melbourne  
 Melbourne City Toyota - Camberwell  
 Melbourne City Toyota - Heidelberg  
 Melbourne Prestige - Lexus  
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**Cairns**  
 Pacific Toyota  
 Lexus of Cairns  
 Pacific Hino

**New England**  
 Tamworth City Toyota  
 New England Toyota - Armidale  
 New England Toyota – Inverell  
 New England Mitsubishi

**Dubbo**  
 Dubbo City Toyota  
 Gilgandra Toyota  
 Lexus of Central West

**Sydney**  
 Chatswood Toyota  
 Ryde Toyota

Downtown Toyota – Morningside  
 Downtown Toyota – Wynnum

Pacific Toyota  
 Lexus of Cairns  
 Pacific Hino

Dubbo City Toyota  
 Gilgandra Toyota  
 Lexus of Dubbo  
 Sunshine Toyota

Chatswood Toyota

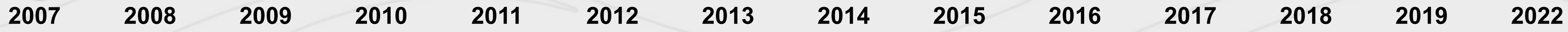
Echuca Toyota  
 Echuca Chrysler Jeep Dodge Camberwell Toyota  
 Echuca Subaru

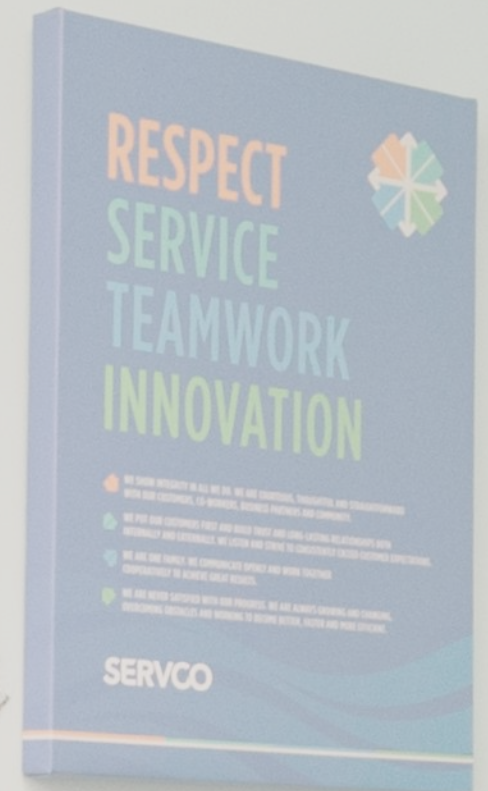
Ryde Toyota

Melbourne City Toyota  
 Melbourne City Lexus  
 South Melbourne Toyota  
 Perth Harley-Davidson  
 Rockingham Harley-Davidson

Echuca Isuzu Ute  
 Melville Toyota  
 Rockingham Toyota  
 Cannon Toyota  
 Tamworth City Toyota  
 NE Toyota Armidale  
 NE Toyota Inverell  
 NE Subaru  
 NE Mitsubishi

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# Servco's Core Values





**RESPECT**  
**SERVICE**  
**TEAMWORK**  
**INNOVATION**



## RESPECT

We show integrity in all we do. We are courteous, thoughtful and straightforward with our customers, co-workers, business partners and community.



## SERVICE

We put our customers (guests) first, and build trust and long-lasting relationships both internally and externally. We listen and strive to consistently exceed customer (guest) expectations.



## TEAMWORK

We are one family. We communicate openly, and work together cooperatively to achieve great results.



## INNOVATION

We are never satisfied with our progress. We are always growing and changing, overcoming obstacles, and working to become better, faster and more efficient.



HawaiiBusiness  
 magazine

**BEST  
 PLACES  
 TO WORK**  
 — 2023 —

**86%**

## Happiness Score

The Happiness Indicator measures the overall engagement of your organization/team. We define happy team members as team members who frequently experience positive emotions at work, recognize their organization as a great place to work, feel immersed in and passionate about the work they do, and experience a strong sense of belonging to their company.





# In The Community



## In the Community

Servco, its team members, and the Servco Foundation contribute approximately **US\$500,000** annually to nonprofits in Hawaii and Australia

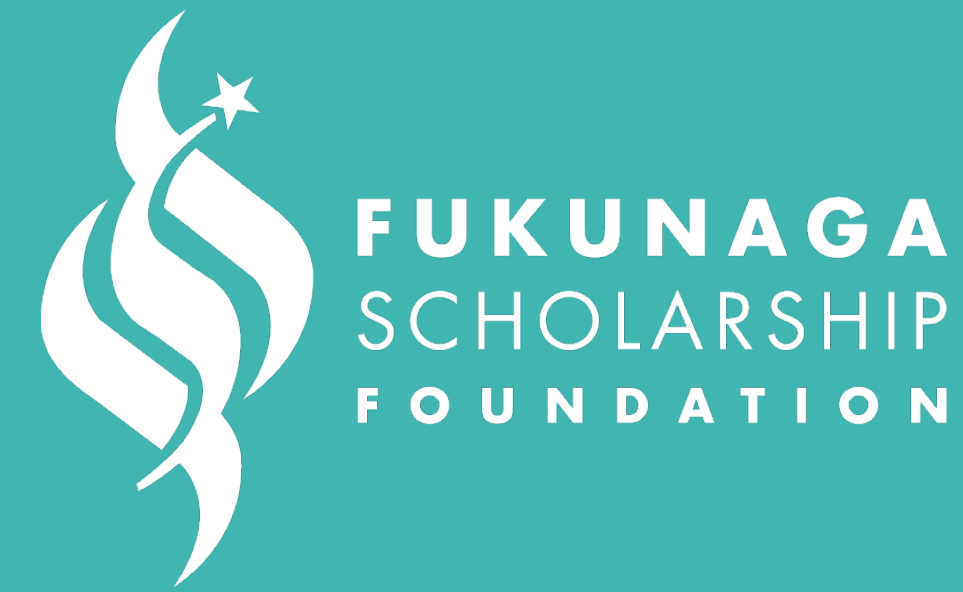
Hawaii community service efforts are led by **Team Serve**, an employee-led committee of team members



**Founded in 1986**

Offers a **one-year renewable scholarships of US\$5,000** to spouses and children of Servco team members in pursuit of higher education. Over 200 scholarships have been awarded since 1986.

Supports over 40 non-profit organizations annually through sponsorship donations.



**Founded in 1950**

Offers a **scholarship of up to US\$20,000 over four years** to Hawaii high school students who are interested in pursuing a career in business.

Every year, over **US\$200,000** in scholarships are awarded to 40 students. Over 500 scholarships have been awarded since 1950.



# INTERNSHIP PROGRAM

- Current program launched in Summer of 2019 (8 interns)
- 8-12 week program over the summer where candidates with local ties to Hawaii become a vital part of our team, experiencing all the important Life:Moments Servco has to offer, while learning about our business
- Help identify future talent to build careers in Hawaii and bring in fresh perspectives (e.g. cyber, data science, development)
- Receive 1000s of applicants annually for approx. 25-30 internships
- Cross functional cohort across all aspects of our business operations
- Emphasis on real project work, embedded with an annual Hackathon and final project presentation
- Exposure to executive mentors through talk story lunch and learns
- Intern site and testimonials accessible here :  
<https://www.servco.com/careers/servco-internship-program/>

# SAMPLE INTERNSHIP CALENDAR

- 8-12 weeks, emphasis collaboration across interns and Servco full time employees
- Community service focus
- Talk Story with executives
- Pathways for ongoing mentorships post internship and full time employment opportunities
- Emphasize internships to cater to diverse and emerging skillsets

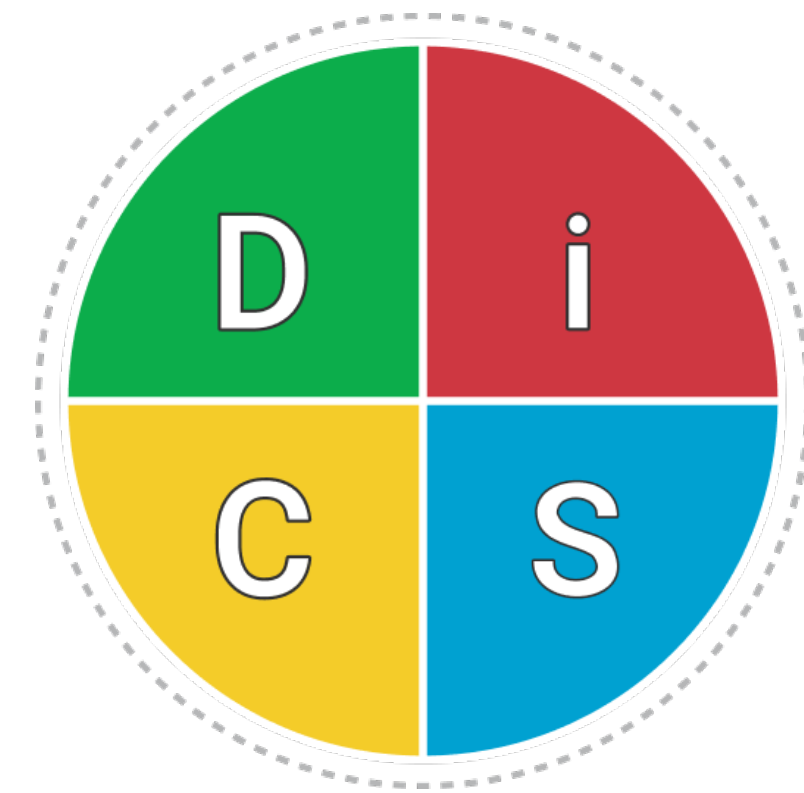
2024		June			SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	01	02
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
WEEK 1	17 HR Appointment 9-10am Welcome Orientation & Lunch 10:00-1pm	18	19	20	21 Community Service - Koko'o 'Owi (all day)	22 23
WEEK 2	24	25 Talk Story Diana Brown & Jondi Anderson 10-11am	26	27	28 JULY	29 30

2024		July			SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	06	07
WEEK 3	01	02 Career Workshop hosted by the Center for Tomorrow's Leaders 1-2pm	03	04 Holiday	05	06 07
WEEK 4	08	09 Marketing/PPI Workshop Ken Hashimoto, Ryan Trujillo, Judy Ng 1-2pm	10	11	12	13 14
WEEK 5	15	16 Talk Story: Lance Ichimura & Charles Lee; 1-2pm	17	18	19 Hackathon Brief	20 21
WEEK 6	22	23	24 Hackathon Day 1 (all day)	25 Hackathon Day 2 (all day)/National Intern Day	26	27 28
WEEK 7	29	30 Talk Story: Jill Kawakami & Jessica Nohara 1-2pm	31	01	02 Workshop - Business Finance 1-2pm	03 04

2024		August			SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	10	11
WEEK 8	05	06 Talk Story Peter Hirano & Peter Dames 1-2pm	07	08	09 Intern Final Presentations and Graduation & Mixer 8:30am-1pm	10 11
12	13	14	15	16	17	18
19	20	21	22	23	24	25

# MENTORSHIP PROGRAM

- Current program launched 5 years ago (5<sup>th</sup> cohort of 16 applicants just about to launch)
- 6 month program to help grow future leaders within Servco
- Invest in communication around the program (e.g. [FAQ](#))
- Matching applicants and volunteer mentors via DiSC profiles
- A mentor is defined as an experienced and trusted advisor who teaches, coaches, counsels or guides another individual (mentee)
- Establish Mentor/Mentee guides and tools for building relationship ([Experience Maps](#))
- Prior [Mentorship content](#) to help bring awareness of the program and it's potential benefits
- Open application process through our centralized [communication platform](https://www.everythingdisc.com/what-is-disc/)
- Graduation and Next Steps post program



# SERVICO

