

Kerri Strug and the gutsy U.S. women gymnasts

AUGUST 5, 1996

People

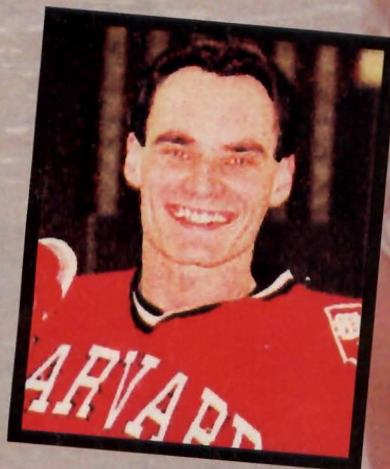
weekly



The tragedies of Flight 800

LOVE & GRIEF

- Seven personal stories of family loss
- Montoursville: A shattered town mourns its children



The fiancée and family members of hockey star Michel Breistroff (right) embraced on the beach after a Long Island memorial service last week. Violinist Larkyn Dwyer, 11 (left), was making her first flight alone





Michael Kinnear

Disaster Relief

Gresham's community spirit turns misfortune into success.



As Mike Chaney watched 35 firefighters battle the inferno that

engulfed his family business three years ago, he saw more than a burning building.

He saw the possibility that his business would be too devastated to recover.

"It seemed like everything we had worked for was suddenly gone," says Chaney, president of Gresham Toyota in Gresham, Ore.

After the smoke cleared, Chaney realized the parts and ser-

vice departments were the only salvageable areas of the dealership.

Along with Dave Peterson and Pat Chaney, dealership vice presidents, and Bill Leslie, controller, Chaney sifted through the rubble to assess the damage.

By morning, the four had devised a plan to keep the family business operating. Six mobile homes became temporary offices. Huge tents housed sales and financing activities.

Serenaded by the whine of saws and pounding of hammers, the dealership's staff worked around construction crews to serve customers.


Surprisingly, sales increased dur-

ing the yearlong reconstruction.

Chaney credits his staff, construction crews and the city of Gresham's employees, including the fire department, for the dealership's success in the face of adversity. Its success also includes a fifth Toyota President's Award for making customer satisfaction a high priority.

Mike Chaney has long believed community support is important. Being on the receiving end of that support showed him just how important.

(l to r)
Pat Chaney,
Dave
Peterson,
Mike
Chaney
and
Bill Leslie

 **TOYOTA**
I love what you do for me