

## WHAT'S NEW AT MASTERLUBE?

### *New Hires ~ New Achievements ~ New Good News*

July was a busy month at MasterLube! Erik passed the AC Certification test and is now ready to start servicing customers with the Recovery, Recharge & Recycle AC Service at the Grand Ave store.

Andy moved from the Grand Ave store to join Chad and the crew downtown.

Over the past few weeks, we welcomed three new faces too - Randall and Travis at the King location and Les' daughter, Letisia, is helping on King for the summer.

May and June also introduced us to three new friends from our colleagues in Slovakia. Stevo and Camil spent about a week here in late May, while David Laco spent several weeks here in June and July.

All three greatly enjoyed their time here and noted that they particularly enjoyed 4-wheeling with Craig. Before they left the U.S.A., they sat down for a video chat with us that can be seen on MasterLube's YouTube channel at [www.youtube.com/user/billingsmasterlube](http://www.youtube.com/user/billingsmasterlube) or click the "MasterLube TV" icon on our website.

Michelle at the office also welcomed her first granddaughter, Kaedynce. Kaedynce's mom, Bryttnee, is also a MasterLube alumni. Congratulations!

*Below top row L to R: Andy at the Downtown store; Travis on King; baby Kaedynce. Middle row L to R: Camil from Slovakia; Erik on Grand; Letisia vacuums cars at the King store. Bottom row L to R: Stevo and David from Slovakia; Randall in the pit at King Ave.*

## Anniversaries August

Matt Murray - 11 Years  
Jordyn Ostlund - 2 Years

## September

Ciara Cuellar - 3 Years  
Dan Zier - 5 Years  
Cassie Morgret - 1 Year  
Trevor Wilsey - 1 Year  
Nathan Bradshaw - 1 Year



# FEED YOUR WHITE DOG

## NAMI-Billings Bike Ride Invites All to Come Ride in the Fundraiser

The National Alliance on Mental Illness of Billings is holding their largest fundraising event on Saturday, August 13 starting at the Molt Community Center. The non-competitive bike ride helps support the programs and services of NAMI-Billings in their effort to advocate, educate and support those affected by mental illness and their families.



Registration is \$30 per rider or form a team of 6 and pay \$25 each. Riders can also raise donations for the event and those raising \$250 or more will receive a custom high quality bike jersey.

There are 4 course lengths to choose from: 5 miles, 10 miles, 20 miles and the full 33 mile loop. The ride is not timed, so casual bike riders are welcome and everyone rides at their own pace.



There's also a raffle for a Trek 1.2 Road bike - valued at \$899. Tickets are one for \$1 or an arm's stretch for \$10. To purchase tickets, talk to Miranda at the MasterLube office or any NAMI-Billings board member.

To register, volunteer or for more information, visit [www.namibillingsride.org](http://www.namibillingsride.org) or talk to Miranda at the office.

## HUMAN MOMENTS

### Customers Share Their Thoughts

#### From Downtown:

~ "Bill, I should have brought this up years ago! For all of us that like to keep our vehicles running smoothly and service not only our own, but our kids vehicles regularly at Masterlube, would it be possible to open MasterLubes in the Montana college towns of Bozeman, Missoula, and Helena? We have had students at each MSU, CC, and U of M and it sure would be "peace of mind" to know your services were allowed and available when they are away at school! Many thanks! - Lisa B.  
~ "Dear Crew, thank you for the lovely flowers. I'm feeling lots better thanks to your quick response." - Cheryl C.

#### From King:

~ "Brandy is helpful and wonderful"  
~ "Matt, knew what oil I needed. Like his humor! Good coffee"  
~ "Your staff was professional, polite and very patient. They explained the issue with my drain plug and oil pan thoroughly and gave me suggestions for replacements. I'm from Helena and I have half a mind to come here for my future oil changes. Thanks guys. Great work." - James R., Helena, MT

#### From the Broadwater Car Wash:

~ "Great attitude and customer service from the entire crew!!! Awesome experience every time we come in!! Fast and complete thorough job! All of our vehicles look fantastic when washed here. Keep up the good work!!! Thanks!" - Guidice Family  
~ "You guys are the nice peeps in Billings, MT. Keep up the good work!"



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## Customer Letters & Emails

I wanted to comment on how great, Trevor, at the broadwater car wash is. He has great customer service and is an amazing manager. Every time myself or my Business Partner go to get our car washed he is always very professional and a pleasure to work with. Thank you for your time. - Respectfully, Amber

Just a note to say how pleased I was at the service I got this morning at your Heights location. Great folks and lots of smiles. They were done so fast, I hardly had time to read the "Master Lube Alumni" plaques. Thanks.  
I'll be back.

Thank you for the stories from our seniors. Good job. -Robin B.

I visited your hand car wash on Broadwater Avenue last Saturday (July 2nd). After my car was clean one of the gentleman asked me if I had noticed that my passenger door was sticking and making a noise. I had noticed but I didn't really think about why it was doing it. He showed me where the hinge bolts were loose and could possibly come completely off. He didn't have the right size socket to tighten them for me but he explained to me what I needed to do. When I got home I immediately tightened them! I can't tell you how much I appreciated his help. Thank you!!! -Cathy P.