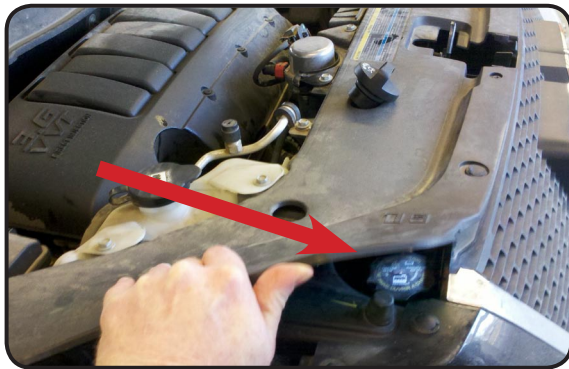


TECH TIP: HIDDEN RADIATOR CAPS

Acadia, Enclave, Traverse Caps Aren't in Plain Sight

The newer Buick Enclave, Chevy Traverse and GMC Acadia all have a radiator pressure cap that is hidden from view. There is a plastic panel that covers the front side of the hood. This panel can be easily lifted by gently detaching a few of the fasteners on the left side. Once the panel is lifted, it's obvious to see the radiator cap under the left corner.



Once the coolant is checked, the plastic cover pops back on in a snap.

Lifting the panel only takes a few seconds, but with this small step, we can be sure to check the fluid properly on these vehicles.



Anniversaries February

- Casey Couture - 1 Year
- Tony Embrey - 3 Years
- Tanaya Merchen - 3 Years
- Shelbi Godfrey - 3 Years
- Joey Moratelli - 3 Years
- Dan Halford - 4 Years
- Michael Peltzer - 5 Years
- Chad Godfrey - 9 Years
- Michelle Gallagher - 16 Years

PRESIDENT'S DAY FEBRUARY 20

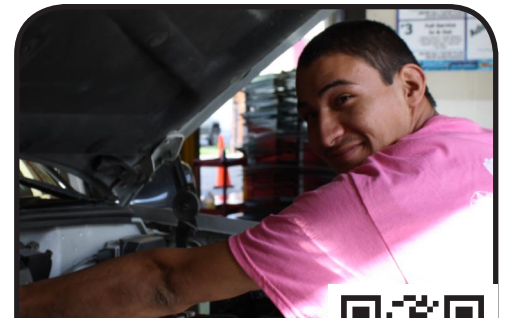
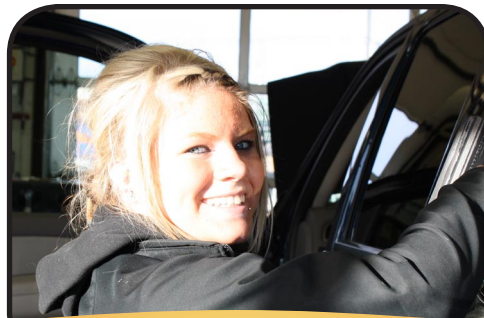
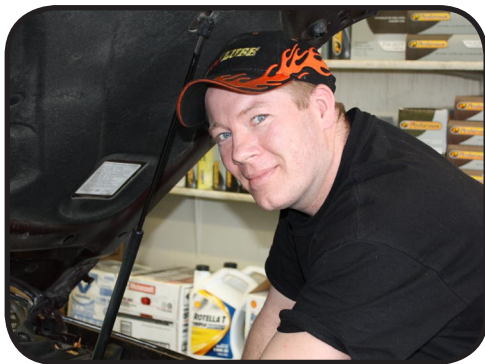
Put All US Flags Out That Day

WHAT'S NEW AT MASTERLUBE?

New Hires ~ New Achievements ~ New Good News

MasterLube welcomed three new employees and is saying goodbye to another. Seamus (left), Mike and Hannah join the crew at the King Ave W location. Welcome!

Mike P. (Smiley) is leaving MasterLube after 5 years to pursue a career in the oil fields of the Williston Basin area of North Dakota. We wish him the best of luck on his new endeavor!



Work on these in February -

- Why do we greet customers within 6 seconds?
- Why do we run to greet customers instead of walk?
- Why is it important to stay busy during slow times?
- Why is it important to have the right amount of product in your store?
- Why do we get to the driver's door before our customer even gets the door open?

1001 Little Things...

Scan QR Code
for E-LuberNews
(requires a PDF reader app)

HUMAN MOMENTS

Customers Share Their Thoughts

From Heights:

~ "I had a car headlight out. I didn't know how to fix it. I was directed to MasterLube on Main St. in the Heights. The manager there, Adrian Brown, was great. He and his crew were polite and fixed me up. A very courteous bunch of people. I want you to know I appreciate them and will pass this to other people." - Capt Charles B. (ret. San Francisco PD)

From King:

~ "I love your work. Thank you for fixing my aunties car. It's lots better!" - Jodell (9 years old)
 ~ "It is always pleasant to do business here. Staff is friendly and professional which I appreciate. Today I also enjoyed the new chairs and great coffee!"

From Broadwater Car Wash:

~ "I came to MasterLube Hand Car wash to get my truck washed and even though there was snow on the ground the guys were more than happy to clean me up good. I've never seen such a happy, energetic group of men. Thank you." - John R.

Letters & Emails:

~ "Enjoyed your interviews with the three Rocky students who work with Cindy Kunz at the Institute for Peace. That is a great organization! Our granddaughter worked with Cindy her four years at Rocky so we have been 'connected' with them since then. Thank you for helping acknowledge the wonderful work being done to promote peace near and far." - Grandma Betty in Wyoming

~ "Chad, Thank you for helping my friend from Great Falls with his car repair. Your crew went out of their way to help him. You find out who your friends are when you need help and I will always regard you as a good friend." - Bob H.

~ "I was recently at your downtown locations for an oil change and a car wash and wanted to let you know about the kind and quick service I received. In the past I have gotten my oil changed at a different business and typically have my vehicles washed at your Hand Wash on Broadwater. I will definitely switch my oil change business to your downtown location and take advantage of getting my car washed at the same time due to the service I received. I was pleasantly surprised to see one of my favorites from Broadwater working downtown; I believe his name is Curry.." "He is always quick with a smile and is very kind and helpful to me, which can be hard to find these days in the younger generation! Please pass on my thanks to everyone downtown, keep up the good work!" - Jan A.

TRAINING UPDATE



T raining Certified 5.0 grads pose for their graduation photo; (back l to r) TJ, Andy, Allen, Joey, Ricky. (front) Brandy, James and Travis. Some of the group is continuing training on the "7 Habits of Highly Effective People." Others are meeting with Lauren Sukut to help further their professional development. Brandy is continuing her training by attending Accounting 101 at MSUB with Michelle three days a week. Congratulations to all!



Scan QR Code with your Smart Phone to view video

MasterLube TV features four new videos this month:

- Billings artist Harry Koyama talks about his transition from running the family farm near Hardin to becoming a professional artist with a studio on historic Montana Ave.
- Bill Simmons sits down for a fun chat with friends "Major" Dan Miller, Rod Davidson and Terry Palm.
- Erik from Grand Ave walks us through the many steps of a full service oil change.
- Dane from the Heights Four Seasons MasterLube shows us the process involved in a typical radiator flush.

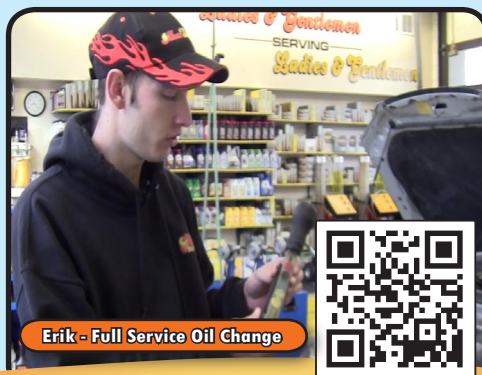
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Harry Koyama



Four Old Friends



Erik - Full Service Oil Change



Dane - Radiator Flush



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