

## MASTERLUBE & OIL PARTNER TEAM UP

### *Our Long-time Friendship Becomes More Official*

What started as a friendship between a European business consultant and our own Bill Simmons has developed into an international partnership with a common vision – developing people and providing quality service.

MasterLube has purchased a minor equity position in Oil Partner, a Slovakian company with two quick lube centers in Bratislava and one in Nitra.

The relationship between MasterLube and Oil Partner has only recently become an official business affiliation, but the connection between the two companies has been developing over the last 20 years. It began in the early 90's when Bill Baker, a business teacher then working in Slovakia, was looking for a company in the U.S. that would be interested in providing internships to some of his students. Baker connected with Milan Cichel, a Slovakian business consultant who was forming a group focused primarily on providing training for entrepreneurs while the Slovakian economy was transitioning from communism. Through Baker's friendship with a MasterLube employee, the two met Simmons and began to develop internship opportunities at MasterLube. Cichel's group, Integra, soon expanded into supporting and establishing small and medium businesses in Central Europe that have a social impact on their community and later became an essential element in developing what would become Oil Partner.

In 1995, a young Slovak man named Daniel Laco was interning with MasterLube and liked what he saw. So he took the lessons and information he learned back to Slovakia, where he began work-

ing towards building a quick lube center there that instilled a vision of employee development among its staff. Simmons and his wife Marilyn visited Laco in 1997 to help their friend with various logistics and business planning for the new business.

Oil Partner opened its doors in 2000 to a culture largely unaware of the notion of quick lube service. "The idea of this type of service was and still is quite new to them," says Craig Godfrey, president of Master-

Lube. "People are still used to dropping off their car and coming back an hour or so later to pick it up." Godfrey goes on to point out that even 30 years ago, Billings' residents weren't used to a 10 minute oil change. "When we first opened MasterLube, not many people were used to the idea either," he says.

In its 10 year existence, Oil Partner has become quite successful. Simmons speculates that some of the success can be attributed to the fact that the country has only been an independent state since 1993. Slovakian businesses like Oil Partner have the benefit of developing their business in present day; to "start from scratch" without old habits and old policies to deal with. "They're very well educated, well trained and forward thinking people," he says.

The key to the partnership is staff development. Since Oil Partner's beginnings, employees have visited Billings to train alongside the employees of MasterLube. And that sort of training will continue and expand in the future. Through all of 2011, MasterLube plans to have either members of its team visiting Slovakia or some of Oil Partner employees visiting MasterLube during every month of the year.

So get ready to meet a few new faces and teach and learn with our friends from across the globe!



## MEET JESSICA

### *A Familiar Face in a New Place*

Don't be alarmed to see this gal hanging around your store asking all sorts of questions! She's perfectly harmless - we promise.

Some of you may remember Jessica - she was a VISTA volunteer last year who lived at the MasterLube house. She has concluded her volunteering and has contracted with MasterLube to do a variety of projects. She'll spend some time talking with staff and doing some customer surveys.

Jessica is originally from Pennsylvania (yes - she's a Steelers fan) and has a degree in public relations from Wingate University in North Carolina. She even spent a year in London on a study abroad program.

Jessica moved back to Billings after working in New York for a few months. She loves our city and is very excited to be back!

Say "hi" when you see her around the stores. Welcome back to Billings Jessica!



# TECH TIP - GM AUTOTRANSAXLE: CHECK LOWER BAY

By: Will Leapaldt - Four Seasons MasterLube

Most of our pit techs are familiar with the 11mm check plugs in the end of the transaxle on many of the late model GM vehicles like the Cobalt, Pontiac G6 and others that use the 2.2 ecotech or 3.4L V6 motors. However, the process for checking this transaxle is often misunderstood.



"Tech Tip" is a new section of our newsletter that features a tip from a MasterLube staff member in each edition. If you have a tip you would like to share, call Miranda at the office!

The proper procedure is to check the fluid level with the motor running. If fluid is present, then it is full. If it is not, then fluid should be added via the red or black cap on the top of the transaxle.

Often when the fluid is checked with the motor off it will appear to be full - but it may not be.

So next time you check one of these transaxles, take your time and follow this procedure. You'll save a lot of transaxles!

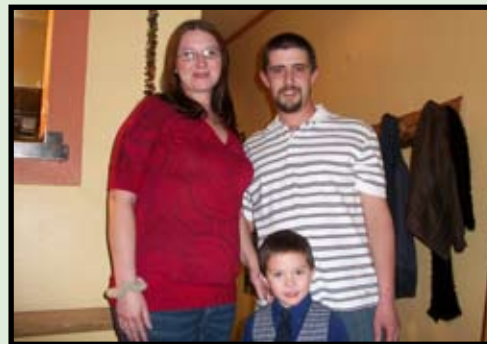


**Congratulations**  
to the Heights Four Seasons Team  
for winning the Battery Testing Contest!  
They've won dinner from Pelican Oil!

## MasterLube Christmas Party 2010

*Thanks for the photos Amber!*

See more photos on MasterLube's facebook page: [www.facebook.com/masterlube](http://www.facebook.com/masterlube)



### Anniversaries

#### January

Jason Job - 4 Years

Tad Seibel - 23 Years

Adrian Brown - 9 Years

#### February

Tony Embrey - 2 Years

Michael Peltzer - 4 Years

Joseph Moratelli - 2 Years

Michelle Wagenman - 15 Years

Dan Halford - 3 Years

Josh Halford - 3 Years

Chad Godfrey - 8 Years

Shelbi Godfrey - 2 Years

