

WHAT'S NEW AT MASTERLUBE?

New Hires ~ New Achievements ~ New Good News

There is plenty of "good news" to go around this month!

First, a few staff members changed positions; Erik was named the new Assistant Manager for the Grand Ave store, Dan H. moved to the Heights to be their pit technician and Ricky moved over to the Glass Doctor to train as a glass technician. Congratulations and good luck to everyone in their new positions!

The Broadwater Car Wash had a couple new hires this month with Robert and David. And Downtown's Car Wash welcomed Brian. Welcome everyone!

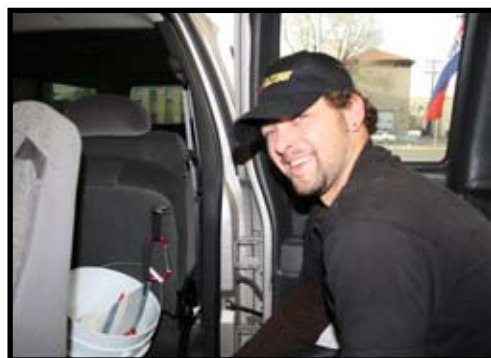
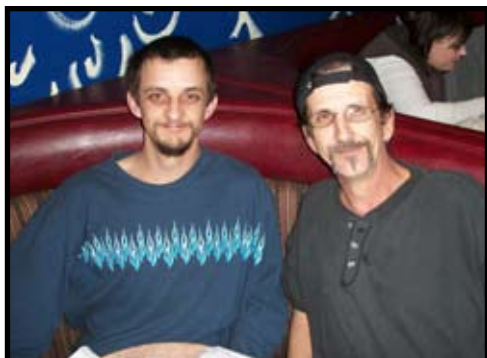
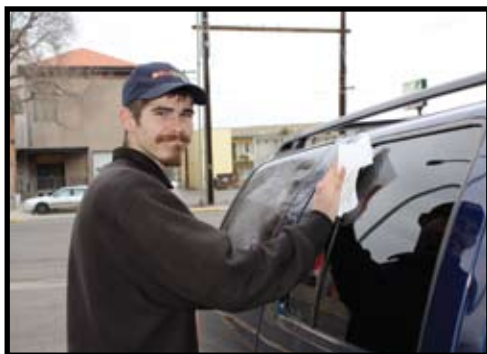
In other "good news," in addition to her regular Glass Doctor duties, Amber is learning about fleet customers and spreading the word about Glass Doctor services to insurance companies in the area.

Regular training is still taking place weekly and lately, managers and assistant managers have been training for AC Certification. The goal is to have everyone trained in time for summer.

MasterLube is sponsoring a leadership workshop at MSU Billings Downtown on Tuesday, March 15 from 1-4pm. The workshop, by Nan Russell, focuses on building leadership skills and professional growth. If you are interested in attending, talk to Mike or Miranda.

Lastly, Lauren Sukut from REO has been meeting with some of our staff to talk about a variety of topics, including personal goals and money management. If you are interested in chatting with Lauren, talk to Mike Cook.

Did we miss your "good news?" Call Miranda and we'll get it in the next *Luber News*!



Starting on the top from left to right: Ricky and Erik in their new positions. Dan H, who moved to the Heights location, is seen here at the Christmas party this past December with his dad. Brian is the new hire at the Downtown Car Wash. David and Robert are the new folks at the Broadwater Car Wash. And Amber is adding some customer education skills to her resume with a variety of new job duties with the Glass Doctor.



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MEET THE VISTAS

Americorps VISTAs working to help the community

Most of you have probably heard the office staff mention the "VISTAs" before. But in case you've ever wondered what exactly their talking about (or what a VISTA is in the first place), we thought we'd introduce you to the folks that live at the house where MasterLube's central office is located.

Americorp VISTA is a sort of "domestic Peacecorp" - individuals serve the underprivileged while staying in the United States. The VISTA program, which stands for Volunteers in Service to America, focusing on fighting poverty and working with the homeless community. Each Billings MVP (Billings Metro VISTA Project) volunteer will work with a particular project which normally takes up their

time from 8-5 Monday through Friday.

There are currently 6 VISTAs living at the MasterLube house. The house was modified to divide the MasterLube offices from the remainder of the home last year when the MVP program started.

This group of VISTAs will stay in Billings through July and then move onto their careers or graduate school.



Left to Right: Hanna from Connecticut working with the community garden and food security initiative, Jill from Ohio working with the community garden and food security initiative, Sara from Florida working with the HUB, Danielle from Michigan working with the Billings Area Resource Network and the Community Housing Resource Board and Justin from Missouri working with the HUB. (Not pictured: Thor from New York working with Montana Credit Unions for Community Development.)

TECH TIP - CRACK YOUR WINDOWS

By: Craig Godfrey

Are you getting a damp smell in your car during winter? Or frost on the inside of your windshield?

During winter, we track a lot of snow and moisture into our cars that eventually melts onto the floor. The water then evaporates and causes both these problems. Rolling your windows down just a small amount overnight will allow the water to escape and dry!



"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 Heights crew got this great photo of a 1955 Willys Jeep 181 Flat Head. National Oil and Lube News thinks it's pretty great too - they are planning on publishing it in an upcoming issue!

HUMAN MOMENTS

Customers Share Their Thoughts

From Grand Ave:

- ~ "Young lady that cleans windows and vacuums needs a raise. Good employee." - Daryl A.
- ~ "Very professional and quick staff members."
- ~ "Jason is a great employee and person. He deserves a raise." - Torry V.
- ~ "Came in at 5 minutes to 6pm, closing time. Were not too pleased I'm sure - but they were great!! Good employees."
- ~ "Thanks a lot! You guys are always good to deal with. Thats why I always bring my vehicle back!!" - June R.

From Heights:

- ~ "Everytime I get my car serviced here everyone always is very pleasant, helpful and courteous. Keep up the good work Heights MasterLube." - Cindy K.
- ~ "You guys (& girls) rock - thanks."
- ~ "I love coming to MasterLube. Everyone is so friendly and help me with things you really don't even do. Thank you MasterLube in Heights" - Sara S.
- ~ "I hope you can pay for my clutch cuz your employee doesn't know how to drive a manual."

From Broadwater Car Wash:

- ~ "Everytime I bring my car in everyone always works together and they listen to my special needs pertaining to my vehicle. Always pleasant."

Anniversaries

March

Jasmine Green - 4 Years

Erik Olsen - 7 Years

Micheal Cook - 18 Years

April

Bill Simmons - 30 Years

Miranda Zugg - 2 Years

Shannon Yellowtail - 2 Years

Britnea Stambaugh - 1 Year

Craig Godfrey - 27 Years

Joe Wagenman - 15 Years

Travis Berg - 15 Years