

WHAT'S NEW AT MASTERLUBE?

Fire Up the Grill for Customer Appreciation

Happy Anniversary to Bryttnee at King this month. Thank you for all your hard work!

Miranda from the MasterLube office and her husband Will welcomed their baby boy, William Patrick, on August 6. He weighed in at 6 lbs, 13 oz. Congratulations!

Jim from the MasterLube office took his granddaughter McKenna into the Grand store for an oil change. She is a big fan! She posed for the photo below with her favorite part about getting the oil changed - the ice cream!

Rob, MasterLube's new sales development director, has been holding customer appreciation BBQs at our various locations. He'll be grilling up free burgers and dogs at the Downtown store on Friday, October 3 from 11-2. Tell your friends and customers so we can say "Thank you for your business!"



Anniversaries
October
Bryttnee Gallagher - 7 Years

If you've got good news to share, be sure to contact Miranda at the office or email mirandag@masterlube.com!

REVISITING ALUMNI WALL INDUCTEES

Meet Mandy Kaczmarek

This past August marked the five-year anniversary of the rebirth of our Alumni Wall. The Alumni Wall was originally started in the early 90's and now features 19 former MasterLube employees who have gone on to achieve their dreams. Alumni were selected based on their personal and professional achievements since leaving MasterLube.



Mandy Kaczmarek

Mandy is proud to be called an Oilympian. In 2005 she took a first place in the then annual oil change competition and won a cash prize of \$2500 that helped pay for her honeymoon.

But Mandy had always set her sights higher than winning our service competition. During the course of her employment, she attended college at MSU Bozeman in pursuit of a nursing degree and after graduation became a pediatric nurse at St. Vincent Healthcare.

Today, she and her husband have a son and she continues her nursing career with St. Vincent. She tells us that being a good mom is her newest and most important goal.

"Keep your goals in mind the whole time you are working. Whatever you believe is possible."

Work on these in October -

- Why would you put a manual transmission in neutral and push in the clutch when starting the car?
- What is wrong with employees smoking or chewing while you service a customer's car?
- Why should we walk the grounds and pick up garbage in the parking lot everyday?
- Why should we keep the coffee fresh for the first customer and the last customer of the day?

WINTER IS ON THE WAY

Prepare for the Cold Weather with this Fall Checklist

October is Fall Car Care Month, and the Car Care Council reminds motorists that checking their vehicles before the temperatures drop is a sensible way to avoid being stranded out in the cold and the unexpected expense of emergency repairs.

"Winter magnifies existing problems like hard starts, sluggish performance and rough idling," said Rich White, executive director, Car Care Council. "Whether you perform the check or maintenance yourself or go to the repair shop, it's a small investment of time and money to ensure peace of mind, and help avoid the cost and hassle of a breakdown during severe weather."

The Car Care Council recommends the following Fall Car Care Month checklist to make sure your vehicle is ready for cold winter weather ahead.

Heating, Wipers & Lights

- Make sure heaters, defrosters and wipers work properly.

- Consider new wiper blades and use cold-weather washer fluid. As a general rule, wiper blades should be replaced every six months.

- Check to see that all exterior and interior lights work and headlights are properly aimed.

Tires & Brakes

- Check the tire tread depth and tire pressure of all tires, including the spare. Consider special tires designed to grip slick roads.

- During winter, tire pressure should be checked weekly.

- Have the brakes checked.

Gas, Oil & Filters

- Keep your gas tank at least half full throughout the cold weather to prevent moisture from forming in gas lines and possibly freezing.

- Be diligent about changing the oil and filter at recommended intervals. Dirty oil can spell trouble in winter. Consider changing to "winter weight" oil if your vehicle manufacturer recommends it during cold weather.

- Check the fuel, air and transmission filters at the same time.

System Checks

- Have the battery and

charging system checked. Free battery testing is available at all MasterLube locations.

- Clean, flush and put new antifreeze in the cooling system. As a rule of thumb, this should be done every two years.

- Have the exhaust system checked for carbon monoxide leaks, which can be especially dangerous during cold weather driving when windows are closed.

Pack the Essentials

- Make sure that your ice scraper and snow brush are accessible and ready to use.

- Stock an emergency kit with jumper cables, a flashlight, blankets, extra clothes, bottled water, nonperishable food and a first aid kit with any needed medication.

- Carcare.org offers a free copy of the recently-updated 80-page Car Care Guide. Order one for your glove box for quick referral.

(article and graphic courtesy of www.carcare.org)



HUMAN MOMENTS

Customers & Staff Share Their Thoughts

From Laurel:

~ "Quick, great service"

~ Chris C.

~ "Thank you so much! Great job."

~ Bighorn Inspection Inc

~ "1st time I had a 10 min oil change! 2nd time very great service!"

~ Sarah H.

~ "The staff that did the service was very friendly and courteous - felt they were professional, very confident."

~ Cheryl W.

~ "My one night in town my keys, phone and wallet got locked in my car. This town is so friendly! I hitched a ride with a nice guy who took me to Town Pump - they were super helpful and the locksmith was a really nice guy. I love Laurel!"

~ "I wish I could have a soda with my ice cream!"

~ "I'm always coming to MasterLube. They always start on my vehicle right away and I can drive out with a "clean" car. The ice cream is a plus. Thank you!"

~ "Love the ice cream sandwiches, thank you!"

~ "We are on a cross country trip to Yellowstone and it was such a great break to stop here! We had ice cream sammies and you washed the 4 million

bugs from the windows! Thanks for a great 15 minutes!"

~ Katie, George, Jogie, Chris

~ "Having a wonderful day with family! Stopped for some good service here - you are all friendly and helpful! Enjoy today and all your many blessings!"

~ Marci, Kurtis and Hayden K.

From Glass Doctor:

~ "Thank you for all of your help over the years! I have been coming here since purchasing my first "rock magnet" Honda Element in 2006. Service with a smile at all times! Easy to get appointments and always in & out in a flash. Even the pups enjoy the place."

~ Duke S.

From Facebook:

~ "Thanks for great friendly service! Ladies and gentlemen serving ladies and gentlemen! That is a good slogan!"

~ Patty M.

From Downtown:

~ "God bless! Shelby is excellent and boy those men work hard - all deserve raises! Watch out I just might steal them for my company!"

~ Kennedy

~ "Coming to work with the awesome MasterLube downtown crew - good time everyday. Verified and Ready to Roll!"

