

WHAT'S NEW AT MASTERLUBE?

New video, visitors, and much more!

Skylar, Arenie, and Shelbi are MasterLube's newest celebrities! The three of them, along with help from Dan, starred in the latest video on masterlube.com, YouTube and Facebook. The video shows the Glass Doctor team putting in a windshield while Shelbi narrates the process. Good job everyone!



On Thursday, April 16, MasterLube in Laurel will host the Laurel Chamber of Commerce After Hours gathering. Join us from 5:00 - 7:00 pm and have some goodies and chat with the folks in Laurel!

Several MasterLubers celebrate anniversaries this month too - congratulations to all!

Anniversaries April

- Bill Simmons - 34 Years
- Craig Godfrey - 31 Years
- Joe Wagenman - 19 Years
- Travis Berg - 19 Years
- Miranda Gilbert - 6 Years
- Caleb Powers - 2 Years
- Mandy Ousley - 2 Years
- Justin Gallagher - 1 Year



Left to right. Top row: Bill, Craig, and Joe (from King Ave). Travis, Miranda, and Caleb (from Downtown). Mandy in Laurel and Justin from Downtown all celebrate anniversaries



this month. Congrats! Above: The team at Glass Doctor of Billings made a great video that has been very popular on YouTube and Facebook. Check it out by visiting www.youtube.com/billingsmasterlube or scanning the QR code with your phone.



Save the Date: May 16, 2015

Work on these in April -

- Why is it important to have the right amount of product in your store?
- Why should our employees be in the bay area instead of in the backroom?
- Why would it matter if we had just a little horseplay during the day?
- Why is it important to stay busy during slow times?
- Why do we answer one another's calls?

SHOW & TELL

Booths at Home Improvement & Jobs Jamboree

Rob and the crew from Glass Doctor of Billings had a very busy three day weekend talking with visitors at the annual Spring Home Improvement Show at MetraPark. The popular show featured hundreds of exhibitors from contractors to computers and everything in between. Thousands of folks were introduced to all that Glass Doctor of Billings can provide for their home, auto, and business glass needs.

In addition, MasterLube manned a booth during the Jobs Jamboree, also at MetraPark. Hundreds of job seekers were introduced to MasterLube's culture, mission, and employment opportunities.



FCCLA TOUR

Grand Ave Hosts Aspiring Entrepreneurs

In March, MasterLube on Grand played host to a group of high school students from FCCLA (Family, Career, and Community Leaders of America). Jim, Craig, and Travis showed the students the different job positions at MasterLube and taught them about our purpose and mission statement and business model.



HUMAN MOMENTS

Customers & Staff Share Their Thoughts

From Heights Four Seasons:

~ "The staff here is so amazing. Which is why I always come here. They consistently let me know everything that needs to be done and they always have a smile on their face. Thank you!" - Caryl M.

From Grand:

~ "Great team! Full of knowledge and (I) felt right at home here. Thank you for your help." - NR

From Downtown:

~ "I come in here quite often and all of the staff are friendly and go the extra mile - thanks!" - Molly B.

From King:

~ "The fun moment I had today was eating at Denny's with my mom and my Aunty. We just laughed through the whole thing."

~ "Wow - what a great crew of oil changers! It was fun to have my car serviced here and I got a AAA discount with a really big smile!"

From Yelp re: MasterLube Hand Car Wash:

~ "I took my truck in to be washed inside and out. It looks amazing! They did a beautiful job on the inside! I had spilled milk all crusted and nasty in my cup holder and it's all gone!!! The floors are clean and the inside windows are perfect! Thank you!!!" - Bethany K.

NEW ONLINE SERVICE HISTORY

Records Now Available on CarFax

MasterLube's MyGarage - Online Service History has been replaced with a new, user friendly software program that many folks may already be using! MyCarFax.com, with aps available on both Android and iPhone, now allows MasterLube customers to see their service history online, get electronic notifications about manufacturer recalls, and get notifications of upcoming services that are due - like oil changes, tire rotations, and vehicle registration. For all their vehicles - in one place!

Customers simply visit mycarfax.com (or visit the Apple Store or Google Play) and sign up for a free account with an email address. Then, start adding all your vehicles to your garage by typing in a license plate number or VIN number.

This new tool also provides MasterLube staff with help locating VIN numbers and service history on vehicles that have been serviced outside of MasterLube.



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