

## SIMMONS HONORED WITH PEACE AWARD

*Institute of Peace Studies presents annual award at ABT*

MasterLube's owner, Bill Simmons, was honored with the annual Jeannette Rankin Peace Award on November 18 during a ceremony

and concert at the Alberta Bair Theatre in Billings. The Institute for Peace Studies at Rocky Mountain College hosted the event and was thrilled to present the award to Simmons. Cindy Kunz, administrator for the Institute of Peace Studies, said that "Bill was modest with his acceptance comments, but it was clear to everyone that he is a positive force in our community and, indeed, around the world. The Institute feels that Mr. Simmons is worthy of joining the ranks of the men and women previously recognized by this Institute award." Previous winners of the award have included Montana Senator Mike Mansfield, Archbishop Raymond Hunthausen, and Margaret Ping.

The event also featured a performance by the Oltrogge Family in a tribute to the folk trio Peter, Paul & Mary. The Institute also announced the winners of the Gronhovd Essay Competition. Winning essays came from high school and



Above: Simmons receives the Jeannette Rankin Peace Award with his wife Marilyn from David W. Burt, Board Chair of the Institute of Peace Studies. (Photo courtesy of Institute for Peace Studies)

## Anniversaries December

Amber Bruse - 2 Years  
Dane Swartz - 9 Years  
Jessica Mowry - 1 Year  
Elaine Pearson - 6 Years  
Junior Fatupaito - 4 Years

college students from across the region and around the world. The event was also a benefit to support community programs such as Peace Village Day Camp, the Festival of Cultures, and Cultural Diversity Outreach to Classrooms.

Many MasterLube employees and friends were in attendance for the presentation. Several employees joined Simmons on stage as he accepted the award with his wife Marilyn.

Jessica presented Simmons with a congratulatory bouquet made of cupcakes that featured notes from MasterLube employees in honor of the event. He was very surprised and appreciated everyone's messages of support.

## "MY GARAGE" GAINING SPEED

*Online records program is working well*

We're happy to announce that the "My Garage" program is working better than ever! We had some troubles when the program was first introduced with some service codes not showing up correctly in our customer's online garages. While it still is not perfect, most of the problems have been fixed. We are still working on getting a few more codes to show up correctly and getting customer records older than 2010 online.

So keep telling customers about the service and offer to sign them up for free with their email address. Call Miranda at the office with any questions.

## MasterLube Christmas Party

Saturday, December 17

at Don Luis Restaurant (15 N 26th Street)

7:00 pm

Menu will include Mexican cuisine, steak, lobster and prime rib choices.

### Work on these in December -

- Why do we make sure the hood is up before the oil is dropped?
- Why do we hold up the oil filter and verify the gasket?
- Why would we care if the windshield has streaks?
- Why do we show the air filters?
- Why do we verify our work?

1001 Little Things...

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# MASTERLUBE HITS THE BOOKS

## More staff college bound in the spring

MasterLube employees are busy hitting the books! As mentioned in last month's Luber News, several staffers are taking courses at Montana State University Billings this fall and training continues with Certified 5.0. Craig, Mike, Adrian, Travis, Joe and Joey M. are excelling in their Business 101 class with many of them on their way to receiving an "A." Mike, Craig and Travis have current scores high enough that they do not have to take the final

exam! Amber is also happy to report a 4.0 grade point average so far this semester. Congratulations to all our academics!



This spring, Adrian, Mike, Travis and Erik will continue at MSUB with another business class - Principals of Management. Trevor F. and Matt will take Business 101 and

Michelle and Brandy will take Introduction to Accounting. Brandy is also currently spending time at the office to learn more about Michelle's job and to better train cashiers.

TJ, Travis, Brandy, James, Allen, Joey, Andy and Ricky continue with Certified 5.0 training. The training is evolving to include more focus on employee core competencies, so the training has been extended for additional weeks.

Left: Michelle and Brandy will take Intro to Accounting at MSUB in the spring. Top Right: Amber F. took this photo of TJ having a little fun during the service of a Mini Cooper on King. Amber wins this month's fun photo contest and a \$10 gas card! Submit your photo contest entries to Miranda at 690-6156 or zugg@masterlube.com



## HUMAN MOMENTS

### Customers Share Their Thoughts

#### From Grand:

~ "2nd time here from Canada. Amazing service, fair pricing & friendly staff. Keep it up. - Rod E."



## MASTERLUBE TV: STARRING YOU!

MasterLube has a YouTube Channel - [www.youtube.com/user/billingsmasterlube](http://www.youtube.com/user/billingsmasterlube)

The MasterLube YouTube Channel now has over 60 videos! We have old commercials, Grad Day videos, Master Your Smile videos and demonstration videos that were put together by MasterLube's own staff! Check them out at [www.youtube.com/user/billingsmasterlube](http://www.youtube.com/user/billingsmasterlube) or by clicking on the MasterLube TV icon on [www.masterlube.com](http://www.masterlube.com) or visiting our Facebook page.



So far, Erik, Dane, Cassie and Joey M. have starred in videos for the YouTube channel. Smiley, Adrian and Elaine will have videos online soon. Erik and Dane have also each done additional videos that will be up soon. If you would like to star in a MasterLube TV video or film a video Tech Tip, call Miranda at the office.

