

"Life begets life. Energy creates energy. It is by spending oneself that one becomes rich." - Sarah Bernhardt

WHAT'S NEW AT MASTERLUBE?

Winner, Winner, Chicken Dinner

Yup, you read that headline correctly. MasterLube is a winner! MasterLube in Laurel was voted "Best Oil Change" in the Laurel Outlook's "Laurel's Best Reader's Favorites" awards. MasterLube was also voted "Best Oil Change" in the Billings Gazette Reader's Choice Awards. Congratulations!

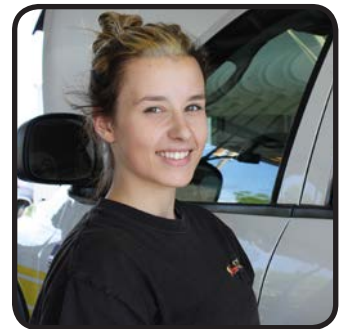
Happy Anniversary to Andrew at the King Ave W store! We hoped you enjoyed this past year with us - thanks for all your hard work!

More congratulations are due for Jaci, who has moved on to a new career at the Heights' Ace Hardware. Best of luck in your new endeavor Jaci!

Also, MasterLube is working on getting a few more restaurants to participate in our MasterLube Bucks program. Watch for new restaurants coming soon! As an important reminder, remember that MasterLube Bucks have no cash value - which means 1) you don't get change and 2) you can't use them for tips. For example, if your meal comes to \$17.00, the waiter does not get the "change" from the \$20 voucher. Be sure to bring some cash along for gratuity.

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

Tip yer' waiters - with cash...



ICONIC PLACES - UNCOMMON PEOPLE

Billings Businessman Bruce MacIntyre Featured in Newest Video

Longtime Billings businessman Bruce MacIntyre talks about his family's rich history in the business world in our latest video.

Bruce started from the ground up at his grandfather and father's Nash, Cadillac, and Pontiac dealership. He turned wrenches, collected bad debt, and performed a host of other duties during his time in the car business. "You don't learn when you're talking - you learn when you listen." "You get the grease underneath your fingernails and you never, ever get rid of it," he says during the interview. Most importantly, he learned the value of service and what makes a business successful.

Bruce is now Director of Business Advocacy and Government Affairs for the Billings Chamber of Commerce. You can watch his story, and many other stories, at masterlube.com/yelco52.



Scan the code with your smartphone to watch Bruce's story.

Work on these in December -

- Why is it important that our principles are in line with each other?
- Why would we want to hear this from our customers: "How do keep this store so clean?"
- "You're so fast - I didn't have time to finish my coffee."
- What does it look like when cigarettes are left lying around the building?
- Why is it important that our training room be cleaned after every meeting?

1001 Little Things...



Kris from Accent Print Shop shared a photo of her new ride: a 1970 Dodge Charger RT in original Panther Pink!

TECH TIP

Crack Your Windows

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!



HUMAN MOMENTS

Customers & Staff Share Their Thoughts

Via email re: Heights Four Seasons:

~ "I have been going to the heights masterlube for several years now. I just wanted to say how much I appreciate seeing the same people there each visit.

The service is great and very friendly. Also very helpful with any questions I may have. Way to go Heights Masterlube crew."

~ Fern M.

Merry Christmas
from
MasterLube



NEW ALUMNI WALL INDUCTEE

Meet John Crazy Bull

John Crazy Bull becomes the 20th alumni to be inducted into the MasterLube Alumni Wall! John worked at MasterLube on Grand and Downtown from 2002-2006.

Alumni were selected based on their personal and professional achievements since leaving MasterLube.

John Crazy Bull



In 2002, John Crazy Bull was on a quest for a trifecta. He wanted a home of his own, a healthy marriage and a career that he loved. And by the time he left MasterLube in 2006, he had all three.

John worked as an assistant manager at MasterLube on Grand Ave and Downtown before joining Old Dominion Freight Line in 2006. He is now an Operations Supervisor and spends his days coordinating shipments and staff across OD's extensive shipping region. "I love my job," he says, with a cheerful smile beaming across his face.

He also stays very busy at home – he and his wife, Jessica, have 4 boys and 3 dogs to keep their household extremely eventful. Family is tremendously important to John, "I don't want to miss out on my boy's growing up," he says.

After 9 years of marriage, John maintains a strong family bond and focuses his new goals on their togetherness and well-being. He has big plans to work towards a good retirement while keeping his family happy and healthy.

"The greatest pleasure in life is doing what people say you cannot do!"

