

## WHAT'S NEW AT MASTERLUBE?

*"You've got to jump off cliffs all the time and build your wings on the way down."*  
- Ray Bradbury

### Anniversaries and Visitors From Afar

Stefan & Sebastian spent some time visiting the Magic City and MasterLube in early June. The two work for our friends at Oil Partner in Slovakia and made their first trip to the United States this summer.

Both Stefan (Stevo) and Sebastian immensely enjoyed the time they spent here. While they visited all the MasterLube stores, they spent much of their time in the Heights Four Seasons store. When they weren't hard at work in the Heights, the two enjoyed swimming in their hotel pool, shopping, and taking a couple fishing

trips with Les Left Hand.

The two noted how much bigger cars are in the US, and how many more vehicles we have here. "It seems like everyone has a car," they said, "there are far fewer taxis."

Traveling by train, bus or other public transit is very common in their hometown.

They also discussed how the people of Billings are very friendly and welcoming. "It feels like they are without stress," they explained. They felt that people were relaxed and willing to help others. Each also pointed out that Billings is a very clean and well kept town - free from a lot of litter than you see in other cities around the world.

Another cultural difference that they pointed out was that the ratio of wages to cost of living is less profound here. Maintenance on a car is a lot more expensive in Slovakia and gas costs about three times as much!



*Congratulations and Happy Anniversary to Zach and Beau in Laurel!*

Before they began their 26 hour flight home, the two were sure to eat some more American food - another aspect of their trip that they greatly enjoyed!

Thank you Stefan & Sebastian for your visit. We hope you had a great time and come back to see us again someday!

### FLYING HIGH AGAIN

*Skyview Mural is Back in All it's Award Winning Glory*

After a tragic painting-over accident, the Skyview High 2014 mural is back on the Heights wall! MasterLube split the cost of the adhesive vinyl "banner" with our painting contractor and our friends at Central Products did a great job reproducing the artwork from a high resolution photo and carefully installed the vinyl sticker in mid-June.

The tough vinyl is designed to withstand the elements of the outdoors and we plan to remove it in early spring to allow the class of 2015 to get started on their masterpiece!



#### Work on these in July -

- Why do we have ice cream and great coffee in the stores?
- Why do we care if the windows are clean in the shop?
- Why would we keep our tools organized at all times?
- Why do we have a pair of eyes on the drive at all times?
- Why would we care if the manager's office and employee bathrooms are clean?

# REVISITING ALUMNI WALL INDUCTEES

## Meet Joanne Wambeke - Original Inductee to the Alumni Wall

This August marks 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. This month, we'll re-introduce you to our very first inductee, Joanne Wambeke, whose story was also published in RM3 magazine.

Joanne Wambeke has her fair share of job titles: Psychotherapist, Hypnotherapist, Jin Shin Jyutsu Practitioner and Director of Student Affairs. But back in 1980, she had one – Cashier at a local quick lube shop.

Wambeke started working at Minit Lube in 1980, cashiering, vacuuming cars and washing windows until 1986. Minit Lube became MasterLube in 1981 and although it wasn't her dream job, she enjoyed her work and felt that she easily fit into the light-hearted environment. "I remember there being a lot of humor," she said, "I do remember having some philosophical conversations with the guys who worked there (and) I think these conversations allowed us to feel comfortable joking around."

Of course, Bill Simmons, chairman of MasterLube, remembers things a little differently. "If there was humor on the staff, I can tell you where it came from!" he joked, "I remember Joanne as being very quiet, but, when she did say something, it was drop-dead funny!" Wambeke started working at a very early age, after school, on weekends, and during the summer. However, as Simmons describes her, age was no factor against her enthusiasm and strong work ethic. "She was young, but she was tough – no one gave her guff or took advantage of her," he said.

Wambeke soon went off to college and continued to work summers at MasterLube. When she graduated from Carroll College in Helena in 1987 with a bachelor's degree in business and psychology, the staff of the small lube shop could not be prouder. She became the first person to have her photo on the MasterLube Alumni Wall.

However, the transition from school to work in the professional world wasn't easy at first. "I knew how to study and get good grades, but

I didn't know how to translate that into a professional job," she explained. She felt uncomfortable in an office, since she had never been exposed to that type of environment before. But that didn't stop her; Wambeke moved to the Washington, D.C. area shortly after graduation and lived with her sister while seeking employment. D.C. proved to be very different from Montana. "Everyone had a 'white collar' job," she said. Wambeke started working temporary jobs and soon learned how to handle an office environment. She accepted a permanent position with a human resources consult-



ing firm and eventually learned how to apply her college degree towards a list of job duties. "Once I had an idea of what was expected, I was able to translate my academic knowledge and skills to these new tasks," she explained. While working at the consulting firm, Wambeke came to the self-realization that she greatly desired to backpack through Europe. She spent the next six months working three jobs – her office position, catering at a hotel and officiating softball games, in order to save enough money for a student Eurail pass plus spending money for three months in Europe. "I traveled from mid-September to early December 1990, starting in Berlin, winding through Europe, over to Greece, back to Paris, then Ireland and England. I had a great time and learned much about myself and humanity."

After returning stateside, Wambeke asked herself again, "What do I really want to do?" The question landed her back in school

pursuing a master's degree in counseling at the University of Virginia. After graduating in 1995, she moved to Santa Fe, NM to work at the Santa Fe Community College as a counselor for academic advising, career, and personal counseling. She has worked in areas higher education counseling ever since and currently is the Director of Student Affairs for the International College at Beijing through the University of Colorado Denver.

But professional success aside, life is about a lot more than work. She explains her personal goal as "to first be at peace with myself... and to help others find peace for themselves." This goal prompted her to open a private psychotherapy, hypnotherapy and counseling practice called Colorado Healing Services in 2005. She specializes in Jin Shin Jyutsu® Physio-Philosophy, career counseling, qigong, and teaches laughter yoga among her services and strives to help her clients achieve their personal goals and discover their individual potential. "We are each a microcosm of our own world," she explains, "what you see on the outside is merely a reflection of what is going on inside you. Through hypnosis and the

**"It matters less what you do than how you do it"**

other areas I study, I myself get to see the "aha's" of how this works and to help others see it as well."

And right now, Joanne says she is at peace. She lives in Denver and enjoys gardening and being outdoors in her spare time; hiking, show shoeing, crosscountry skiing and being with friends. She encourages others to find their peace and to understand that success can be measured in many ways. Her advice is like many other professionals, philosophers and great minds of our time, but her story is uniquely her own. She insists, "It matters less what you do than how you do it... have high integrity and to thine own self be true."

