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Behind THE Wheel

A Publication for the Employees of The Gillman Companies

June-July 2007

Gillman Sales Achievement Program Rewards Outstanding Performance

One of the longest standing traditions of the Gillman Companies is the annual recognition of superior performance by individual members of the Gillman dealership sales teams. Two Gillman Sales Achievement Award Breakfasts were held, one at the Hill Country Grill at Quail Creek, San Marcos, Texas, and the second at the Westchase Marriott Hotel in Houston.

A total of 54 very successful sales professionals were individually honored.

In the Gillman program, Platinum, Gold, and Silver award levels are based on a formula relating to the annual number of units sold and the Sales Representative's Consumer Satisfaction Index score, which must meet or exceed the national average.

Of special note this year, Brenda Johnson, with Gillman Subaru in North Houston, and Mohammad Wordak, of Gillman Subaru in South Houston, both attained perfect CSI scores of 100!

A hearty "way to go," ladies and gentlemen. Congratulations on your exceptional accomplishments.

(For more photos, see inside spread.)



Mohammad (David) Wordak



Brenda Johnson

From the desk of Ramsay Gillman

Being a good neighbor in the communities a business serves is a vital part of any firm's success. From supporting children's identification programs, to blood drives, to sponsoring sporting events that deliver significant contributions to worthwhile organizations, the Gillman Companies have an annual program of events that aids needed community activities.

But that is only the more visible part of the story.

A far wider commitment to community comes from individual members of the Gillman team who willingly give their time, money, and effort to assist worthy causes.



Gillman personnel serve as coaches or referees in Little League Baseball, kids' football, soccer, and other athletic team games. They manage swimming competitions, work in Special Olympics events, participate in food drives, support church activities, take part in service organizations, work

with youngsters who have had an encounter with the law, act as Big Brothers or Big Sisters, lead Scout Troops, and contribute to scores of deserving causes. And that's only a sampling of the services they render to their neighborhoods. A list twice as long would still not include all they do on an individual basis.

Please know the deep respect I have for each and everyone of you who have donated a portion of your earnings and life to help others. Your thoughtfulness has made a difference and improved life for many in the towns and cities we serve.

Way to go, guys and gals. Way to go!



Letters From Loyal Customers

Dear James: This is just a note to thank you for your assistance. This is the best experience I have had in purchasing a vehicle and believe me I have bought many in my lifetime. You made the experience painless and I will always recommend Gillman Acura to my friends.

—A SATISFIED GILLMAN ACURA CUSTOMER

I wanted to take this time to thank you for a fabulous car buying experience!

I recently purchased a 2007 Honda Accord. My service-oriented salesperson, Patricia Martinez, made all the difference in the world. She was knowledgeable and provided me with straight answers throughout my car buying experience.

I told her exactly what I wanted and that I would only purchase within my budget. She listened to me and immediately found my car. Next thing I know, I'm the proud owner of a new 2007 Honda Accord and sharing my car buying experience with friends and family.

I had been driving a 1997 Dodge Avenger and been wanting to buy a new car. I had been putting off buying to avoid the hassle that usually comes with car

buying. For months, I went from car dealership to car dealership in disappointment.

Many salespeople didn't listen to me and tried to sell me a car that didn't meet my needs—too many sales pitches and not the quality, reliable, fuel efficient car I was looking for. I was determined to put my hard earned dollars toward a car and car dealership that represented value, integrity, and quality service.

Just as I was about to give up and wait until the end of the year to buy a new car, Patricia welcomed me to the Honda family with a genuine sense of quality customer service. From the time that I walked through the Gillman doors to the time I completed my paperwork with Cisco Linares, I knew I was making the right decision to buy from Gillman.

Once again, thank you, Gillman, for a hassle-free car buying experience!

—A SATISFIED GILLMAN HONDA SAN ANTONIO CUSTOMER

Dear Eric Holcomb: Thank you for making my car buying experience a painless one. Having lost my mother a few months ago and facing a second bone marrow transplant for my younger brother later this month, I was in need of calm, and you provided it in a normally tense, trying situation.

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Although you weren't aware of all the pressures I was under, you were unfailingly courteous and helpful. I felt you truly had my interests at heart. Beginning from the day I called to ask if you had the exact Accent I was looking for, you were consistently informative and thoughtful. You listened to what I had to say, offered your ideas, and educated me on the car and the process.

I am enjoying my 2007 Hyundai Accent. Even though I didn't feel up to buying a car last week, I did need one, and because of your expertise and dedication, that's one less thing I have to worry about.

Please thank the others at your dealership for their help. My husband and I were impressed with Service Manager Robert Peter's knowledge and approachability. He answered all of our questions. And Clay Vannatter, who handled the financing, explained to our satisfaction everything we didn't understand.

I believe the Gillman Companies deal fairly with their customers. Three years ago, my son purchased a used Kia at Gillman's San Marcos location. I was with him at the time and experienced the same helpful courtesy I received from you and your fellow employees. (By the way, the Kia continues to be a trouble-free automobile which my son still drives to college and work.)

I will recommend Gillman Imports, and you in particular, to my family and friends.

—A SATISFIED GILLMAN HYUNDAI CUSTOMER

My husband and I purchased a Mazda 3 from D.J. Keita a couple of weeks ago and can truly say we had a fun car buying experience. We had not looked at the Mazda before meeting D.J. but he showed us all the advantages of purchasing a Mazda 3 Touring for our teenager and obviously we agreed. From start to finish, we negotiated the deal, completed the paperwork, and walked out of the dealership with a new car within a couple of hours. D.J. was knowledgeable about the car and quick with the negotiation, which is why we purchased our car on the spot from him. D.J. also took care of us after the purchase by expeditiously scheduling our window tint and pin striping which was part of the deal. We were afraid this would take weeks or months, but D.J. was true to his word and worked diligently on our behalf to complete this process as quickly and painlessly as possible so we wouldn't have to make multiple trips to the dealership.

If it weren't for D.J., we would have waited and purchased our Mazda 3 from another dealership closer to home.

—A SATISFIED GILLMAN MAZDA CUSTOMER

I visited Gillman Mitsubishi a second time and ended up buying a 2007 Eclipse.

Arthur Juarez was our salesman and was very professional in helping us find the right Eclipse for me. He treated me with respect and listened to my questions, concerns, and comments. It is hard for a woman looking for a car to find a good salesman. He took the time to help me with the color and showed me all of the interior and exterior details without making me feel demeaned. He didn't just show me the vanity mirrors so I could fix my

hair and makeup, and most of all, he did not call me darlin' or honey like most salesmen tend to do.

I am very pleased with his and all of the service we received at Gillman Mitsubishi and will recommend you to our family and friends.

Thank you for helping me find my dream car.

—A SATISFIED GILLMAN MITSUBISHI SAN ANTONIO CUSTOMER

Mr. Schnurr: I would like to tell you thanks and let you know that you have a customer for life because of my new friends here at Gillman! Your salesmen, Cory and Matthew, were so helpful and courteous, they not only sold my wife and me on a new Altima but they also helped us with every little detail of repairs and service that I have never gotten anywhere else in my life! No one else will touch our car for service or repairs, just you guys!!! I am going to be looking into buying another vehicle soon (probably a pickup for me) and I won't go anywhere but Gillman!!! Once again, thanks, and I feel that you should feel proud to have fine young men such as Cory and Matthew on your team.

—A SATISFIED GILLMAN NISSAN CUSTOMER

I wanted to thank you for the service I consistently receive from the team at Gillman Subaru. I have been having my 1997 Subaru serviced for over a year (since moving to Houston) and Roland has always treated me with respect and honesty, which I appreciate. I recently purchased a new Subaru from T. Shah and was equally pleased. It is difficult to explain the nervousness one feels when purchasing a car. (Is it fair? Am I getting a good price? etc.) And the entire experience with Shah and the other men on staff made the experience a very fun and positive one. I thought you'd like to know what a happy and loyal customer your team has earned.

—A SATISFIED GILLMAN SUBARU SOUTHWEST CUSTOMER

The 20-Foot Rule

We want every person who visits a Gillman dealership to feel at ease. That's why we have the 20-Foot Rule.

Any time a Gillman employee comes within 20 feet of visitor who seems unsure, it is the Gillman employee's responsibility to make certain that visitor is being assisted.

A polite "Are you being helped?" or "Is someone taking care of you?" can go a long way toward welcoming an unattended person.

Let's make the 20-Foot Rule a part of everyone's job description by extending a friendly hand to anyone you see looking a little uncomfortable. It's a great way to show how much we value every Gillman customer's business.

At the 2006 Gillman Sales Achievement Breakfasts, Every Attendee Was a Winner!



Scott Dupons acknowledges Daniel Waterwall for producing the most sales in 2006.



Ramsay Gillman recognizes Joe Belk for his 16 years of superior customer sales counseling.



Pictured left to right are Irfan Siddiqui, General Manager; Tausif Shah, Internet Manager; Scott Dupons, COO; Sadiq Ali, Internet Manager; Rokan Chowdhury, Sales Associate.



Pictured left to right are Rokan Chowdhury, Sales Associate; Ramsay Gillman; David Wordak, Sales Associate; Wally Elostaz, General Manager; Sadiq Ali, Internet Manager; Tausif Shah, Internet Manager.



Shown in the foreground is Miguel Castaneda.



From left to right are Scott Dupons, David Kemp, Manuel Gavarrete, and Mario Del Bosque.



Pictured are David Kemp, Bob Hendrickson, and Mario Del Bosque.



Shown here are Rodney Winn, Richard Benitez, and Darin Hair.



From left to right are Jennifer Kimberly, Carlos Aguilar, Ray Dominguez, and Tim Harless.



Pictured are Jennifer Kimberly, Ray Dominguez, Jackie Chavez, and Tim Harless.



Left to right are Paul Hopkins, Sal Ghazi, Harold McVay, Danny Tran, Scott Dupons, and Rizwan Durrani.



Here is a complete listing of the outstanding 2006 Gillman Sales Achievers.

Platinum Recipients

Salaheddine Ghazi
Miguel Castaneda
Qambar Abbas
Marcel Massicot
Rokan Chowdhury
Carla Durham
Patrick Clausen
Daniel Waterwall
Bill Cockerell
Cortez Terry
Isaiah Sanders
Manuel Gavarrete
Carlos Aguilar

Gold Recipients

Syed Masood-Ul Hassan
Mohammad Awan
Ken Boula
Marvin J. Melgar
Kin Yu
Robert Doolittle
Devin Pho
Stanley Cheung
Saeed Nekoobar
Paul Thomas
Seyed Torkizadeh
William S. Mitchell
Djibril Keita
William Asare
Richard Benitez
Joel Lopez
William Greenfield
Jacqueline Chavez

Silver Recipients

Edwin Duran
Patrick Paterson
Tausif Shah
Sadiq Ali
Mohammad Wordak
James Zawolo
Joe Belk, Sr.
Keith Forehand
Brenda Johnson
Johnny Hussain
Hassan Alisirat
Gibson Ihe
Lamaont Sumlin
Cody Brune
Arthur Juarez
Bob Hendrickson

Leadership Recipients

Paul Banigo
Ochuko Erroh
Emad Taha
Chris Johns
Walter Bradshaw
Jim McCray
Guy M. Smothers

Highest CSI Score

Mohammad Wordak
Brenda Johnson

Most Sales

Daniel Waterwall

Longest Years of Service

Joe Belk

401 (K) orner

By Susan Elbel

Have you ever wondered when and where your contributions have been put into your retirement account? Wonder no more! A new option has been added to the NADART website.

Here is how to access the information. Sign on to www.nadart.org. Click on Plan Web/Manage My Account. Enter your Social Security Number and PIN, click Submit. (If you have lost your PIN, click on Lost Pin and follow the instructions to have a new one sent to you. Or call 1-877-487-4015 to request a new PIN to be mailed out to you.) The Plan Summary screen will come up. On the left side, click on Activity Summary: Welcome to the new information center of your 401(k).

Surf away for more information on your account than we have ever had access to before.

In the Activity Summary screen, you can see when your contributions were entered, what fund(s) your contribution was put into, how many shares were purchased, and the

total dollar amount of that contribution. You can choose all other sorts of information about your account by using the pull-down screens.

Select Source. This will give you the option of looking at the different types of ways that money has been put into your account. "Source" being, where did the money come from that is going into the account. We utilize the Employee Pre Tax Deferral most commonly. And quarterly, Employer Match.

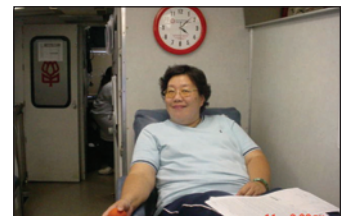
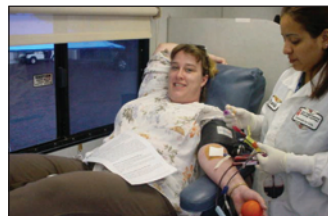
Select Investment. This option allows you to see each investment (fund) individually. If you have been contributing to S&P 500 for a portion of your employee deferral and you want to see just the results of that contribution, you would select the S&P 500 in **Select Investment**, and in **Select Source**, you would click on Employee Pre Tax Deferral, then click on Submit.

Check all your investment choices or single one out. You now have the option to view it all. But BE PATIENT, some of the information you request may take a little time to download.

Thanks, NADART, for providing us with the answers to so many of our questions about just where my money goes.

Gillman Companies Personnel Support Gulf Coast Regional Blood Center

Four first-time donors rolled up their sleeves, joined a host of "old timers," and made the latest Gillman Companies Blood Drive a huge success. Greg Duckworth earned his one gallon mug and Chris Nielsen was awarded his two gallon mug for their continued contributions.



The Gulf Coast Regional Blood Center brought their mobile unit to the Houston Gillman dealership complex off the West Sam Houston Parkway South, and their professional staff made giving the gift of life easy.

Congratulations go to Bonnie Meyer for her assistance in setting up the event and to the great members of the Gillman team who participated.

Way to go, gals and guys!

A Very Happy Birthday to:



June

Jock, Joshua	06/01
Ray, Michael	06/01
Orellana, Marlon	06/02
Oyuela, Jose	06/02
Tarique, Muhammad	06/02
Tran, Son	06/02
Armstrong, Judith	06/03
McIveen, Melinda	06/05
Butler, Christopher	06/06
Chirinos, Jessy	06/06
Goonie, Kishore	06/06
Vernon, Kevin	06/07
Bradshaw, Walter	06/08
Sharp, Marion	06/08
Mathias, Kenneth	06/09
Porter, Prince	06/09
Steely, Kendrick	06/09
Doolittle, Robert	06/10
Caffey, Gail	06/11
Duckworth, Gregory	06/12
Keilers, Allen	06/12
Delapaz, Robert	06/13
Keita, Djibril	06/13
Ton, Eric	06/13
Hall, Roderick	06/14
Johnston, Randall	06/14
King, David	06/14
Melendez, Marvin	06/14
Boone, Ronald	06/15
Hailey, Willie	06/15
Hernandez, Modesto	06/15
Melgar, Jose	06/15
Strezishar, Anthony	06/15
Boula, Kenneth	06/16
Gonzalez, Danny	06/16
Guardado Reyes	06/16
Hernandez, Roberto	06/16
Hernandez, Edgar	06/16
Schnurr, Mark	06/16
Smith, Timothy	06/16
Zawolo, James	06/16
Gideon, David	06/18
Whiteing, Luther	06/18
Solorio, Alejandro	06/19
Pham, Thinh	06/20
Renteria, Florinda	06/20
Capetillo, Eloisa	06/21
Martin, Eugene	06/21
Wesolick, Amanda	06/21
Herrera, Guillermo	06/22
Gonzales, III, Louis	06/23
Lopez, II, Raymond	06/23
Stone, Gary	06/23
Devlin, Marina	06/24
Merced, John	06/24
Stewart, Anthony	06/25

Lash, Kandra	06/27
Garcia, Brenda	06/28
Hair, Darin	06/28
Preuss, Sandra	06/28
Rodriguez, Ricardo	06/28
Simmons, Charles	06/28
Vachira, Benzi	06/28
Wilson, Patrick	06/28
Lewis, Egbert	06/29

July

Dang, Quan	07/01
Kellerman, James	07/01
Rodriguez, II, Jose	07/01
Williams, Jr., Kenneth	07/01
Estrada, Jose	07/03
Rosa, Carlos	07/03
Sorrell, Timothy	07/03
Kamya, Kittipol	07/04
Torres-Ramirez, Madelayne	07/04
McCray, Jimmy	07/05
Rauch, Michael	07/05
Salvador, Refugio	07/05
Sanchez, Fernando	07/05
Khalaf, Issac	07/06
Carrera, Melissa	07/07
Clay, Jason	07/07
Alexander, Dona	07/08
Hubbell, Johnny	07/08
Cantu, Johnnie	07/09
Dillenbeck, Robert	07/09
Hazen, Carol	07/09
Cheung, Paul	07/10
Osei-Kumi, Emmanuel	07/10
Chair, Abdelillah	07/11
Dillenburg, Blaise	07/11
Martinez, Joshua	07/11
Alfaro, Ana	07/12
Castro, III, Alejandro	07/12
Torres, Hugo	07/12
McAndrews, Bartholomew	07/13
Melgar, Marvin	07/13
Runnel, Tessa	07/13
Scott, Alan	07/13
Colligan, Jr., Sylvester	07/14
Gillman, Jason	07/14
Khan, Naveed	07/14
Kramer, Matthew	07/14
Walls-Glover, Lois	07/14
Kutlar, Hasan	07/15
Mousavian, Mahpour	07/16
Flores, Rosemary	07/17
Jackson, Cory	07/17
Evans, Candise	07/18
Flores, Jr., Rolando	07/18

Akers, Paul	07/19
Flores, Elma	07/19
Guardado, Elias	07/20
Grisaffi, Jason	07/21
Unay, Julia	07/21
O'Donal, Rebecca	07/22
Obrien, Lawrence	07/22
Jamerson, Timothy	07/24
Munger, Kristina	07/24
Jackson, Carleton	07/25
Wilson, Ronald	07/25
Faber, Jordan	07/26
Sharp, John	07/26
Lopez, Monica	07/27
Puac, Mario	07/28
Turner, Meatra	07/28
Leachman, David	07/29
Johnson, Herman	07/30
Menchaca, Cynthia	07/30
Socarras, Jesus	07/30
Sattler, III, Adam	07/31

August

Velasquez, Leticia	08/01
Lovell, Malansey	08/02
Nguyen, Vuson	08/02
Gonzales, John	08/03
Haberkorn, Kent	08/03
Honea, Roy	08/03
Hernandez-Rodriguez, Fredy	08/04
Marshall, Maud	08/04
Nguyen, Scott	08/04
Ansari, Usman	08/05
Poole, Linda	08/07
Salouhy, Rosal	08/07
Wehe, Christopher	08/07
Nguyen, Kevin	08/08
Urquilla, Alfredo	08/09
Vannatter, Clay	08/09
Randall, Matt	08/10
Mangum, Maryann	08/11
Khalil, Omar	08/13
Shah, Tausif	08/13
Johnson, Zachariah	08/14
Valecillos, Jorge	08/14

Cruz, Mirian	08/15
Dupons, Scott	08/15
Alvarado, Miguel	08/16
Berry, II, Thomas	08/16
Norozinik, Hamidreza	08/16
San Miguel, Raquel	08/16
Cruz, Melissa	08/18
Rangel, Samantha	08/18
Salinas, Eva	08/18
Lemus, Ofilio	08/19
Hopkins, Paul	08/20
Mendez, Lorena	08/20
Unay, Ali	08/20
Denkins, Yolanda	08/21
Denney, Jr., Charles	08/21
Khalaf, Randy	08/21
Zappas, III, Achilleus	08/21
Gould, Garrett	08/22
Jezek, Hilma	08/22
Milton, Jonathan	08/22
Munnings, Kyle	08/22
Thomas, Stacie	08/23
Williams, Ronald	08/23
Zimmerman, Ginger	08/23
Abbas, Qumbar	08/24
Sanders, Jr., Isaiah	08/24
Ruiz, Luis	08/25
Johns, Christian	08/26
Ortiz, Carlos	08/26
Catalano, Tiffany	08/27
Hall, Ryan	08/27
Burton, Willene	08/28
Drury, Mary	08/28
Cantu, III, Amador	08/29
Coreas, Jesus	08/29
Mirza, Muhammad	08/29
Roe, Jason	08/29
Webb, Antony	08/29
Colvino, Arthur	08/30
Dionisio, Lissette	08/30
Dorty, Joe	08/30
Sadlowski, Michael	08/30
Gonzalez, Antonio	08/31
Kaufman, Kristy	08/31
Sanchez, Jeanette	08/31

Employee Anniversaries

Name	Company	Hire Date	Years
Cirillo, E. Anthony	Gillman Services	06/02/1987	20
Smith, Jocelyn	Honda South	07/20/1987	20
Dupons, Scott	Gillman Services	07/08/1992	15
Carrillo, Cesar S.	Gillman Services	07/20/1992	15
Samson, David	Mitsubishi of Austin	08/13/1992	15
Garcia, Yolanda S.	Mazda Rosenberg	06/25/1997	10
Tran, Son H.	Gillman Imports	07/01/1997	10
Rosa, Carlos R.	Gillman Imports	07/08/1997	10
Carrasco, Humberto A.	Subaru	08/06/1997	10
Awan, Mohammad S.	Honda South	08/30/1997	10
Del Bosque, Mario	Mitsubishi San Antonio	06/01/2002	5
Jacobs, Randolph A.	Gillman Services	06/01/2002	5
Costanzo, III, Anthony	Honda San Antonio	06/08/2002	5
Dionisio, Lissette A.	Gillman Services	06/10/2002	5
Le, Kien C.	Gillman Imports	06/18/2002	5
Bijarro, Richard J.	Mazda Rosenberg	07/13/2002	5
Le, Dung Q.	Acura	07/20/2002	5
Henslee, Noble E.	Gillman Services	08/06/2002	5
Faber, Jerrod C.	Acura	08/16/2002	5
Estrada, Jose E.	Honda San Antonio	08/19/2002	5
Mayshack, Mysti S.	Gillman Imports	08/19/2002	5
Mullins, Claire E.	Gillman Services	08/19/2002	5

A Belated Happy Birthday to Roel Aguillon



Long-time Gillman Companies employee Roel Aguillon had a happy birthday when the Gillman management team presented him with just what the successful fisherman needs

to catch the big ones. Happy birthday, Roel.

Big News Coming to *gillmanauto.com*



The Gillman website is undergoing a revolutionary revision! The next issue of the newsletter will carry a complete story on this monumental task and

highlight many of the new features. In the meantime, the present site is still the best source of information on all Gillman matters. Check it out, today!

Gillman Receptionists Remain at Posts



Robin Robichau and Serena Mayshack, Receptionists

When a fuse in the air conditioning system blew, smoke began streaming into the upstairs offices of the Gillman Honda dealership in Houston. Fire alarms sounded, fire trucks with sirens blaring screeched to a halt in front of the building, and a calm evacuation of all personnel took place in an orderly, prompt fashion.

Robin Robichau and Serena Mayshack, on duty in the reception center near an exit, received permission to stay at their posts. They maintained vital telephone communications until the all-clear sounded.

Mandatory evacuation of all personnel in an emergency remains a basic Gillman safety rule.

A Thought for Summer

Our greatest challenge is not failing to achieve a goal. It is in rising to try again every time we fail.

A Special Thanks for Contributing to This Issue of the Gillman Newsletter Goes to:

Carmen Cuellar, Susan Elbel, Jana Kusin, Bonnie Meyer, Elizabeth Solis, Collette Trail, Jody Valentine, and the great Gillman team!

American Honda Awards Certificates of Excellence to Paul Cheung

Paul Cheung, an energetic Service Technician with Gillman Honda Houston received Certificates of Excellence for his work in six different specialty areas. Cheung was recognized for his competence in Electrical Fundamentals, Engine, Express Tech, General, Manual Transmissions, and Pre-Delivery Inspections.

Way to go, Paul!

Time to Start Forming Teams for the Gillman Companies Charity Golf Tournament

Time to tee off in the Gillman Companies Charity Golf Tournament may not be until Monday, November 12, but it's not too early to begin assembling your foursome and sharpening your shots.

The annual Gillman Companies Charity Golf Tournament is set for the Sweetwater Country Club in Sugar Land, Texas. This great event, which combines a day of athletic fel-



lowship and fun, benefits the Ft. Bend County Women's Center, a community service organization which offers a helping hand to women in need.

For full tournament information and registration, please contact

Carmen Cuellar, the Gillman Companies, by calling 713-776-7044 or faxing 713-776-4803.

Randall Johnson Earns Honda Certificate of Excellence

American Honda recognized Randall Johnson for his skill and knowledge as an Express Technician. Way to go, Randall!