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# Behind ~~THE~~ Wheel

A Publication for the Employees of The Gillman Companies

December 2007-January 2008

## Huge Turnout for Gillman Companies 12th Annual Charity Golf Tournament!

A full complement of 170 avid golfers invaded the links of the Sweetwater Country Club for a fun time of camaraderie and friendly competition. The players, in the spirit of the day, also showed their generosity by supporting a great cause. Over \$60,000 was netted for the Fort Bend County Women's Center, which set a new record for this event. Service Group was the corporate sponsor and Patrick York, that firm's Vice-President of Marketing, was an active participant. In addition to an exciting round of golf, players ended the day with a dinner, the awards ceremony, and a live auction.

The Fort Bend County Women's Center lends a sympathetic helping hand to survivors of domestic violence, victims of sexual assaults, and their children. For the last 27 years, the Women's Center has aided many thousands of women who sought violence-free lives. Proceeds from this annual Gillman event are used by the Center in programs for emergency shelter, crisis intervention, counseling, support services, and education.

A special "well done" to Gillman Companies Executive Assistant Carmen Cuellar, Liz Moreno with the Center, and the

enthusiastic team of volunteers who made it all happen.

Way to go!



# From the desk of Ramsay Gillman

The Year 2007 was busy and productive. A few highlights stand out.

With the opening of the Gillman Honda dealership in San Antonio, all Gillman Honda locations meet Honda's requirements for facilities design. The new Nissan building in Rosenberg, Texas is well underway. Our totally revised Gillman website is up and running. We celebrated 25 years with Mitsubishi and were recognized as being one of the first Mitsubishi dealers in America. The annual Gillman Charity Golf Tournament was a huge success and produced a significant contribution to the Fort Bend County Women's Center. Our people participated in an extraordinary number of religious,



social, charitable, and civic activities, upholding the Gillman tradition of being an outstanding neighbor in the communities we serve. Our Gillman Acura team once again led the nation in CSI scores. The list of all notable events in 2007 could fill this entire page and more. You, as part of the Gillman team, made it happen.

Another Gillman tradition is not to rest on our laurels. I believe 2008 is going to be a year of opportunity. There will be challenges, as always, but by working together, we will respond and overcome all obstacles. If we will stay focused and satisfy each customer, our continued prosperity is assured.

Please accept, on behalf of every member of the Gillman family, the most sincere best wishes for a very happy and productive new year.

## Julie Hoech Named Executive Assistant to Ramsay Gillman



Julie Hoech, a native Houstonian and graduate of North Shore High School in Galena Park, is Ramsay Gillman's new Executive Assistant. Julie was employed by Brown and

Root during the early 1980s and then took time out to raise her two sons, Justin, now 18, and Jordan, 16. She then returned to work for Halliburton, the successor company to Brown and Root. Her husband, Mike, is an engineer with Zeppelin Systems. Julie brings a great deal of experience to her new position and is a welcome addition to the Gillman team.

## Blood Drive Supports Heidaker Brothers' Transplant Operation

One of Mitsubishi South Parts Manager Randy Heidaker's sons works in the same department as his dad. That young man, Nick (Randall N.) Heidaker, needs a kidney transplant. And his brother, Brandon J. Heidaker, has stepped up to be the donor. In support of these courageous siblings, Gillman Mitsubishi South in Houston, scheduled a blood drive from 8:30 AM until 2:00 PM, on December 27, in the dealership's main parking area. All Houston-area Gillman staff members were encouraged to donate the Gift of Life to help Nick and Brandon through their surgeries. Those in the Houston area

who were unable to attend the above event can still make a donation at St. Luke's Hospital in the Texas Medical Center. Gillman personnel in San Antonio and Austin can support this program by donating in their cities after listing the Heidaker sons as beneficiaries.



## Accolades From Our Customers

*Mr. Gillman: In October of 2003, I purchased a new 2004 Acura MDX. To this day it has been my most favorite SUV that I have owned. In fact, when it came time to replace the Acura, I felt that instead of just running out and buying another one, I owed it to myself to at least look around at other SUVs that I might like just as well. I don't know that I would do that again! My husband and I spent many weekends roaming through the dealerships. I can think of six we looked at. If there were others, they are now just a blur.*

*To keep this story short, I now again own the 2008 Acura MDX.*

*I wanted to let you know that not only does the car just sell itself, the people at the Gillman Acura dealership on the North Freeway give such great attention to their clients that you can't help but come back and stay. They have provided the best attention to my needs, whether it is the offer of morning coffee and a paper, or that cool bottle of water in the afternoon, or in regards to getting me out in time because the ticking clock is reminding me to get home in time for the school bus. P.S. The comfy open lounge is a big plus too.*

*I do want to mention some of your most outstanding people at the dealership. Pete Harvey, Matt Randall, and Mike Frohlich were most responsible for my choosing another Acura (and possibly a third one in a few more years) because of their commitment to providing quality service and support of at least this customer's needs. There are also many others at the dealership who are indirectly responsible for my coming back to Gillman Acura. Those names I don't know but I definitely know the faces. They are the ones who have always stopped me to say hello and to catch up on life.*

*I hope that this serves you far better than a survey in knowing how I feel about your dealership and especially the people who work there. It is far beyond a 10 on a 10 scale. And I truly appreciate all they do.*

**—A SATISFIED GILLMAN ACURA CUSTOMER**

*Mr. Gillman: I have been trading with you since 1999 when I bought a new Honda Accord EX. Since then, I have bought a new 2003, a new 2006, and a used 1998 Civic. The reason for this e-mail is to let you know that the real reason I continue to buy from you is your great Service Department. You have some of the greatest service writers. They bend over backwards to help you get your car serviced. Tony, Matt, Jeff, Barry, and Shaun are the best I have ever done business with. Also Kenny does a great job, along with his assistant. I would like to recognize one of your mechanics, Juan Esquivel. He has been working on all of my cars. I want to thank you for having such a great Service Department.*

**—A SATISFIED HONDA SAN ANTONIO CUSTOMER**

*Dear Eric Holcomb: Thank you for making my car buying experience a painless one. 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 Hyundai Accent. 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. A few years ago, my son purchased a used car 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, my son's car continues to be a trouble-free automobile which he 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 ROSENBERG CUSTOMER**

*My wife and I are long-time loyal Mitsubishi customers. She drives a Montero and I enjoy my Diamante. Aside from our satisfaction with the vehicles, we have remained loyal to Mitsubishi products because of the outstanding service from the Gillman dealership in Houston. On every visit, they performed the work on time, as promised, and for the amounts specified. Great vehicles and Gillman Mitsubishi is a great dealership.*

**—A SATISFIED GILLMAN MITSUBISHI SOUTH CUSTOMER**

*Brent: Just want to take time out to thank you and Roland for assisting me with my situation with my Xterra. Yes, I live kind of far from you but I will definitely be taking my Xterra back to you for further maintenance prevention. I surely appreciate your Great Customer Service and taking care of me.*

*P.S. I am sending all my clients to you even though Nissan is only two miles from me.*

**—A SATISFIED GILLMAN NISSAN ROSENBERG CUSTOMER**

*Mr. Amir Ghoreishi: I just want to thank you for your wonderful and professional customer attention you always have with me. It is a real pleasure to do business with you and the Gillman automobile dealership. They are very lucky to have you as the Service Department Manager. Also I would like to include your Service Advisor, Mr. David Di.*

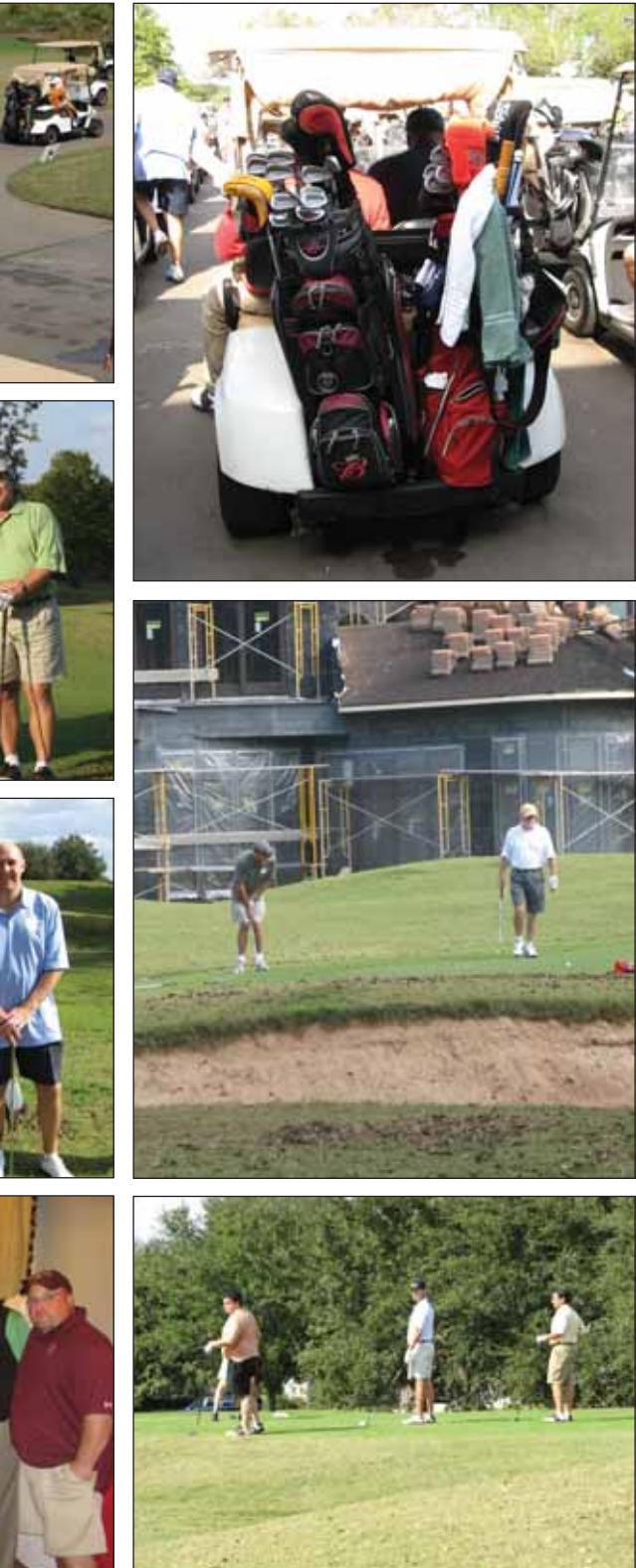
*Mr. Gillman should be very proud to have people like you. Thanks again for everything.*

**—A SATISFIED GILLMAN SUBARU SOUTHWEST CUSTOMER**

# Here are some additional scenes from the Gillman Golf Tournament benefitting the Fort Bend Coun



# Gillman Companies Charity Community Women's Center



## Baker and Bui Big Winners in Service Sales Contest!

The Gillman Honda Houston Service sales contest had a great grand prize for the winners. There was a limo ride to Perry's Steak House, dinner, then back into the limo and off to the Rockets vs. Magic basketball game where they had floor seats.

Service Advisors Jerry Baker and Phong Bui were the champs and enjoyed an awesome night on the town in style. Way to go, Phong and Jerry!

## Gillman to Play Major Role in Expo to Support Career Automotive Training Education Program in Houston Independent School District

During the week of January 7, 2008, the Houston Independent School District (HISD) is presenting a job-oriented expo at Delmar Stadium. A vital part of this effort is the Career Automotive Training Education program conducted by HISD, which enables students to gain more insight into opportunities in the retail automobile business.

Nationwide, the Automotive Youth Educational Systems (AYES) activity is designed to introduce high school seniors and juniors to career paths in automobile service. AYES is a partnership between participating automobile manufacturers, dealers, and selected school districts.

The Gillman Companies will be well represented at the AYES table by experienced personnel who will answer questions and explain the advantages of working in this field.

Visit the AYES website at [www.ayes.org](http://www.ayes.org) to learn more about this important group.

# 401(K)orner

By Susan Elbel

Well, here we are at the start of a new year. And everyone is wondering, how will the stock market do this year? Who really knows? However, if we take a look back at last year, the market was pretty good to us. Especially if you take into consideration that the average savings account at a bank pays somewhere in the neighborhood of 0.25% to maybe 0.50%. Our NADART 401(k) averaged **\*7.5%**. I would say that's not too bad for a yearly return. We experienced the highest highs and we certainly saw some really low, low days. But overall, I believe we came out pretty well.

As for 2008, all I can say is HOLD ON. I don't believe that the roller coaster ride will stop just yet. I'm sure it will be another very bumpy year. After all, we are in this for many years to come and the ride is truly an exciting one. So come on aboard, take a seat, buckle up, and hold on.

Don't forget to update your beneficiary forms, increase your contribution percentage, and review your elections. And for those that have not yet decided to plan for your future, what are you waiting for? Your future and retirement are not waiting for you. Come and join our fun.

HAPPY NEW YEAR, EVERYONE!!!

If you have any questions about the 401(k), e-mail me at [selbel@gillmanauto.com](mailto:selbel@gillmanauto.com).

\*As of 12-19-07 reported results for the 27 funds available on the NADART Choice Plan.

## Wedding Bells Are Ringing!

Dona Alexander, Gillman Advertising Manager in Houston, wed Corey Rowe on Sunday, December 2, in League City, Texas. Corey holds a position with the Katy, Texas Independent School District.

Nicole Michelle Gill, Excell Coordinator with Gillman Honda San Antonio, married Jonathan Paul Miller on December 15 in San Antonio, Texas. Jonathan is with Marriott.

## Kalel Alejandro Pena Arrives in August

A big Gillman welcome to Kalel Alejandro Pena, son of Juan and Jazmin Pena, who arrived on August 30, 2007. A fine baby boy, Kalel weighed in a 9 pounds 7 ounces and was 21 inches tall. Way to go, Juan and Jazmin!



## Welcome Brook Diane McVay

On November 5, 2007, Harold and Billie McVay celebrated the arrival of their daughter, Brook. The 6 pound 7.5 ounce, 19-inch baby girl brought joy to her parents and brother. Way to go, Harold and Billie!



## Gillman Honda Houston Service Department Going Paperless as They Score Above Average in Customer Satisfaction!

With the Gillman Honda Houston Service Department scoring above national average in terms of the Customer Satisfaction Excellence (CSE) rating, the entire operation is on the brink of a new era. The department will be fully computerized and paperless by February 2008.

TEC is the system that will be used by technicians to monitor and plan their work as the day progresses. The Service Up-Sale Tracking (SUT) function will properly accrue up-sales inside the facility.

In addition to being environmentally friendly, the new capability will reduce operational costs and improve individual efficiency.



# A Very Happy Birthday to:



## December

Ali, Sunil	12/01	Costabile, Kyle	12/23
Brewer, Jeffrey	12/01	Sorto, Juan	12/24
Chavez, Walmore	12/01	Gillman, Christopher	12/25
Collins, Peggy	12/01	Sanders, Christopher	12/25
Heidaker, Randy	12/01	Aguillon, Francisca	12/26
Johnson, Wanda	12/01	Florete, Mario	12/26
Diaz, Abraham	12/02	Ghazi, Salaheddine	12/26
Belk, Sr., Joe	12/03	Gonzalez, Juan	12/26
Carranza, Elmer	12/03	Perez, Robert	12/27
Flores, Francisco	12/03	Roth, David	12/27
Lee, Carol	12/03	Jacobs, Randolph	12/28
Johnson, Brenda	12/04	Sharifi, Shervin	12/28
Parada, Marvin	12/04	Murr, Chet	12/29
Regalado, Jazmin	12/04	Stecker, Christopher	12/29
Ortega, Jose	12/06	Ryan, III, William	12/30
Wernitznig, Daniel	12/06	Chowdhury, Rohanuzzaman	12/31
Cockerell, William	12/07	Cortez, Sidney	12/31
Hannibal, Lisa	12/07	Gonzalez, Mario	12/31
Staton, Shane	12/07	McCutchan, Joseph	12/31
Zamora-Bejar, Guillermo	12/07	Nguyen, Tom	12/31

## January

Busch, Kenneth	12/08	Hossain, Mohammed	01/01
McMahan, Connie	12/08	Navarro, Edward	01/01
Bachari, Masoud	12/09	Wilson, Everett	01/02
Chavez, Eulalio	12/09	Carrillo, Cesar	01/03
Williams, Eric	12/09	Escobedo-Munoz, Monica	01/03
Ingram, Leslie	12/10	Banigo, Paul	01/04
Nekoobahr, Saeed	12/10	Davis, IV, Arrington	01/04
Rincones, Amy	12/10	Delbosque, Mario	01/04
Snowbarger, Robert	12/10	Rios, Jose	01/04
Montes, Jesus	12/11	Mostia, Michelle	01/05
Nguyen, Tuan	12/11	Rehman, Tofique	01/05
Torres, Guadalupe	12/11	Johnson, Craig	01/06
Campos, Maria	12/12	Parada, Pedro	01/06
Garza, Daniel	12/12	Esquivel, Lucio	01/07
Hurley, Terrence	12/12	Mauricio, June	01/07
Pham, Gia	12/12	Meyers, Lawrence	01/07
Valenzuela, Hans	12/12	Mottu, Jr., Jesus	01/07
Bell, Mark	12/13	Gonzalez, Jose	01/08
Johnson, Bonnie	12/13	Erickson, Christine	01/09
Rogers, Joseph	12/13	Heidaker, Randall	01/09
Zaidan, Lydia	12/13	Machado, Dilkin	01/09
Cisneros, Nancy	12/14	Price, Bryan	01/09
Di, David	12/14	Badia, John	01/10
Martin, Gary	12/14	Batchelor, Donna	01/10
Merchant, Chris	12/14	Le, Tung	01/10
Naser, Hamzah	12/14	Tabakhtori-Fard, Ali	01/10
Cortes, Aldo	12/15	Libertore, Jeffrey	01/11
Drummonds, Raheem	12/15	Ellis, Byron	01/12
Navarro, Josue	12/15	Zamir, Asim	01/12
Mejia, Jessica	12/17	Ponluang, Narong	01/13
Benitez, Richard	12/18	Singleton, Jerome	01/13
Klebo, James	12/18	Fischer, Christian	01/14
Moreno, Jonathan	12/18	Flajc, Milan	01/14
Harris, Chase	12/19	MacFarland, Karen	01/14
Hassan, Syed	12/19	Adekansola, Peter	01/15
Hendon, Matthew	12/20	Brockway, Matthew	01/15
Casaverde, Juan	12/21	Raval, Jeff-Martin	01/15
Deanda, Lee	12/21	Skavatsos, Alex	01/15
Aguilar, Carlos	12/22	Torkizadeh, Seyed	01/15
Castaneda, Rane	12/22	Duvernay, Gregory	01/16
Goonie, Sanjay	12/22	Samson, David	01/16
Harvey, Peter	12/22	Jimenez, David	01/17
Swaim, Mark	12/22	Salas, Robert	01/17
Wise, Erica	12/22		

Peterson, Russell	01/18
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Pham, Derrick	01/18
Trinh, Binh	01/18
Fleming, Danyel	01/19
Kately, Patricia	01/19
Oyewale, Stephen	01/20

Ghazi, Said	01/21
Vazquez, Sabino	01/22
Carmona, Grizy	01/23
Halbison, Joshua	01/24
Brown, Kevin	01/26

Pennell, Marty	01/26
Rios, Alfredo	01/26
Schneider, Helen	01/26
Klai-Udom, Kriangkrai	01/28
Barnett, Vivian	01/29

Mangum, David	01/29
Tyrrell, Patrick	01/29
Argueta-Reyes, Jose	01/30
Smith, Jeffrey	01/30
Calloway, Sr., Michael	01/31

Sanchez, Gumesindo	01/31
Smothers, II, Guy	01/31

## February

Cirillo, E. Anthony	02/01
Crowe, James	02/01
Gillman, Ramsay	02/01
Stuart, Thomas	02/01
Duran, Edwin	02/02
Monserratt, Veronica	02/03
Patel, Krutiben	02/03
Qureshi, Muhammad	02/03
Sager, Daniel	02/03
Lopez, Edith	02/04
Maynard, Mary	02/04
Cortez, Joshua	02/07
Vo, Phu	02/07
Harris, John	02/08
Valentine, Jody	02/08

## Employee Anniversaries

Name	Company	Hire Date	Years
Aguillon, Roel	Gillman Services	12/20/1982	25
Ellis, Byron L.	Honda San Antonio	02/12/1987	20
Kutlar, Hasan B.	Honda South	12/08/1997	10
Cantu, Tiffany L.	Honda South	12/11/2002	5
Gonzalez, Maria D.	Honda South	12/16/2002	5
Lopez, Maria D.	Honda South	12/16/2002	5
Ruiz, Luis P.	Honda South	12/16/2002	5
Ruiz, Olga L.	Honda South	12/16/2002	5
Sanchez, Edwin A.	Honda South	12/16/2002	5
Sorto, Juan C.	Honda South	12/16/2002	5
Jezek, Hilma H.	Mitsubishi North	01/04/2002	5
Aguillon, Francisca	Gillman Imports	01/08/2002	5
Lovell, Malansey L.	Gillman Services	01/11/2002	5
Ingram, Leslie S.	Honda Ft. Bend	01/15/2002	5
Forbrich, James M.	Mitsubishi San Antonio	01/28/2002	5
Mathias, Kenneth A.	Honda San Antonio	01/29/2002	5
Torres, Ezequiel	Mazda Rosenberg	02/01/2002	5
Murray, Steven R.	Gillman Services	02/15/2002	5
Faber, Jordan C.	Acura	02/21/2002	5
Waterwall, Daryl K.	Gillman Services	02/21/2002	5

# Raheem Drummonds Overcomes Katrina Disaster

Two years ago, Hurricane Katrina wiped out much of New Orleans. That terrible storm also almost destroyed the life of Raheem Drummonds. But Raheem is not a man who accepts defeat. Driving from the ruined city, he had no job. The dealership where he had worked was literally gone, completely destroyed. While on the road to Houston, he called Gillman Mitsubishi and spoke with then Sales Manager Issac Khalaf, who is now General Manager of Gillman Mitsubishi and Gillman Subaru in North Houston. Without waiting for FEMA assistance, Raheem became a Mitsubishi salesperson and never looked back. As a successful member of the Gillman team, he has established himself as a proven performer and now handles the added responsibility of managing the Auto Trader Internet activities. Way to go, Raheem, way to go!

## New Gillman Website Gathering Praise

The new Gillman website, up and running after weeks of development by the Gillman team and *dealer.com* personnel, offers many new features and is bilingual (English and Spanish). If you have not done so already, take a test drive today and see for yourself true “next generation” performance.



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

Carmen Cuellar, Susan Elbel, Julie Hoech, Jana Kusin, Bonnie Meyer, Shawn Sharp, Steve Smith, Elizabeth Solis, Collette Trail, Jody Valentine, Kevin Vernon, and the great Gillman team!

## Shawn Sharp Elected Chairman of American Honda Professional Automotive Career Training Program



Shawn Sharp, Gillman Honda Houston Service Director, was elected Chairman of the American Honda Professional Automotive Career Training (PACT) program. In association with community colleges and other learning institutions across the United States, PACT offers an intensive two-year course to prepare students for a career in the retail automobile industry.

This is a well deserved honor. Way to go, Shawn!

## New Gillman Nissan Facility in Fort Bend County Set to Open in First Quarter 2008!

The wettest season in decades slowed the progress but did not stop construction on the new 41,000-square-foot Gillman Nissan dealership located in Rosenberg, Texas. Designed to exceed present needs in order to meet tomorrow's demand, the facility has 14 service bays, two vehicle wash areas, and sufficient space for a parts operation. Work is continuing at a rapid pace to allow for an opening in the first quarter of 2008.

## Gillman Honda Service Staff Delivers a Very Merry Christmas to One of Their Own

The Gillman Honda Service team in Houston looked inward and found a staff member who needed help to have a merry Christmas. This group raised over \$1,000 from team member contributions and bought an individual in their department a tree, gifts, and all that is necessary to ensure a Christmas to remember. Way to go, guys and gals. That's the true Gillman spirit.