

## In This Issue

- Gillman Mitsubishi Receives Diamond Chapter of Excellence Award
- Last Call for Gillman Charity Golf Tournament Entries
- New Gillman Website a Hit
- Gillman Company Personnel Support United Way



# Behind THE Wheel

A Publication for the Employees of The Gillman Companies

October-November 2007

## New Gillman Honda San Antonio Facility in Final Pre-Opening Countdown!



It is the culmination of years of planning and work. The new Gillman Honda San Antonio facility is almost ready to open. After one of the wettest spring, summer, and fall periods in Texas history—which at times delayed construction for weeks—the job is almost done. Final cleanup, work inspections, and furniture move-in are underway. First customers will be served in mid-December.

This newest link in the chain of successful Gillman retail automobile dealerships is a state-of-the art project. It will give Gillman personnel a comfortable, efficient environment for satisfying customers' automotive needs in the years to come.

Way to go, Gillman! Way to go, San Antonio!

---

# From the desk of Ramsay Gillman



This is an exciting time to be part of the Gillman Companies. In addition to the upcoming holiday season, we will move two of our dealerships into brand new quarters.

As this is written, workmen are putting finishing touches on our Gillman Honda facility in San Antonio. It will open in a matter of days. Completion of this project brings all Gillman Honda and Acura locations in line with the manufacturers' latest image standards programs. Also, construction is well underway on the Gillman Nissan dealership in Rosenberg, Texas. Operations from there are scheduled to begin in the late spring or early summer of 2008.

These are important events in the history of the Gillman Companies. Each new physical plant is a practical demonstration of our orga-

nization's determination to constantly improve our customer service. The latest, best equipment and working conditions greatly enhance the abilities of Gillman personnel to meet and exceed their goals.

These new facilities also demonstrate our continued commitment to the communities

we serve. As a company, we want to be more than just an outstanding neighbor. Our dealerships are intended to be a positive economic force that helps strengthen the overall area economy. Our people are involved in a vast number of local civic, social, and religious activities. They make a true contribution to the quality of life in their neighborhoods.

These are exciting times. Opening two new facilities will create challenges. Working together we will meet those challenges and attain new levels of success.

---

## Letters From Loyal Customers

*Mr. Gillman: We have bought Acura cars since 1991 and, of course, are most pleased with the quality and comfort of the car. As important, the service is outstanding. For the last nine years, Matt Randall has been our service consultant. I cannot tell you how much we appreciate Matt. He takes every extra effort to help us and does so in a friendly, professional matter. Most recently, he arranged to "good will" to us a new transmission for ours that needed to be replaced. As long as Matt is our service advisor, we will always continue to buy Acuras. You are so very fortunate to have him at your dealership.*

—A SATISFIED GILLMAN ACURA CUSTOMER

*I wanted to thank you for the great car buying experience I had. Nick Ismail and Eugene Martin provided a professional and low stress buying experience. I was offered a great product at a competitive price. Thank you and I look forward to working with Nick and the Gillman team for years to come.*

—A SATISFIED GILLMAN HONDA SOUTHWEST CUSTOMER

*This e-mail is to tell you that I was very satisfied with Mr. Djibril Keita's handling of my Mazda 3 purchase at Gillman Mazda Rosenberg.*

*Mr. Keita was very helpful, convincing, and professional. I purchased the car for my teenage son who is going to college. My son wanted a particular color for the car which was hard to get and Mr. Keita went out of his way to secure the car. For me, safety is important and Mr.*

*Keita convinced us that the Mazda 3 Touring with its side airbags was the right choice. His knowledge of the options of the different models helped us make the proper decision. Neither my son nor I like pushy salesmen; we like to take our time and think about the potential purchase. We went back to Gillman Mazda in Rosenberg several times. Each time, Mr. Keita was courteous and let us make our decision without pressuring us and I appreciated that more than anything else.*

*Since the purchase, Mr. Keita has contacted me several times by e-mail to ensure that we are happy with the car and this makes me feel good about Gillman's follow-up and service. In summary, Mr. Keita has impressed me as a car salesman and I will definitely go back to Gillman Mazda for my next car purchase.*

—A SATISFIED GILLMAN MAZDA FORT BEND CUSTOMER

*Mr. Gillman: I bought a used car from your dealership a couple of years ago. The person who helped me then, Mark Odat, was at the time very helpful and great all around. Since then I moved temporarily out of state, to California. However, your good customer service helped me even all the way out here.*

*I recently lost my car keys and some of my car papers. Before having my car towed and keys redone, I called several Mitsubishi dealerships in southern California for assistance but they didn't provide any. Then I thought of calling your dealership for ideas on what to do. Mr. Odat expressed his willingness to see what information or copies he still had of my old transac-*

*(continued on next page)*

---

(continued from previous page)

tion, and connected me to the Service Department for further assistance. There I spoke to Kevin, who practically saved my life—as in saving me lots of money, hassle, and headache. He told me how to get a regular key, use the safety code in the glove compartment, and start my car. I inquired about this with the local Mitsubishi dealerships, but all three of them said it couldn't be done. Nevertheless, I looked for a flat metal key (\$6), followed Kevin's instructions, and all went great. The best thing is that two days later, I found my keys and was so thankful that I hadn't gone through that whole thing.

Please thank Mr. Odat and Kevin for me. Kevin knew what no other dealership I talked to here knew, and he even called me two or three different times to follow up with me and make sure things were working out. One can buy a car anywhere, but it is the great caring service of those two employees that you can't get anywhere else! Just at Gillman!

—A SATISFIED GILLMAN MITSUBISHI SOUTHWEST CUSTOMER

Mr. Dupons: I wanted to provide you some positive feedback on Gibson Ihe, Fleet Manager at Gillman Nissan.

My wife and I were in the market for a new car (for me) last month and were virtually committed to buying our third Toyota. We did test drive the new Camry, but we wanted to make at least one comparison before committing, so we visited Gillman Nissan to test drive the Altima.

Gibson was the first person we met at the dealer-

ship and he took care of us from start to finish, starting with a sit-down chat to talk about our needs, an explanation of the main features of the Altima, a very enjoyable test drive in which all the features previously talked about were demonstrated, and finally another test drive in the Pathfinder (a potential future purchase for my wife). We finished up with a brief no-pressure discussion about price and financing and told him we'd be back in touch as we wanted to think about it over the weekend.

After our visit to Gillman Nissan, we didn't feel the need to test drive any other vehicles. We'd found what we wanted. I called Gibson back, worked out the deal over the phone, and picked up the car two days later. Gibson did a fantastic job getting me the car I wanted (right color, right options) at the price I wanted, and with the financing I wanted.

Words to describe Gibson: honest, hard working, very knowledgeable, extremely personable, and customer-focused. He satisfied all of my needs with absolutely zero sales pressure. I'm looking forward to doing business with Gibson again.

—A SATISFIED GILLMAN NISSAN FORT BEND CUSTOMER

Good afternoon, Mr. Siddiqui: I would like to recognize and praise the fine customer service and professional assistance provided by your team at Gillman Subaru of North Houston. I appreciate the professional customer service and support provided by your team members in all departments.

Ever since I purchased my 2007 Subaru Forester from Mr. Patrick Clausen a few months ago, I have had a positive and rewarding experience with your Subaru dealership, team leadership, and Parts and Service. Your team members enjoy what they do, and their teamwork and spirit are contagious. As a loyal customer, I find it a great feeling to know that people care about human communication and customer service.

This month I visited the Gillman Subaru Service and Parts Department for an oil change and window tinting for my Forester. I was assisted by Mr. Tim Hill and Mr. Chris Wehe. The assistance was both courteous and professional. My Forester was ready as planned and the communication was both accurate and thorough.

I have shared your good work with family, friends, and colleagues. I look forward to visiting Gillman Subaru of North Houston in the years to come. Best wishes in your professional work. ¡Adelante!

—A SATISFIED GILLMAN SUBARU HOUSTON NORTH CUSTOMER

## Gillman Subaru in Southwest Houston Holds Great New-Owner Open House



New Subaru owners were invited to meet with Gillman Subaru service and parts personnel to discuss technical information, warranties, and maintenance recommendations. The turnout was spectacular and Subaru owners spent an engaging evening touring the shop facilities and finding out what the underside of their Subaru looks like. As a climax to a fun event, Gillman Subaru gave away a flat screen television set.

Way to go, Gillman Subaru, Southwest Houston.

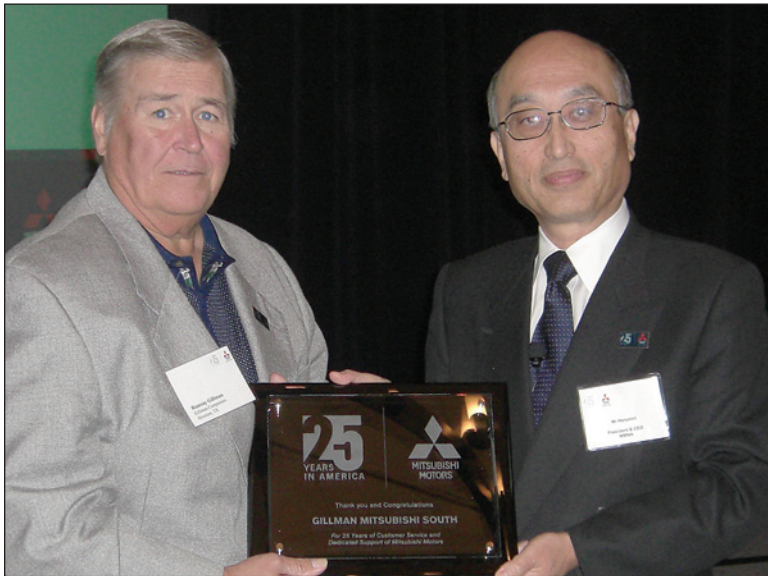
## Everyone Is Talking About the New *gillmanauto.com*

It's brand new, it's feature-packed, and customers are loving it! You will too. Try it today and see why the new *gillmanauto.com* is getting rave reviews!





# Ramsay Gillman Receives Special Recognition From Mitsubishi Motors



ON LEFT, RAMSAY GILLMAN. ON RIGHT, HIROSHI HARUNARI.

In celebrating 25 years of selling vehicles in the United States, Mitsubishi President and CEO Hiroshi Harunari presented Ramsay

Gillman with a special award. Harunari, citing “pioneer” dealerships, honored Gillman’s commitment and loyalty to Mitsubishi products. He also noted the Gillman Companies’ long and successful franchise history with the brand.

Ramsay Gillman, who opened the first Mitsubishi dealership in Texas in 1982, recalled the early models offered for sale. Along with the Mitsubishi Tredia, Cordia, and Starion, there were both two- and four-wheel drive Mighty Max trucks. And in that

age before computers, financial statements were handwritten.

A big “way to go” to Mitsubishi, Mr. Harunari, and Ramsay Gillman!

## Gillman Finance Teamwork Contest Follow-up

The Gillman Finance Teamwork contest, which improved finance activities through building greater cooperation and teamwork, was a huge success. Twenty winners and support personnel went to the famous Redfish Lodge in Rockport, Texas. An additional 15 top performers stayed at L’Auberge Du Lac Hotel and Casino in Lake Charles, Louisiana.

Fishing, golfing, or playing at the tables, everyone enjoyed a memorable time.

Way to go!



## National Payroll Week Salutes Gillman Payroll Professionals



BACK ROW FROM LEFT TO RIGHT: MONICA ESCOBEDO AND ELAINE DRURY. FRONT ROW FROM LEFT TO RIGHT: LIZ SOLIS, JODY VALENTINE, AND CLAIRE MULLINS.

The American Payroll Association has set aside a week to recognize and honor payroll professionals. These skilled individuals play a vital role in maintaining the smooth, consistent operation of America’s payroll tax withholding system.

The Gillman Companies are proud to salute our team of dedicated payroll personnel for their hard work throughout the entire year.

# Gillman Acura Continues Winning CSI Ways!



With a year-to-date 97.2 on the CSI scale, Gillman Acura in Houston continues to be a national leader in customer satisfaction. Directed by General Manager Randy Khalaf, Service Manager Tony Webb, and Parts Manager Johnnie Cantu, this phenomenal team of service advisors, technicians, cashiers, and shop support personnel have climbed to

the top of the ladder of excellence. Month after month, for over three straight years, this group has demonstrated their commitment to true customer satisfaction.

Formed into a team by dealership management and assisted by the Excell Facilitator, this dedicated staff has shown remarkable spirit and more than earned a hearty “way to go!”

## New Facility for Gillman Nissan in Rosenberg

In spite of rain-delayed construction, the new Gillman Nissan facility in Rosenberg, Texas, is becoming a reality. All steel is erected and the building shell has been completed. Pavement work is proceeding on schedule.

This 41,000 square-foot dealership has been designed to meet both current and future



needs. There are 14 fully equipped service bays, two vehicle wash areas, and ample storage for Nissan parts as well as accessories. Opening is projected for the spring of 2008.



---

# Mitsubishi Motors of North America Awards Coveted Diamond Chapter of Excellence to Three Gillman Mitsubishi Dealerships!



In recognition of outstanding performance, Mitsubishi Motors of North America presented the highly coveted Diamond Chapter of Excellence awards to three Gillman Mitsubishi dealerships.

Gillman Mitsubishi in San Antonio, Gillman Mitsubishi in North Houston, and Gillman Mitsubishi in Southwest Houston, each met the exacting criteria to earn this distinctive award. It is a singular honor to all Gillman personnel in these dealerships.

Way to go, guys and gals!



TONY TITONE, MITSUBISHI DISTRICT SALES MANAGER; MARK ODAT, GENERAL MANAGER, GILLMAN MITSUBISHI IN SOUTHWEST HOUSTON; JASON GILLMAN, VICE PRESIDENT, THE GILLMAN COMPANIES; KENNY YAMAMOTO, MITSUBISHI CO-DIRECTOR OF REGIONAL RETAIL OPERATIONS; AND DANTE PAA, MITSUBISHI REGIONAL DEALER ADVERTISING MANAGER, AT THE AWARDS CEREMONY.

---

## 401 (K) orner

By Susan Elbel

NADART has changed its Web page. Go ahead and take a look: [www.nadart.org](http://www.nadart.org).

From the home screen, you can access your account or get your PIN replaced. Find out the new limits for contributions for 2008. Maybe you want to see how the funds have been performing. You can even print your own forms for updating your account. When is the last time you updated your beneficiary form? Or increased your contributions?

It's all there at the click of the mouse. Do yourself and your retirement fund a favor and check it out.

You may also want to notice that NADART has added more—yes, more—funds/options from which to choose. Twenty-seven (27) now in all.

Effective October 1, NADART added the SSgA “Target Dated Funds.” To describe them simply would be to say that these funds target your retirement date. For example, if you are planning to retire 15 years from now, you may want to look at the Target Fund SSgA 2020 Strategy. These funds are a diversified balance of stocks and bonds aimed at producing the results for your targeted retirement year.

There are 10 different Target Dated Funds from which you may choose. To learn more about these funds, log on to [www.nadart.org](http://www.nadart.org) and look under the “Latest News” heading to find \*TARGET DATED FUNDS OFFERED IN INVESTMENT CHOICE 401(k) PLANS. This site will give you more in-depth information pertaining to these funds.

The website is a great tool for us to utilize. It answers so many questions we may have when trying to understand and plan our retirement.

---

# A Very Happy Birthday to:



## October

Tran, Thanh	10/02	Barnett, Brad	11/07
Kerr, John	10/03	Curry, Jonathan	11/07
Ayala, Frank	10/04	Cheng, Danny	11/08
Sanchez, Marisa	10/04	Figueroa, Luis	11/08
Ziadan, Eyad	10/05	Amador, Gus	11/09
Tims, Carey	10/06	Khan, Mohammad	11/10
Blanchard, David	10/07	Ortega, Mirian	11/10
Garza, Thomas	10/07	Winn, Rodney	11/10
Gavarrate, Manuel	10/07	Brown, Rachael	11/11
Jimenez, Auncencio	10/07	Clarkson, Robert	11/11
Smith, Samuel	10/07	Phan, Minh	11/11
Wimbish, Stacey	10/07	Jackson, Rondald	11/12
Dill, George	10/09	Stalf, Heather	11/12
Alfaro, Francisco	10/10	Trail, Collette	11/12
Kiang, Benjamin	10/10	Figueroa, Nancy	11/13
Kelso, Clara	10/11	Timney, Girard	11/13
Salazar, Nicholas	10/11	Golsberry, Kelly	11/14
Turner, Al	10/11	Mendoza, Alfredo	11/14
Dunn, Janice	10/12	Young, Brian	11/14
Holman, Hayden	10/12	Yu, Kin	11/14
Robichau, Robin	10/12	Gallman, Emeary	11/15
Adereti, Bolarinwa	10/13	Hernandez, Cindy	11/16
Webb, Jessica	10/13	Ngo, David	11/17
Saieb, George	10/14	Rebollar, Janet	11/17
Wordak, David	10/14	White, Charles	11/17
Gutierrez, Jason	10/15	Meyer, Bonnie	11/18
Nguyen, Tai	10/15	Forbrich, James	11/20
Torres, Ezequiel	10/15	Ponce, Karina	11/21
Hernandez, Edwin	10/16	Earley, Peggy	11/22
Absher, Charles	10/17	Perkins, Terrance	11/22
Johnson, Martha	10/17	Shahriari, Houshang	11/22
Khan, Mushtaq	10/17	Beaumont, Dee	11/23
Morrow, Blair	10/17	Hamilton, Venita	11/23
Kiser, Pamela	10/18	Moreno, IV, Francisco	11/25
Valdez, Jaime	10/18	D'Aryani, Rocky	11/26
Vukela, Barry	10/18	Massicot, Marcel	11/27
Webb, Katie	10/18	Lemus, Alejandra	11/28
Zarate, Deborah	10/18	Greenfield, William	11/29
Broussard, Jimmy	10/20	Akinola, Peter	11/30
Durrani, Rizwan	10/20	Dinsmore, Greg	11/30
Forehand, Keith	10/20	Hodge, Dreike	11/30
Noesges, Sandra	10/20		
Dickerson, Sharita	10/21		
Perkins, Kevin	10/21		
Vaesa, Clarissa	10/21		
Lounder, Robert	10/22		
Sanchez, Edwin	10/23		
Thomas, Tasha	10/23		
Jackson, Robert	10/24		
Carrasco, Humberto	10/25		
Guerra, Jose	10/25		
Le, Minh Chieu	10/26		
Stevens, Craig	10/26		
Webb, Lew	10/26		
Houser, Gregory	10/27		
Campbell, II, Earl	10/28		
Mayshack, Serena	10/28		
Cooper, Kimono	10/29		
Manning, Herbert	10/29		
Archer, Valerie	10/30		

## November

Arif, Mohammad	11/01		
Hanson, Gregory	11/01		
Osborne, Anthony	11/01		
Pho, Devin	11/01		
Castillo, Jr., Frankie	11/02		
Celis, II, Ted	11/02		
Ramirez, Maricruz	11/02		
Williams, Kimberly	11/02		
Guerra, Sergio	11/03		
Vines, James	11/03		
Zelaya, Jose	11/03		
Hughes, Brenda	11/04		
Luna, Martha	11/05		
Berry, Scott	11/06		

Valenzuela, Hans	12/12	Aguilar, Carlos	12/22
Bell, Mark	12/13	Castaneda, Rane	12/22
Johnson, Bonnie	12/13	Goonie, Sanjay	12/22
Rogers, Joseph	12/13	Harvey, Pete	12/22
Zaidan, Lydia	12/13	Swaim, Mark	12/22
Cisneros, Nancy	12/14	Wise, Erica	12/22
Di, David	12/14	Costabile, Kyle	12/23
Martin, Gary	12/14	Sorto, Juan	12/24
Merchant, Chris	12/14	Gillman, Chris	12/25
Naser, Hamzah	12/14	Sanders, Chris	12/25
Cortez, Aldo	12/15	Aguillon, Francisca	12/26
Drummonds, Raheem	12/15	Florete, Mario	12/26
Navarro, Josue	12/15	Ghazi, Salaheddine	12/26
Simpson, Phillip	12/15	Perez, Robert	12/27
Mejia, Jessica	12/17	Roth, David	12/27
Benitez, Richard	12/18	Benich, Janet	12/28
Klebo, James	12/18	Jacobs, Randolph	12/28
Moreno, Jonathan	12/18	Sharifi, Shervin	12/28
Harris, Chase	12/19	Murr, Chet	12/29
Hassan, Syed	12/19	Steckor, Christopher	12/29
Franco, Jr., Donald	12/20	Chowdhury,	
Thoun, Latanya	12/20	Rokanuzzaman	12/31
Casaverde, Juan	12/21	Cortez, Sidney	12/31
Deanda, Lee	12/21	Gonzalez, Mario	12/31
Rodriguez, Jr., Ray	12/21	Nguyen, Tom	12/31

## Employee Anniversaries

Name	Company	Hire Date	Years
Aguillon, Roel	Gillman Services	12/20/1982	25
Preuss, Sandra K.	Mazda Rosenberg	11/11/1987	20
Odat, Mahd	Gillman Imports	10/12/1992	15
Kately, Patricia T.	Gillman Services	10/01/1997	10
Merchant, Chris R.	Gillman Imports	11/03/1997	10
Salvador, Refugio	Gillman Imports	11/11/1997	10
Kutlar, Hasan B.	Honda South	12/08/1997	10
Cortez, Sidney M.	Honda Ft. Bend	10/02/2002	5
Kneblick, Pete J.	Mitsubishi North	11/07/2002	5
Guerra, Sergio A.	Mitsubishi San Antonio	11/26/2002	5
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

## Last Call for Entrants for Annual Gillman Charity Golf Tournament

Sweetwater Country Club in Sugar Land, Texas, is the place and November 12 is the date for the annual Gillman Charity Golf Tournament. So if you hurry, there is still time to register.

Proceeds go to support the Fort Bend County Women's Center, a community service organization that offers assistance to women in need. In the Center's more than quarter century history, thousands of women and children have been helped by this worthy organization.

Enjoy a great day of golf, competition, and fellowship for a fine cause by calling Carmen Cuellar at 713-776-7044 or faxing your entry to 713-776-4803.

---

## Gillman Honda San Antonio Rocks With Hannah Montana Tickets!



What's the hottest ticket in San Antonio? It's gotta be seats at San Antonio's Hannah Montana concert. This Disney production sold out the performance at the Houston Rodeo and has taken the nation by storm.

So who has the hottest tickets in town? It's gotta be Gillman Honda in San Antonio, where they are being used to bring prospects and customers into the dealership. With the soon-to-be-opened new Honda facility as a background, Radio Disney provided entertainment, and the tickets delivered on excitement!

Another ticket giveaway will be held at the Gillman Acura and Gillman Mitsubishi dealerships in North Houston, to coincide with the Hannah Montana concert in November!

Way to go, Hannah Montana!

---

## Gillman Honda San Antonio Hosts Free Child Safety Seat Inspections!

Gillman Honda in San Antonio joined with the Schertz, Texas Emergency Service and Police Department to host a free child safety seat inspection. Attendees, in addition to receiving a no-cost examination of their child safety seat installations, learned six points vital for child safety in a motor vehicle. This unique community service event drew a number of parents who expressed appreciation for the inspections.



## Gillman Contest Supports the United Way!

In a highly successful effort to build support for the United Way fund drive, the Gillman Companies conducted a special program to encourage personnel to donate \$50 or more to this great cause. Some spectacular prizes, including a pair of round-trip tickets to any Southwest Airlines destination, Apple iPods, golf passes, and American Express gift cards, were given to winners of a drawing.

Winning individuals were:

Johnnie Cantu (Houston North)  
Cesar Carrillo (Houston South)  
Ray Dominguez (Austin)  
Greg Duckworth (Houston South)  
Nicole Gill (San Antonio)  
Sherri Gray (Houston North)  
Paul Hopkins (Houston South)  
Leslie Ingram (Fort Bend)  
Randy Khalaf (Houston North)  
Latasha Marshall (Houston South)  
Cynthia Parks (Houston South)  
Jerry Timney (Fort Bend)  
Chris Wehe (Houston North)

A warm Gillman thanks to everyone who participated in this project.

---

## Gillman Companies Donate Electric Carts to Carolina Christian Camp

The Gillman Companies learned that the Carolina Christian Camp had need for electric carts to transport personnel and equipment at their campgrounds located between Huntsville and Trinity, Texas. So the Gillman Companies donated four of the desired vehicles to the camp.

The Carolina Christian Camp is a year-around operation with hundreds of campers using the facilities weekly for retreats and recreation. In the summer, the camp serves more than 45,000 young campers in various programs.

**A Special Thanks for Contributing to This Issue of the Gillman Newsletter Goes to:**  
Carmen Cuellar, Susan Elbel, Nicole Gill, Jana Kusin, Bonnie Meyer, David Roth, Elizabeth Solis, Collette Trail, Jody Valentine, and the great Gillman team!