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Behind THE Wheel

A Publication for the Employees of The Gillman Companies

February-March 2008

Gillman Companies Announce Major Expansion

The Gillman Companies have successfully completed the purchase of six highly successful automobile dealerships located in the Rio Grande Valley area of south Texas. Previously owned and operated by the Kellogg Motor Group, these dealerships enjoy a decades-old reputation for quality customer care, community service, and vehicle-owner satisfaction.

The new acquisitions include a Chevrolet dealership in Harlingen and a second Chevrolet dealership, along with Buick, Pontiac, GMC, and Honda dealerships, in San Benito, Texas. Originally founded in 1923 as Welch Chevrolet, the San Benito location was the first Chevrolet dealership in south Texas. Kellogg Motor Group bought that facility in 1982.



Scott Dupons, long-time Gillman Companies Chief Operating Officer, is a partner in the new Valley operations and will relocate to that area to manage this new Gillman complex.

“The way Kellogg treats their customers and employees mirrors the Gillman philosophy. We will get to know the people and customers



in the dealerships. Our goal is to earn their trust and respect,” Dupons said.

Transfer of ownership will take place as soon as formal franchise approval is received from General Motors and Honda of America. This is expected to take place in 60 to 90 days.



From the desk of Ramsay Gillman

If the fast pace of the first seven weeks of 2008 is any indication, the rest of this year is going to be very, very busy. Here is a quick recap of recent events.

First, in partnership with our friend and business associate Scott Dupons, we completed a very sound expansion of the Gillman Companies retail automobile dealership holdings. In a purchase from the Kellogg Automotive Group, a fine Texas organization with a sterling reputation for customer satisfaction, we acquired six new vehicle franchises. Our acquisitions include two Chevrolet dealerships, a Pontiac/GMC/Buick point, and a Honda dealership. The front cover story of this newsletter has more details on the transaction.

Second, the move of Scott Dupons, our Chief Operating Officer, to the Rio Grande Valley necessitated several changes in the Gillman Companies management structure. I will remain Chairman of the Board of Directors. Stacey Gillman Wimbish will be President. Jason Gillman and Christopher Gillman will serve as Executive Vice Presidents. A new Chief Operating Officer will be named shortly. This realignment will



provide a stable management team for our organization and set the stage for future expansion.

Third, our usual contingent of managers from the Gillman Companies went to the 2008 National Automobile Dealers Association (NADA) meeting in San Francisco. Some

people may be talking recession, but judging from the number of exhibitors with offerings specifically for our industry and the enthusiasm of those attending the meeting, the next several months have great promise.

Fourth, our Subaru dealership located in southwest Houston sponsored a one-day event for local Subaru fans and owners. Well over 700 people came out to meet Subaru Rally Team USA driver Travis Pastrana. They talked about their favorite car, purchased performance parts, and viewed the '08 models.

And fifth, but far from least, our Acura dealership Service Department is number one in the nation in CSI for the second consecutive year. On top of that, the dealership also earned the Acura Precision Team award. Only 37 dealers in the country received that distinction. These are outstanding achievements and deserve a true "way to go" to the entire staff.

As we progress through the year, we anticipate several more major developments. Naturally, we will keep you informed. It is an exciting time for our organization. As long as we continue to do our best to please every customer, our future growth is assured.



Cesar Carrillo, Gillman Companies IT Director, a Marathon Natural



entered the full 26.2-mile Chevron Houston

In 2007, Cesar Carrillo ran the Houston Marathon 5K and caught the distance running bug. This year, he

Marathon and stormed home 903rd out of a field of almost 6,000 runners with a time of 3 hours 42 minutes.

Cesar is the Director of Information Technology for the Gillman Companies and his marathon adventure was a lot more than a virtual reality event. It was the next step in a program that will take him to the famous Ironman competition on the island of Kona in 2010.

A speedy "way to go" to a great guy!

Letters from Loyal Customers

Randy: I have procrastinated in responding to your letter and e-mail as a Gillman customer. I could not let the opportunity go by without complimenting you. Rarely in today's world have I experienced your effort to regain my business.

For the record, your sales staff is truly professional. I first experienced your staff at Gillman North in purchasing a vehicle for my daughter. Within six months, I purchased another vehicle for my wife at Gillman South. Not to end the experience, I purchased a vehicle for myself a year later from Gillman Austin. I am a devout shopper to the point I can be a pain in the rear to a sales staff. However, the dealings with your various sales staff locations were exceptional! Whatever sales training program you employ, keep it up.

—ANOTHER SATISFIED AND LOYAL GILLMAN ACURA HOUSTON NORTH, GILLMAN SOUTH, AND GILLMAN AUSTIN CUSTOMER

Hello, Ms. Williams! I am sending this e-mail in regards to several of your employees that have managed to make my experience at Gillman extraordinarily amazing.

First of all, Jerry Baker. From the first day that I brought my Honda Accord into your Service Department, Jerry has taken care of me 100 percent! Everything is always done quickly, and communication about necessary repairs, etc., is always on point! He is always friendly and quick to solve all of my issues with my car. Previously, the car wash had scratched my hubcaps.

Without any hesitation, Mr. Baker had a new set put on and I was out of the parking lot in just a few minutes. This amazed me! One of the most important things about Jerry is that he never gives me the feeling that I am taking up too much of his time. He is patient (I am a female trying to describe car issues...) and I truly appreciate it!

Secondly, there is another constantly smiling face in the Service Department. His name is Shane. The other day when I took my car in, Shane was out at my car and greeting me before I could even set foot on the pavement! He was quick to help, get in touch with Jerry Baker, and get the process of checking my car in going as quickly as possible. This was not the first time that I had talked with Shane. Previous conversations have been just as professional and helpful.

Last but not least is Luiz. I requested that my car be detailed when I dropped it off for some minor repairs the other day. When Luiz (I was told by the lady on the phone that this was his name, although I don't recall seeing it in person) drove up in my car, I almost fell over. My car was CLEAN! I asked him if they had washed the outside (because I only requested an interior detail and thought maybe I needed to pay a different amount because of the extra work), and he said that they had done that before they cleaned the inside. When I opened my car doors to check out the cleaning, I was ecstatic! My carpets were tan again! I have two children that give my car a run for its money and couldn't believe how awesome my car looked. It well exceeded my expectations. I asked the gentleman if he was the one that had done it and he said, "My guys in the back did this." Whoever these "guys" are, I would like to thank them. I never imagined my car would look this good! In conclusion, your Service Department never ceases to amaze me. I, without hesitation, tell all of my fellow Honda owners to have their car serviced at Gillman because of the professionalism,

quickness of work, QUALITY OF WORK, and INCREDIBLE customer service!

—ANOTHER SATISFIED AND LOYAL GILLMAN HONDA HOUSTON SOUTH CUSTOMER

Donnie Hicks: Just wanted to say thanks so much for the customer service and special help when needed. You saved me a lot. While asking God for a miracle to happen, you called with a final quote that was a true blessing. You saved me a lot and I can only say I appreciate it to the fullest. Thanks a million. Keep up the wonderful customer service!

—ANOTHER SATISFIED AND LOYAL GILLMAN MITSUBISHI HOUSTON NORTH CUSTOMER

Mike Bachari: Got your phone message. Thanks for calling. I really have enjoyed my Pathfinder SE. The rearview camera has already saved a child's life. It was a pleasure meeting you and doing business with you. Would love to talk about world events with you again. You are a great American. I will recommend you to anyone interested in buying a new vehicle.

—ANOTHER SATISFIED AND LOYAL GILLMAN NISSAN FORT BEND INTERNET CUSTOMER

Mr. Gillman: I just did my 60,000-mile service last month and no one else services my Subaru but Gillman Subaru, not even for an oil change.

As we all know, getting to be number one is easy, staying number one is another story. In my book, you are and have been my one and only service center for the past year.

Mr. David Di is in great measure responsible for this. As I have stated before, I am extremely happy with his service and professionalism, and he has been very consistent at that.

—ANOTHER SATISFIED AND LOYAL GILLMAN SUBARU HOUSTON SOUTH CUSTOMER

Who Are the Ladies With the Red Dresses On?

Actually, there were nine ladies all dressed in red when the Gillman Rosenberg Accounting team decided to support the February 1st National Awareness of Women's Heart Disease Day. They turned out in fine style, and their wearing of the red served as a reminder to all of the importance of women's heart health.



Gillman Acura #1 in America for Customer Satisfaction for Second Straight Year!

Being tops in America for Acura customer satisfaction is no easy job. Being tops in the nation two years in a row is even harder. But the Gillman Acura Service team did it using a combination of commitment to excellence, experience, and the desire to excel.

Being number one required focusing on making sure every customer was completely satisfied with every transaction. And month after month, year after year, the dedicated service advisors, technicians, cashiers, porters, Excel Facilitator, and dealership management worked in a coordinated effort

to earn the most outstanding CSI scores in America.

According to Gillman Acura Service Manager Tony Webb, "Everyone in every position did their very best."

The group earned several 100-percent months in the "Fix It Right the First Time" category and functions as a well disciplined unit.

Randy Khalaf, Gillman Acura General Manager, also noted the high scores made by the marketing staff and said, "Ranking on top in CSI requires commitment to each customer's needs."

Way to go, Gillman Acura!



But Wait! There's More! Gillman Acura Earns the Coveted Precision Team Award!

Which Acura dealer is the only one in Houston to earn the coveted Precision Team Award?

It's gotta be Gillman Acura, one of only 37 dealers in the entire United States to be given that distinction.

The Acura Precision Team Award requires total dealership commitment to meeting and exceeding the expectations of every customer. That lofty goal can only be attained

by generating a team spirit in every employee and instilling a sense of pride in a job well done.

Randy Khalaf, Gillman Acura General Manager, summed up this achievement by saying, "Our people are first class. They have a can-do attitude and are always willing to go that extra mile to get the job done right."

A most respectful "way to go" to a great team effort!

Gillman Companies Announce Major Management Appointments



Top, left to right: Stacey Gillman Wimbish, Christopher Gillman, Jason Gillman. Seated, Ramsay Gillman.

Due to the acquisition of six new automobile dealerships, the Gillman Companies have announced a major realignment of senior management.

Ramsay Gillman will remain Chairman of the Board.

Former Vice President Stacey Gillman Wimbish will become President of the organization.

Jason Gillman and Christopher Gillman have been named Executive Vice Presidents.

Scott Dupons, Gillman Companies Chief Operating Officer, will be a partner in the newly purchased Honda, Chevrolet, Buick, Pontiac, and GMC dealerships which are located in the Rio Grande Valley of Texas. As soon as franchise agreements have been approved by General Motors and Honda of America, Dupons will manage those operations. He will relocate to the Harlingen-San Benito area. A nationwide executive search is being conducted to hire his replacement as COO.

Ramsay Gillman has served in a number of vital governmental, charitable, and industry positions. He is a past president of the National Automobile Dealers Association and remains active in that organization.

Stacey Gillman Wimbish has held several important appointments in local and state automobile dealer groups. Wimbish was the first woman to be named President of the Houston Automobile Dealers Association and has over 20 years of dealership managerial experience.

Jason Gillman and Christopher Gillman have been active in managing the company and will assume their increased responsibilities in the next few weeks.

The Gillman Companies will own and operate a total of 20 franchised dealerships in Texas. The firm was founded in 1938 and has played an important role in the development of the retail automobile business in the state. The company, which will employ more than 1,000, remains headquartered in Houston, Texas.

Gillman Companies Management Team Attends 2009 National Automobile Dealers Association Meeting

From February 9-12, the Gillman management team attended the 2009 meeting of the National Automobile Dealers Association (NADA) at the Moscone Center in San Francisco, California.

The weather was beautiful, after a week of rain prior to the event, and the turnout was enormous. Dealers and dealership managers from all 50 states were joined by counterparts from Japan, Europe, other Pacific Rim nations, and experts in every aspect of dealership operations.



The need for vendor display space was far too large to be accommodated by any one of the Moscone Center's huge exhibition halls. So every building in the complex was utilized in an effort to meet demand.

Exhibits ranged from innovative concepts for improving customer satisfaction to customer retention programs, the latest shop equipment, improved accounting systems, and even a modern single-engine four-passenger private aircraft for transportation.

Away from the exhibition floors, seminars on more than 40 dealership-related topics were offered to attendees. Important national



leaders spoke to share their views of the coming year and to motivate members. Major

manufacturers held sessions with dealer franchise holders and managers. And regional groups, like the Texas Automobile Dealers Association, sponsored gatherings to discuss current issues.

The NADA meeting grows in importance each year as a place to gain information for future planning, be exposed to new ideas, exchange thoughts, and develop useful relationships with leaders in the retail automobile industry.

401 (K) orner

By Susan Elbel

Well, well, well! What has happened to the stock market? As with any good roller-coaster ride, there have to be big dips in order to have big climbs. The same is true for the market. We like the ride when it is going up but that coming down just does something to our stomachs. We must hold on and stay firmly seated. No one truly knows if the next day the market will take that upward climb or if the day is going to be that downward spiral. (If someone did they would already be filthy rich and out of the market). So I believe the best way to look at the whole situation is to remember that we are in this for the long term. And think of the market as having a

clearance sale—with now being the best time to be investing (buying) as much as possible because we are purchasing today at a 5-10 percent discount.

Trying to outguess market trends is next to impossible. We must be realistic in our expectations and ride out the storm. Stay the course and we shall come out just fine on the other side.

Increase your contribution percentage today and enjoy the sale.

And don't forget to update your beneficiary list, especially if there have been changes to your family situation.

Invest today for your future tomorrow.

As always, if you have any questions about your 401(k), please contact me at selbel@gillmanauto.com or cmullins@gillmanauto.com.

Houston Dynamo and a Gillman Valentine's Present

The Gillman Companies are a proud sponsor of the twice MLS Cup champion Houston Dynamo soccer team. Throughout last season, Gillman employees received tickets to the games and enthusiasm ran high. Some of the Dynamo players and team staff are Gillman customers and there is always a flurry of excitement when Dynamo personnel visit one of the dealerships to buy a car or have a vehicle serviced.

Liz Solis, Gillman Companies Personnel Administrator, shared her love of the game with fellow fan Leslie Ingram, Gillman Rosenberg Accounting Assistant, through a special Valentine's Day surprise. Diesel, Dynamo team mascot, delivered flowers and a poster to a very surprised and happy Leslie.

Way to go Liz, Leslie, and the Dynamo. Let's have a championship three-peat!



A Very Happy Birthday to:



March

Cessna, Simeon 03/01
 Nguyen, Phuong 03/01
 Mullins, Glenda 03/02
 Akunna, Bridget 03/03
 Amadi, Eze 03/03
 Kirk, Toby 03/03
 Lerma, Jr., Antonio 03/03
 Tejada, Ronny 03/03
 Varghese, Rini 03/03
 Wade, Jenny 03/03
 Cuellar, Carmen 03/04
 Hernandez, Griselda 03/04
 Vu, Khanh 03/04
 Diaz, Jose 03/05
 Hernandez, Sugey 03/05
 Ruthstrom, Ricky 03/05
 Taha, Emad 03/05
 Deleon, Roland 03/06
 Trevino, Jr., Omero 03/06
 Baerwald, Vincent 03/07
 Bui, Phong 03/07
 Franklin, Edward 03/07
 Graves, Samuel 03/07
 Nevin, Paul 03/07
 Schunemann, Mitchell 03/07
 Ghoreishi, Amir 03/08
 Koenig, Brent 03/08
 Marsh, III, Ralph 03/08
 Meadors, Bobbye 03/08
 Tran, Danny 03/08
 Lapidos, Matthew 03/09
 Mayshack, Mysti 03/10
 Siddiqui, Khaja 03/10
 Thomas, Patrick 03/10
 Tran, Hoai 03/11
 Alvarenga, Juan 03/12
 Pryor, Craig 03/12
 Rideaux, Jr., David 03/12
 Walker, Edward 03/12
 Elissa, Saleh 03/13
 Hernandez, Vincente 03/13
 Alfaro, Roger 03/14
 Bennett, Rex 03/14
 Fojtik, Kathy 03/14
 Goodwyn, Jr., Lloyd 03/14
 Harris, Vincent 03/14
 Waterwall, Daniel 03/14
 Cosme, Jason 03/15

Esquivel, Juan 03/15
 Medellin, Roy 03/15
 Hoech, Julie 03/16
 Man, David 03/16
 Clausen, Patrick 03/17
 Johnson, Thomas 03/17
 Krummel, Patricia 03/17
 Lakhdar, Samad 03/17
 Taylor, Keelie 03/17
 Curry, Kirk 03/18
 Loewe, Jason 03/18
 Alvarado, Cayetano 03/19
 Herrera, Charles 03/20
 Lopez, Maria 03/20
 Miles, Jr., James 03/20
 Awan, Mohammad 03/21
 Bijarro, Christopher 03/23
 Spillers, Jr., Larry 03/24
 Nieto, Jr., Jose 03/25
 Harstlman, Bryan 03/27
 Haynes, Stella 03/27
 McKinney, Latonya 03/27
 Campos, Anthony 03/28
 Carrasquillo-Santos, Jennifer 03/29
 Flores, Elvira 03/29
 Sells, Jr., Willie 03/29
 Spillers, Patrick 03/29
 Galeana, Miguel 03/30
 Millsap, Scott 03/30
 Moore, Danny 03/30
 Yee, Michael 03/30
 McQueen, Roger 03/31

April

Bemis, Jr., Thomas 04/01
 Tran, Chuong 04/01
 Burgeson, Patrick 04/02
 Carrillo, Jason 04/02
 Griffin, Amy 04/02
 Henslee, Noble 04/02
 Mendez, III, Guadalupe 04/02
 Garcia, Yolanda 04/03
 Palos, Shawn 04/03
 Gonzalez, Maria 04/04
 Marek, Mark 04/07
 Aguillon, Roel 04/08
 Costanzo, III, Anthony 04/09
 Hoang, Binh 04/09

Paterson, Pat 04/09
 Cruz, Darwin 04/10
 Mascardo Ronaldo 04/10
 Rodriguez, Manuel 04/10
 Varela, Jr., Nicanor 04/10
 Aweh, Philip 04/11
 Edwards, Olivia 04/11
 Maldonado, Jr., Luis 04/12
 Medellin, Vanessa 04/12
 Charles, Rodney 04/13
 Garcia, Armando 04/13
 Guerra, Samantha 04/13
 Hernandez, Jr., Augustine 04/14
 Donaldson, Gerrin 04/15
 Heidrick, Travis 04/15
 Smith, Kelly 04/15
 Faber, Jerrod 04/16
 Fischer, David 04/16
 Frohlich, Michael 04/17
 Burreight, III, Hal 04/18
 Lahoud, Youssef 04/18
 Lewis, III, Raymond 04/18
 Dominguez, Jr., Ray 04/19
 Savatdy, Meeta 04/19
 Carter, Leonard 04/20
 Gerdes, Jr., Larry 04/20
 Cepeda, Raul 04/21
 Pham, Thanh 04/22
 Voris, Bradley 04/22
 Delacruz, Ray 04/23
 Nielsen, Chris 04/23
 Chatoor, Sacha 04/24
 Carrillo, Jose 04/26
 Glass, Darnell 04/26
 Patel, Usman 04/26
 Tamez, Jose 04/26
 Dixson, Marcus 04/27
 Maraghi, Naser 04/27
 Burt, Ayinde 04/28
 Elbel, Susan 04/28
 Morris, Lisa 04/28
 Bergeron, Jr., Larry 04/29
 Frankian, Ohannes 04/29
 Nguyen, Thao 04/29
 Millikan, Clifton 04/30

May

Faili, Akbar 05/01
 Machado, Luis 05/02

Nava-Urbano, Aldo 05/02
 Reyes, Aurora 05/03
 Robbins, Cynthia 05/03
 Shelnett, Jason 05/03
 Smith, Stephen 05/04
 Pham, Hung 05/05
 Ekane, Nico 05/06
 Gonzalez, Cruz 05/06
 Ihe, Gibson 05/06
 Szog, Christian 05/06
 Ly, Pros 05/08
 Torres, Diego 05/09
 Villarreal, Jason 05/09
 Eiler, Phillip 05/10
 Kusin, Jana 05/10
 Flores, Rene 05/11
 Lopez, Denise 05/11
 Prewett, Nan 05/11
 Smith, Jocelyn 05/11
 Fox, Misty 05/12
 Mullins, Claire 05/13
 Hellenschmidt, Dave 05/14
 Ybarra, Stacy 05/14
 Fontenot, Jon 05/15
 Chau, Cuong 05/16
 Gornall, Mathew 05/16
 Gray, Sherri 05/16
 Leal, Sandra 05/16
 Patterson, Roderick 05/17
 Canales, Jr., Antonio 05/18
 Fotopoulos, II, John 05/18
 Odat, Mahd 05/18
 Ford, Billy 05/19
 Villalta, Ana 05/19
 Linares, Francisco 05/20
 Saucedo, Gianfranco 05/20
 Le, Dung Q. 05/21
 Cisneros, Evelyn 05/22
 Elostaz, Waleed 05/22
 Perez, Javier 05/24
 Assed, Jihad 05/27
 Keoviva, Keoudone 05/27
 Le, Dung 05/27
 Solis, Liz 05/27
 Guerrier, Georges 05/28
 Hicks, Donald 05/28
 Solomon, Blessing 05/28
 Abdel-Razek Tarek 05/31
 Sheikh, Sylvia 05/31

Leila Arrives on Super Bowl Sunday

Tasha Thomas, Gillman Billing Clerk in San Antonio, had a super Super-Bowl happening. She and her husband, J.R., welcomed Leila Evanescence, 7 pounds 13 ounces, at 11:30 AM. They say Leila cheered for New York.

A Big Gillman Welcome to Isabella

Vanessa Medellin, Service Assistant in the Gillman Austin dealerships, welcomed a baby girl, Isabella, on January 13. Way to go, mom and daughter.

Employee Anniversaries

Name	Company	Hire Date	Years
Williams, Kimberly	Honda South	04/07/1988	20
Wimbish, Stacey Gillman	Gillman Services	05/16/1988	20
Rafiei, Mohammed R.	Honda South	05/27/1993	15
Stuart, Thomas O.	Mitsubishi North	04/08/1998	10
Koenig, Brent	Gillman Autoplex	04/29/1998	10
Chavez, Eulalio G.	Acura	05/12/1998	10
Vu, Khanh D.	Honda South	03/01/2003	5
Voris, Brad	Mazda Rosenberg	03/03/2003	5
Cockerell, William H.	Honda Ft. Bend	03/17/2003	5
Dorty, Joe L.	Gillman Imports	04/17/2003	5
Eiler, Gregg	Gillman Services	04/21/2003	5
Tran, Thanh T.	Honda South	04/22/2003	5
Alisirat, Hassan	Honda Ft. Bend	05/16/2003	5
Johnson, Brenda G.	Mitsubishi North	05/20/2003	5

Gillman Houston Rallies Subaru Excitement!

Gillman Subaru in Southwest Houston turbocharged Subaru fans' enthusiasm on Saturday, February 2, during their spectacular Subaru Excitement Rally!

More than 700 people turned out to greet and meet Subaru Rally Team driver Travis Pastrana. Pastrana, noted for his X Games and motocross skills, won the Rally America National Championship in 2006 and 2007. He is the youngest driver to gain that honor. Travis signed posters while talking with fans and posing for pictures with attendees.

Meanwhile, over 30 owners had their

vehicles in the Gillman service stalls, where factory-trained Gillman technicians assisted them with maintenance as well as other tasks. The Parts Department was also open and enjoyed brisk sales of Subaru performance equipment.

Center point of the display area, where more than 50 cars participated in what has been called the largest Subaru show in Texas, was the new 2009 Subaru Impreza STI.

A great time was had by everyone and the Subaru image has never shown brighter in Houston.



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

Carmen Cuellar, Susan Elbel, Julie Hoech, Jana Kusin, Carol Lee, Mike Lee, Lisa Morris, Elizabeth Solis, Jody Valentine, Kevin Vernon, and the great Gillman team!