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# Behind THE Wheel

A Publication for the Employees of The Gillman Companies

April-May 2008

## New Gillman Nissan Facility Opens and Sets Sales Records!



The new Gillman Nissan facility in the growing Sugar Land/Fort Bend County-area just south of Houston is fully staffed and open for business. During the first weeks of operations, the marketing team and support staff, ably directed by General Manager Jeff Brewer, brought the new store to number one in the zone and



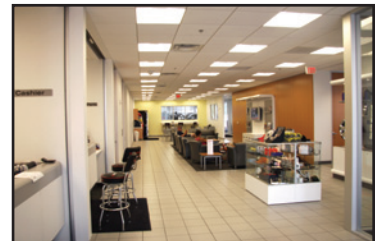
number two in the nation in terms of year-over-year sales!

The new 41,000-square-foot building

houses 14 service bays, two vehicle wash areas, a fabulous new vehicle showroom, a fully stocked parts

and accessories department, offices, outdoor vehicle display areas, and ample parking.

This state-of-the-art facility continues the Gillman Companies tradition of offering employees an outstanding workplace and providing customers with an exceptional retail automobile dealership experience.



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# From the desk of Ramsay Gillman

Thus far in 2008, the economic maladies that have cropped up in some other areas of the nation have not caused any serious problems in Texas. Gasoline prices are higher than in the past but by and large our communities seem to be adjusting to this new reality. Retail vehicle sales for the first three months of this year are about on par with 2007 and we look forward to strong spring and summer selling seasons.

Highlighting the fast pace of our operations is retention of Patrick York as the new Gillman Companies Chief Operating Officer. Patrick will replace Scott Dupons who will move to the Rio Grand Valley of Texas and be the managing partner of our recently acquired Gillman Honda, Chevrolet, Pontiac, Buick, and GMC dealerships. There is a story on Patrick elsewhere in this newsletter. On a personal note, I had the pleasure of working with Patrick's father at Frank Gillman Pontiac many years ago. Please offer Patrick a big Gillman welcome when you see him.

I am pleased to announce that our new Gillman Nissan dealership is open and fully operational. This facility will allow us to offer our customers a greatly improved shopping



and vehicle service experience. Our personnel will also enjoy enhanced working conditions and be better able to go beyond customer expectations.

As this is written, work on the new parking area for our recently completed Honda dealership in San Antonio, Texas is well underway. All this new construction is a silent testimony to the Gillman Companies commitment to provide the communities we serve, and our people, with exceptional facilities.

On another note, and without trying to mention all the recent recognitions earned by the Gillman team, our Gillman Mitsubishi dealerships in Houston and San Antonio have been given the Mitsubishi Diamond Chapter of Excellence award. Randy Heidaker and Robert Jackson, Parts and Service managers at Gillman Mitsubishi in southwest Houston, were both Top Achievers in the Mitsubishi Motors Diamond Quality Management program. Our San Antonio Honda dealership was named a 2007 Customer Service award winner.

As we move into the spring and summer selling seasons, it is a good time to pause for a moment and reconfirm our dedication to satisfying each customer. Satisfied customers are the foundation that will support our continued success.

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## Letters From Loyal Customers

*Mr. Gillman: I take great satisfaction in acknowledging professionalism and commitment to service. Earlier this month, I purchased from Gillman Acura North a 2008 Acura RL. You should know that the Gillman team distinguished itself from all other area Acura dealers with their responsiveness, extra effort, and superior service—both before and after the sale.*

*Sales Manager Pete Harvey, Sales and Leasing Consultant Mike Frohlich, and Service Advisor Matt Randall combined to make my decision an easy one. They gave me space when I needed it, called when they knew it was time to close the sale, served as fabulous brand ambassadors (both for Gillman and Acura), and treated my wife and me and our special-needs son like*

*family. These are the reasons why I have been a loyal and completely satisfied Gillman Acura customer since I purchased my first RL in 1997.*

*You can take great pride in the words I hear every time I call your dealership: "It's a great day at Gillman." From my vantage point, it's a proposition and customer experience that your company delivers on in a very big way.*

*Thanks to Pete, Mike, and Randall, I will be back for my next RL purchase once again. And with another child looking to mom and dad to purchase her next car, I will probably return earlier.*

*P.S. I love the car. It's really hard to beat the value that Acura delivers to consumers who want quality, superior engineering, and value.*

—ANOTHER LOYAL AND SATISFIED GILLMAN ACURA NORTH CUSTOMER

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Mr. Gillman: I would like to tell you how much I enjoy my Honda and the great experience I've had working with Seyed Torkizadeh. I've worked with Seyed since 2000 and that was with a Passport lease. I leased a CR-V in 2004 with Seyed, and Saturday, I bought a CR-V, again with Seyed's help. This vehicle is wonderful. There is such a difference between my previous CR-V and this one. It is a great driving experience.

I can't tell you how much I appreciate Seyed's help and knowledge. He is a wonderful person and a great salesman. My experience with him has been hassle-free and I feel he looks at me as a person and not just someone he's trying to sell a car to. I truly appreciate that and his friendship means a great deal to me.

Your Service Department is one of the best and I have never taken any of my Hondas any place else for service. This is something that can't be said for a lot of places in this day and time. I recommend this dealership to all my friends and a few of them have purchased vehicles there. They are as satisfied as I am.

—ANOTHER LOYAL AND SATISFIED GILLMAN HONDA  
ROSENBERG CUSTOMER

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Mr. Gillman: Although this thank-you letter is getting to you so much later than I had intended it to, it is written with my utmost appreciation and gratitude as if the event had occurred today. I write to express my sincerest thanks for a huge gift that your company extended to me in 2007.

I own a Mitsubishi Endeavor XLS. I have been taking it to your south Austin location for general maintenance since I purchased it in 2004. I noticed that my vehicle was not running right and scheduled an appointment. They contacted me with the results, stating that I would need a new transmission. They had found antifreeze in the transmission, which caused a myriad of other problems.

On occasion, I used a locally owned franchise company to conduct my oil changes. Through some research, it was determined that they inadvertently put antifreeze in my transmission system, which caused all these problems.

I had many conversations with this company as well as with the Gillman Mitsubishi staff. The guys at Gillman Mitsubishi were very helpful and accommodating, which was not at all what I had been experiencing with the other company. Gillman Mitsubishi was very hands-on in helping me with questions, even contacting the other company on my behalf. As time went on, it became clear that the other company was not going to take responsibility for their error, and I was unsure how to proceed.

I will never forget the day when I received a phone call from Robert Peters who told me that the Regional Offices had elected to perform the work as a philanthropic endeavor. I was completely speechless and overwhelmed by the generosity of your company's gesture. Your company did not create the problem but elected to fix it to help a loyal customer. It was nothing short of a true miracle. Needless to say, I was so touched by this gesture, I have told everyone I know about what an incredible company Gillman Mitsubishi is.

I would like to recognize some of the key people who really stood out in providing superior service and attention to detail. They truly went over and beyond in helping me: Robert Peters, Sam Smith, Anthony Mata,

Johnny Hubbell, Freddie Hernandez, Brian Peters, and Tim Harless. They were courteous and genuinely caring. I want each of them to know how thankful I am for their impeccable service and genuine care that they provided me.

Mr. Gillman, thank you very much for the amazing customer service experience that your company gave me. From now on, I am doing all of my service and maintenance repairs solely through Gillman Mitsubishi. I will never forget this superior service. It shows how truly amazing Gillman Mitsubishi is. I will continue to spread the word to others as to how remarkable your company is. From the bottom of my heart, I thank you.

—ANOTHER LOYAL AND SATISFIED GILLMAN MITSUBISHI  
AUSTIN CUSTOMER

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E-mail sent out to 200 real estate agents

Subject: Do You, Your Client or Loved One Need a Car?

Hello, (real estate company) family: Recently we were in the market to buy my wife a new car. We had a deal that fell out at one dealership which led us to Gillman Mazda/Nissan in Rosenberg. I was highly impressed with their service before and after the sale. One thing that impressed me was that the next business day after the sale, the general manager called us and left a message on our answering machine thanking us for our business, and he gave us his number and e-mail to contact him directly if we had any concerns.

It just so happened that we did have a concern, so I e-mailed him. I was contacted in less than an hour. He got right on the situation and handled it to make sure that we were satisfied, so we even went to the dealership to meet him in person and shake his hand.

I know this has nothing to do with real estate, but I felt it was my duty to report to you area businesses that have good practices, and I thought this may also be helpful to you or anyone you know who needs a new or pre-owned certified car. I've bought many cars and have never had the GM call me. He not only talked the talk but he also walked the walk, and this goes in line with our (real estate company) culture.

My salesman's name is Gerome Hulett and the General Manager is Jeff Brewer. The phone number is 1-888-616-5421. Mr. Brewer's e-mail is [jbrewer@gillmanauto.com](mailto:jbrewer@gillmanauto.com). My cell number is \_\_\_\_\_, and you can call me for any questions.

Oh yeah, my wife has a new Altima!

—ANOTHER LOYAL AND SATISFIED GILLMAN NISSAN  
ROSENBERG CUSTOMER

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Mr. Patrick Clausen: Thank you for providing outstanding service during the purchase of my 2008 Subaru Outback. Your knowledge of the vehicle and the explanation of the warranty and service plan were exceptional.

My search for a new car was a terrible experience until I found you at Gillman Subaru North. You made the process enjoyable and extremely easy. I will not hesitate to refer people who are shopping for a Subaru to you.

—ANOTHER LOYAL AND SATISFIED GILLMAN SUBARU  
NORTH CUSTOMER

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**Gillman** SINCE 1938  
Gillman Companies

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# Randy Heidaker and Robert Jackson Repeat as Mitsubishi Motors Triple Diamond Quality Management Program Top Achievers

Not only are Randy Heidaker and Robert Jackson, Parts and Service managers of Gillman Mitsubishi in Southwest Houston, winners of the Mitsubishi Motors Triple Diamond award, they have earned that distinction two years in a row. They were first in Mitsubishi District D and among the most select in the nation.

As Top Achievers, they will go to Playacar Palace Resort located on the Riviera Maya to join Mitsubishi Motors North America personnel for a Diamond Quality Management Conference to be held May 1 through May 4.

Great work, guys! And a big “way to go” for the terrific repeat!

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## Josh Guerrier Named Top Gillman Companies Finance Manager!

Hard work, strong customer relations, and attention to detail all paid off. Josh Guerrier, Gillman Honda San Antonio, was named top finance manager in the Gillman organization! That’s a job well done and deserves a big Gillman “way to go!”



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## Three Gillman Mitsubishi Dealerships Earn 2008 Mitsubishi Motors North America Diamond Chapter of Excellence Awards!

In an outstanding performance, Gillman Mitsubishi dealerships in north and south Houston, and in San Antonio, all earned the coveted Mitsubishi Motors Diamond Chapter of Excellence awards! These top-volume trip winners will have crystal trophies delivered to their showrooms.

This is a great distinction, requiring a consistently high level of performance and devotion to customer satisfaction.

Congratulations to these three fine Gillman teams!

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## Gillman Companies Names New Chief Operating Officer



Stacey Gillman Wimbish, President of the Gillman Companies, has announced the appointment of Patrick York as Chief Operating Officer.

York, formerly Vice President of Marketing for Service Group, an organization providing training and dealer profit programs to automobile dealerships, has been actively involved with the Gillman Companies for over nine years.

“He knows our Gillman players and will bring his insight into the best operating practices of other dealers to our business,” Wimbish said.

The son of an automobile dealer who once sold vehicles at Frank Gillman Pontiac, York grew up working in various dealership departments. He was with the Texas Automobile Dealers Association and is a graduate of the NADA Dealer Candidate Academy.

Currently residing with his wife and two children in Austin, Texas, York will relocate to Houston. He will assume his new duties May 15. Until that time, Scott Dupons, current Gillman Companies Chief Operating Officer, will continue in that position. Dupons will then move to the Rio Grande Valley to be managing partner of the six dealerships which make up the latest Gillman Companies acquisition.

“Patrick York knows and understands the Gillman tradition for customer satisfaction,” Stacey Wimbish stated. “After an extensive search, we found the right person for a challenging job.”

## Gillman Honda San Antonio Earns Honda Customer Service Experience Award!



Due to excellent work by the Service and Parts team at Gillman Honda San Antonio, that dealership joined an elite number of Honda dealerships across the country that were named as 2007 Customer Service award winners. This outstanding level of performance was recognized by a special service-area banner denoting the high degree of professionalism exhibited by this fine group.

Way to go, San Antonio!

## 401 (K) orner

By Susan Elbel

The usual column on the Gillman 401(k) plan will not appear in this issue. Susan Elbel, the highly informed writer who contributes this valuable feature is on recuperative leave of absence.

We wish you a speedy recovery, Susan.

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# Gillman Honors 2007 Top Sales Professionals

Annually, the Gillman Companies Sales Achievement Program recognizes the top sales professionals in each Gillman dealership. It is a bonus effort based on units delivered, Customer Satisfaction Index scores against national averages, and other important criteria. Platinum, Gold, and Silver award levels are established and special notice is given for leadership.

Appropriate cash awards are presented to each qualifying individual at two formal breakfast meetings.

The 2007 sessions were held on March 15 in Houston and March 16 in San Antonio. Fifty-two Gillman sales professionals were recognized for their outstanding achievements.

The 2007 Platinum level award winners are: Carla Jones and Paul Thomas, Gillman

Acura; Patrick Clausen, Gillman Subaru North Houston; Raheen Drummonds and Mohammed Hossain, Gillman Mitsubishi North Houston; Manuel Gavarette, Gillman Mitsubishi San Antonio; Vincent Harris, Gillman Honda San Antonio; Daniel Waterwall and Seyed Torkizadeh, Gillman Honda Rosenberg; Miguel Casteneda, Manuel Rodriguez, and Phillip Aweh, Gillman Honda Houston; and Rokanuzzaman Chowdhury, Gillman Subaru South Houston.

A full story, including pictures and names of all recipients, will appear in the next issue of this newsletter.

A big Gillman “way to go” is in order for a truly great performance!

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## Gillman Acura Number One in the Zone!

During the month of March, Gillman Acura earned the number one ranking in their zone for unit sales! This was a first-time feat and just another top performance from the Gillman Acura dealership that has been first in the nation in Service customer satisfaction for the past two years. Way to sell them, team, and way to take care of our buyers after the sale!



## The Gillman 20-Foot Rule

If you ever want to feel a little lost and unwanted, go into a store and be ignored by every employee who bustles past without a “hello” or even a smile. It is not a pleasant experience and certainly not one we’d like any Gillman customer to have in our dealerships.

That’s why we honor the Gillman 20-Foot Rule!

Any time a Gillman team member comes within 20 feet of an unattended customer, it is that team member’s responsibility to make sure that customer is being helped.

A few words like “Is someone assisting you?” or “Are you being helped?” will make our visitors comfortable even if their needs are being met.

The Gillman 20-Foot Rule is everyone’s responsibility. Make a friend by showing a little Gillman hospitality so our customers will know how much we value their business.

# A Very Happy Birthday to:



## May

Faali, Akbar 05/01  
 Machado, Luis 05/02  
 Nava-Urbano, Aldo 05/02  
 Pereira, Amilcar 05/02  
 Zelaya, Maritza 05/02  
 Johnson, Bruce 05/03  
 Reyes, Aurora 05/03  
 Robbins, Cynthia 05/03  
 Shelnutt, Jason 05/03  
 Smith, Stephen 05/04  
 Pham, Hung 05/05  
 Ekane, Nico 05/06  
 Ihe, Gibson 05/06  
 Szog, Christian 05/06  
 Ly, Pros 05/08  
 Torres, Diego 05/09  
 Villarreal, Jason 05/09  
 Eiler, Gregg 05/10  
 Kusun, Jana 05/10  
 Flores, Rene 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  
 Gornall, Mathew 05/16  
 Gray, Sherri 05/16  
 Leal, Sandra 05/16  
 Harris, Daniel 05/17  
 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 05/21  
 Cisneros, Evelyn 05/22  
 Elostaz, Waleed 05/22  
 Perez, Javier 05/24  
 Assed, Jihad 05/27  
 Keoviva, Keooudone 05/27  
 Le, Dung 05/27  
 Solis, Liz 05/27  
 Guerrier, Georges 05/28  
 Hicks, Donald 05/28  
 Giblin, Mark 05/29  
 Cleary, James 05/31  
 Sheikh, Sylvia 05/31

## June

Jock, Joshua 06/01  
 Juarez, Gabriel 06/01  
 Oyuela, Jose 06/02  
 Tarique, Muhammad 06/02  
 Tran, Son 06/02  
 Armstrong, Judy 06/03  
 Phillips, James 06/03  
 Cruz, Jimmy 06/05  
 Forgy, Thomas 06/05  
 McIlveen, Melinda 06/05  
 Zermeno, Joshua 06/05  
 Joseph, Edric 06/06  
 Vernon, Kevin 06/07  
 Bradshaw, Walter 06/08  
 Lopez, Jr., Guillermo 06/08  
 Mathias, Kenneth 06/09  
 Porter, Prince 06/09  
 Steely, Kendrick 06/09  
 Doolittle, Robert 06/10  
 Durrani, Changez 06/10  
 Funes, Roberto 06/10  
 Ross, David 06/10  
 Caffey, Gail 06/11  
 Duckworth, Gregory 06/12  
 Nguyen, Steven 06/12  
 Delapaz, Robert 06/13  
 Keita, Djibril 06/13  
 Ton, Eric 06/13  
 Hall, Roderick 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  
 Gideon, David 06/18  
 Robinson, Larry 06/18  
 Whiteing, Luther 06/18  
 Hall, Chase 06/19  
 Pham, Thinh 06/20  
 Martin, Eugene 06/21  
 Wesolick, Amanda 06/21  
 Gonzales, III, Louis 06/23  
 Devlin, Renee 06/24  
 Merced, John 06/24  
 Kinane, Stephen 06/25  
 Medrano, Abraham 06/25  
 Nicanor, Socorro 06/27

Preuss, Sandra 06/28  
 Rodriguez, Ricardo 06/28  
 Simmons, Charles 06/28  
 Vachira, Benzi 06/28  
 Braun, David 06/29  
 Lewis, Egbert 06/29

## July

Cisneros-Solano, Francisco 07/01  
 Dang, Quan 07/01  
 Kellerman, James 07/01  
 Rodriguez, II, Jose 07/01  
 Taylor, Brian 07/02  
 Estrada, Jose 07/03  
 Rosa, Carlos 07/03  
 Woodall, Thomas 07/03  
 Diaz, Jaime 07/04  
 Kamy, Kittipol 07/04  
 McCray, Jimmy 07/05  
 Rauch, Michael 07/05  
 Salvador, Refugio 07/05  
 Sanchez, Fernando 07/05  
 Terry, Rolander 07/05  
 Khalaf, Issac 07/06  
 Rodriguez, Jose 07/06  
 Carrera, Melissa 07/07  
 Clay, Jason 07/07  
 Alexander, Dona 07/08  
 Cantu, Johnnie 07/09  
 Chair, Abdelillah 07/11  
 Alfaro, Ana 07/12  
 Castro, III, Alejandro 07/12  
 Torres, Hugo 07/12  
 McAndrews, Bart 07/13  
 Melgar, Marvin 07/13  
 Runnels, Tessa 07/13  
 Scott, Alan 07/13  
 Colligan, Jr., Sylvester 07/14

Gillman, Jason 07/14  
 Kramer, Matthew 07/14  
 Walls-Glover, Jean 07/14  
 Griffin, Reginald 07/15  
 Kutlar, Hasan 07/15  
 Hankins, John 07/16  
 Young, Daryl 07/16  
 Flores, Rosemary 07/17  
 Hernandez, Ricardo 07/17  
 Ojo, Richard 07/17  
 Flores, Jr., Rolando 07/18  
 Akers, Paul 07/19  
 Atkinson, James 07/20  
 Ellison, Amber 07/20  
 Guardado, Elias 07/20  
 Van, Jr., Ronald 07/20  
 Boyett, Gary 07/21  
 Unay, Julia 07/21  
 Argueta, Jose 07/23  
 Tijerina, III, Ezequiel 07/23  
 Jamerson, Timothy 07/24  
 Martinez, Rosario 07/24  
 Munger, Kristina 07/24  
 Scioneaux, John 07/24  
 Harrington, Dillon 07/25  
 Jackson, Carleton 07/25  
 Jackson, Willie 07/25  
 Rinaldi, Jeffrey 07/25  
 Faber, Jordan 07/26  
 Lagunas, Montella 07/26  
 Lopez, Monica 07/27  
 Puac, Mario 07/28  
 Turner, Meatra 07/28  
 Leachman, David 07/29  
 Khalil, Mona 07/30  
 Menchaca, Cynthia 07/30  
 Socarras, Jesus 07/30  
 Sattler, III, Adam 07/31

## Employee Anniversaries

Name	Company	Hire Date	Years
Dunn, Janice A.	Gillman Imports	07/27/1983	25
Wimbish, Stacey G.	Gillman Services	05/16/1988	20
Sanchez, Fernando	Honda South	07/29/1988	20
Rafiei, Mohammed R.	Honda South	05/27/1993	15
Elbel, Susan A.	Honda San Antonio	06/15/1993	15
Suhr, David W.	Gillman Autoplex	07/28/1993	15
Chavez, Eulalio G.	Acura	05/12/1998	10
Beaumont, Deanna L.	Honda South	06/15/1998	10
Parks, Cynthia M.	Gillman Imports	07/01/1998	10
Torkizadeh, Seyed N.	Honda Ft. Bend	07/28/1998	10
Alisirat, Hassan	Honda Ft. Bend	05/16/2003	5
Johnson, Brenda G.	Mitsubishi North	05/20/2003	5
Jones, Efton L.	Honda South	06/02/2003	5
Lopez, Edith Y.	Subaru	06/17/2003	5
Gideon, David A.	Honda South	06/19/2003	5
Sells, Jr., Willie R.	Mazda Rosenberg	06/23/2003	5
Le, Dung	Honda South	06/24/2003	5
Hernandez, Griselda E.	Gillman Services	07/10/2003	5
Dominguez, Jr., Ramon	Mitsubishi of Austin	07/14/2003	5
Fotopoulos, II, John N.	Honda San Antonio	07/21/2003	5
Nielsen, Brig C.	Gillman Services	07/21/2003	5
Smith, Samuel J.	Mitsubishi of Austin	07/29/2003	5

## A Great Big "Way to Go" Gillman Welcome to Braden Catalano

Tiffany Catalano with the Gillman Internet Department in Houston is the proud mother of Braden, who arrived weighing 7 pounds 6 ounces, on March 31, 2008. Congratulations, Tiffany!

# AYES Interviews on TV!

Shawn Sharp, Service Manager of Gillman Honda in Houston, serves as Chairman of the Houston-area Automotive Youth Educational Systems (AYES), which is part of a nationwide educational program.

AYES offers apprenticeships in local automobile dealerships to highly motivated high school juniors and seniors. This experience leads to employment by the dealers as an automobile technician.

Parents and prospective AYES applicants met at Westbury High School on April 8 for information and interviews. The event was covered by the Houston NBC affiliate.



Admission to the program requires a student be selected for consideration, write an essay, and pass a rigorous in-person interview. Best wishes to all new AYES participants.

## Visit [gillmanauto.com](http://gillmanauto.com) today!

The Gillman Companies website continues to evolve with new features arriving almost every week. Check out the full-action video used-vehicle presentations on some Gillman dealership sites, the Spanish/English language selection feature, and experience true “next generation” speed and ease of use!



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

Carmen Cuellar, Julie Hoech, Jana Kusun, Kenny Mathias, Willie R. Sells, Jr., Shawn Sharp, Elizabeth Solis, and the great Gillman team!

## Gillman Mazda Assists Prize Winners in WAMU Bank Joy of Giving Sweepstakes



Jessica Rendon, a University of Houston student, and her mom, Guadalupe Rendon, received the prize of a lifetime in a Washington

Mutual Bank Joy of Giving Sweepstakes with MasterCard after making a small purchase at a Houston-area Jack in the Box. They each won a new '08 Mazda 6 Grand Touring car, and Gillman Mazda, which had the vehicles in stock, made the delivery! Two very happy ladies drove home in style! Way to go, Gillman Mazda!