



MAKING A SPLASH

A MONTHLY NEWSLETTER

JANUARY 2021



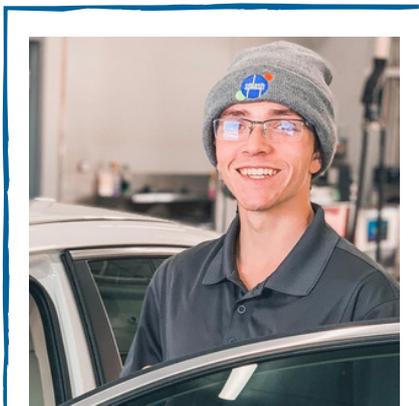
GIVE THEM THE SPOTLIGHT! CONGO LUBE TEAM

- John Todd - Leader of the pack, specializing in air filters.
- Trever Baker - specializing in speed of service & providing a 10-minute oil change.
- Eric Banda - specializing in engine flushes.
- TJ Wells - specializing in customer service
- Cord Henderson - specializing in overall lube knowledge & expertise.
- Gavin Davis - newest addition to the team.
- Sean Small - specializing in being cross-trained at all lube positions.
- Kobe Gosnever - specializing in tire rotations & speed of service.

For a group to accomplish such phenomenal growth and maintain speed-of-service & genuine customer care is really impressive. Way to go!

CORE VALUE SPOTLIGHT

STRIVE FOR EXCELLENCE



NICK PANSELL
CONGO

Nick is a SWAT Lead and key-holder at our Congo Location. Nick is one of those guys that finds a way to make everything he does better. He recently began "owning" facility cleanliness and has spent countless hours & energy working towards providing an excellent facility experience for our guests. We're lucky to have him on the team. Nick has really elevated the cleanliness and organization of our Congo store.

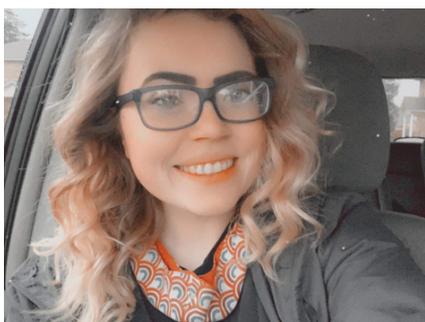
SPLASH DIFFERENCE MAKERS

A ROUND OF APPLAUSE FOR:



Aaron Martin (JFK)

Aaron took an internship with us several years ago and has since decided to make a career out of it! He is always willing to do what is needed for the team. Recently, he's been very instrumental in the newfound success on the JFK Lube Team!



Bethanie Vasquez (Russ.)

Bethanie has jumped in headfirst. Her organizational skills has helped a ton with the morale of the team and adds a ton of value in gathering customer information, selling wiper blades, and keeping everyone on track towards the team's goals!



Nabor Nieves (Congo)

Nabor was recently promoted to SWAT Lead and is a master at providing quality service with speed. His step up into leadership has been fun to watch and we're thankful to have someone like Nabor on the team to keep pushing us to serve with excellence!

THE "MICRO" SPRAY WAX



This little toy car tells a story that represents our customer service culture at Splash. Chris Newby, a leader on the Rogers team, found this toy at the wash that a kid left behind. Most would just call back or leave it for next time they came in. Chris decided to do a Spray Wax on the little ride & return the toy car to the kid with some serious shine. This "above & beyond" service is what makes Splash such a special place. Thank you for going the extra mile, Chris!

GET TO KNOW SOMEONE NEW TO OUR TEAM: MEET HALEY!



Haley was born in Little Rock and considers herself a true Little Rockian. She's devoted to local restaurants and culture. When not exploring Arkansas Culture, Haley is reading something from the self-help section, listening to true crime podcasts or scrolling for her next foster dog. She graduated from UALR with a BA in Anthropology and is a Certified Nonprofit Professional, and has a WSET 2 credential in wine. Haley was most recently at the Capital Hotel as a Food and Beverage Manager and joined Splash in December 2020. When not working Haley loves dining with friends, the self-help section of bookstores, and has a heart for service.

FAN FAVORITES



KEVONTE T. & BRIANNA W. (CONGO)

"I just came from the Splash in Benton on Congo. The young man [Kevonte] was soo very kind and respectful. He helped me with the door into the lobby , it was all yes ma'am and very professional. The lady in the lobby area [Brianna] was also very kind and pleasant. We have been customers for about a year now and will continue. My truck looks amazing and the service is amazing. Great Job Team !!"



DRAKE B. (CONGO)

"[Drake] is awesome! He needs recognition for his outgoing personality and friendliness that makes even unlimited members like myself happy to see him. Not once has he not gone out of his way to wave and tell everyone to have a good day. He presents himself as a professional and makes the entry effortless when so many little things could go wrong."

"He [Drake] is my favorite. Always smiling & waving. I feel like he remembers me, even if he doesn't."

"He [Drake] is awesome! No matter how your day is going, he'll put a smile on your face with his friendly personality."



REAGAN G. (ROGERS)

"I have always had an amazing customer experience and treated with A class customer service. Reagan took excellent care of me. Due to my vehicle not being able to go through the car wash. She advised me that I could still have my truck detailed! She was very polite, informative, and absolutely created a even greater customer experience! I definitely be returning for all of my detail needs!"



BRYAN H. (ROGERS)

"Had my first experience getting an oil change and all the works today. The staff was extremely efficient and did a good job. When I got home I noticed a small oil leak in my drive. I called the office to ask if it was drivable and explained my issue, was put on hold for less than a few minute and after a few simple questions the manager Bryan was on his way to my house. What started as a frustrating experience turned out to be a very simple fix. The Manager went above and beyond to take care of the service to make it right. He did not have to drive out to my house to fix it, during rush hour at that. This place cares about their customers and the services they offer! Bryan is an exceptional employee and employers need more like him! I will absolutely be back simply for their service standards!"

(EVEN MORE) SMILING FACES OF SPLASH!



Tyson W. (ROG) is top notch & has changed the game for our Roger's Lube.



JFK Team posing with the Wash & Win 70inch TV for the Grand Prize Winner!



Haven (JFK) showing some puppy love to a furry friend that came by the wash!



JFK SWAT Team is always down for a photo-op! They are too good at ISC's!



Our Emerging Leadership group at our Owner's cabin for an offsite retreat!



Cole D. (CWY) spent a day with the Russ. team & made sure to get a selfie!



Haley & Danie (HR) celebrate Alex S. from Geyer for over 5 years of tenure with Splash!



Alex M. (RUSS) showing that sometimes a 10-minute oil change can get a little messy.



Brooks B. (CONGO) and more Splash Team Members getting their CPR certification!

Thank you for being a part of the Splash Family!