

Mr. Don Funk

Funk Auto Consulting

Saskatoon, Sask.

December 16th, 2009

Dear Don

We would be remiss if we did not take a moment to say thanks! Under your tutelage, leadership, enthusiasm and knowledge of the business we have been able to transform our above average business here at Kanata Canadian Tire to one that is Great! With your steady reassuring hand at the wheel you took our 19 bay service center with thirty staff members to a whole new level of confidence in what matters most "Our Customers"! In return they will have record earnings and we will confidently crack the 2 million dollars labor volume in our shop!

From mid April when you first arrived a new energy filled the air! That up beat "we can do it attitude" became contagious! Adam Stuart our Service Manger with only five months in the saddle could not have been given a better mentor, teacher and in the end a friend! I am sure his coaching was not just the two visits but constant follow up via emails and telephone calls! You were always there to lend an ear and freely give of your vast knowledge of the business! I chuckle when I hear the men use your many cliché such as show and tell!

Year to date Don we are up over 17% from 2008 and you did not arrive until mid April! In eight short months we have come so far! We had a record week last week when the snow finally hit! We did over \$71,000 and beat the past record by 26%. But the team stayed true to the Don Funk philosophy! We shopped the cars professionally and sold at over \$108.46 in labor per work order! The team worked until midnight on two occasions and stayed later on others just to keep the customers happy! Even the technicians stayed! From my farming background "The sun was shining and the team took in the hay!" Last year in October we sold at \$74.25 per customer this year \$104.52 a 40.9% increase, in November we sold at 104.66 up from \$73.00 or a 43.4% increase and for the first two weeks in December we are at \$100.95 versus \$80.33 in 2009 or a 25.7% increase!

The last point I would like to make Don is in the area of sustainability! When you first arrived I expressed my serious concerns about keeping the program going after you left! We had hired two firms in the past and when the consultant was in the building we were successful and for about four weeks after! In your quite reassuring way you restored my confidence that this time it would be different! You were correct!

We all look forward to your next visit as we plot how we will take 457 to even greater heights for our staff, the business but most importantly our Customers!

Sincerely

Dave , Pam & all the Team at 457!