



## Customer Testimonials



Modesto, CA

CRM Customer Since: 07/05

"I started seeing the response right away... and it's been positive for me every month."

"I really like the reports, we not only take a look at the return on investment with the mailers and then seeing the response coming back, but at the same time it helps me to work with my advisors and technicians to show our average tickets and when these customers are coming back how we are doing."

Dennis Slewoo, *Owner*



Murrieta, CA

CRM Customer Since: 02/06

"We are seeing more maintenance work; we're getting a good return in our customers especially with the coupons that we've been issuing out through the CRM programs."

"... I have some customers coming in within one mile. Or they'll laugh, they'll say, 'I picked this up and out of curiosity I went to my vehicle and checked the mileage and it was within 300 miles!'"

"I feel very good. I can't tell you how satisfied I am, and glad that you guys offer such a program and that I've implemented it into my business. It has helped me a lot. I'm very thankful for it."

Dalon Pobran, *Owner*



Marstons Mills, MA

CRM Customer Since: 11/05

"Most people understand the whole oil change situation...but with the reminder cards... they see a coupon for a coolant flush or something and 'Oh I don't know if I've ever had that done, and should I be having this done?' So I'm getting more of the Scheduled Maintenance the cards remind them to do."

"It's certainly kept our regular customers coming in on a more regular basis... more people who are actually doing preventive maintenance."

Pam Moore, *Owner*

**Thank you to our satisfied customers for letting us know what a great job we are doing!**

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