



Muhl's Motors Rustenburg (Pty) Ltd
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TO: WHOM IT MAY CONCERN

DATE: 25 SEPTEMBER 2018

RE: SERVICE EXCELLENCE AND STOP FUEL MIXING PROJECT

We were approached by Blackbird Training Center in October 2017 with the Service Excellence Stop Fuel Mix project. Early November 2017 all our petrol attendants and cashiers were up-skilled and trained in Service Excellence and Stop Fuel mixing.

Before we did the training we had fuel mixes at least once or twice a month and thereafter we did not have any. It is almost 11 months now that we had no fuel mixes.

We received a DVD containing a Triple CCC/Service Excellence video and all the necessary templates, implementation plan and other documents in order for us to do refresher training for our staff. We implemented self-assessments and our service excellence improved dramatically.

We recommend that all fuel retailers will consider this program.

DIRK L. COETZEE
DIRECTOR

Director of Used Motor Vehicles

Directors: D.L. Coetzee