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To Whom It May Concern:

Our training by MCS and Gary Simmons had, and continues to have, a great impact on our service department. Not only have our quarterly customer labor sales increased by 37%, but our employees are happier because they're better trained for their jobs.

In addition, the MCS Service Driver is now an integral part of our service department. It provides our customers with manufacturer recommended services based on vehicle model, year, and current mileage, information that not only satisfies our customers but keeps our service department on track and compliant with government regulations.

In short, working with Gary and MCS means that we are meeting all of our service department goals, increasing our customers' satisfaction, and ensuring our compliance. Bringing MCS and Service Driver on board was a great move for our dealership.

We are keenly aware that recommending services to customers based on factory recommendations are an integral part of our relationship with Lexus and our Lexus customers. We are now proficient in communicating and educating our customer the basic needs and recommendations to maintain his Lexus.

We would recommend MCS Service Driver to any automobile dealership.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Wuepper', is written over the printed name.

Kevin Wuepper
General Manager
Jim Falk Lexus of Beverly Hills.