



KWIKFIT PIETERMARITZBURG 20 YEARS YOUNG!

Congratulations are definitely in order, for Harry and his staff at Kwikfit, Pietermaritzburg. This really is a big year for the Pietermaritzburg team, as 2006 marks the 20th anniversary of their being in business. Given the tumultuous events that have taken place in South Africa, this certainly is no small feat.

We at Head Office would like to take this opportunity of extending our warmest wishes on this auspicious occasion and certainly hope that Kwikfit Pietermaritzburg will go from strength to strength – and get to celebrate another 20 years in operation.

IN THE DRIVER'S SEAT

You might be forgiven for thinking that a 58 year-old, energetic, grey haired woman in the traditionally male-dominated automotive industry might seem out of place particularly when you hear that she actually owns and manages a Kwikfit franchise centre.

But rest assured, once you see spunky Marie Pienaar in action, you realize that "out of place" is not in her vocabulary, and that she is as comfortable helping a customer fit a tyre or an exhaust pipe, as she is sipping a cup of tea, having made a successful career for herself in the industry.

Marie has been in the automotive industry for 20 years, and began her career as a manager for Silencer Service in Port Elizabeth. Marie has always been interested in the automotive industry which she attributes to an older brother, who was always working on cars.

Marie is the only female-owned Kwikfit franchise in the Eastern Cape and says she bought the North End franchise as she "didn't want to sit at home" – and business is booming!

This live-wire attributes her success to the basics of a positive attitude, team work, willpower, top-notch customer service and good old-fashioned hard work. She believes in treating her staff well at all times.

The Kwikfit Centre in North End caters for tyre, exhaust, tow bar, shock absorber, and wheel alignment needs, amongst others.

"I love my job and I love this industry – even though it comes with its challenges – one must realize that your whole life is a challenge" asserts Marie.

And she is certainly proof of one woman who is not afraid of facing and overcoming those challenges. Well done Marie, and we wish you every success in the future.



TRAINING

Trained people in your business will enhance it. Untrained people can only be counter-productive in your business, therefore make use of Continental's professional training.

NOVEMBER QUAD BIKE PROMOTION

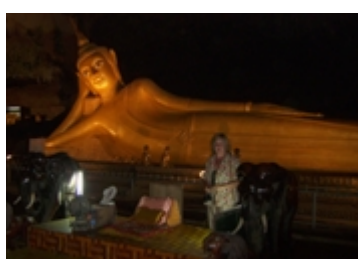
As you are all aware the November Promotion kicked off on 1st November 2005 and customers could stand to win one of four quad bikes and numerous other spot prizes, just by purchasing goods from a Kwikfit nearby. They were then eligible to "scratch and win". The winners of the four quad bikes visited the Kwikfit Rustenburg, Springs, Eshowe and Piet Retief stores and won their fantastic quad bikes.



TRIP TO PHUKET

In November last year, 20 intrepid franchisees, and their even more adventurous head office counterparts, headed off for the balmy beaches of Phuket.

During the ten day visit, our group visited Pipi Island, the site of the 2004 Tsunami Disaster, where there was no indication of the tragedy that had taken place a mere year ago. We also visited James Bond Island and of course Phuket. The islands are truly beautiful and it was a very reluctant group that returned to South Africa.



As previously advised, the 2006 Incentive runs from 1 August 2005 to 31 July 2006. The destination for 2006 has not yet been confirmed but we can advise that it has been planned for the second week in November 2006.

Watch this space and we'll keep you updated....!

GET UP CLOSE AND PERSONAL!

We would like to get to know all of you better - your lives, your wives and your children included! So please send us any personal information you would like to share – we'd love to hear from you and we would love to share it with the other 'Kwikfitters' out there.

ACHIEVERS FOR 2005

The top shops for Continental in 2005 were as follows:

Kwikfit Umzinto

Kwikfit Isipingo

Kwikfit Allandale, in Pietermaritzburg

The top shops for Bosal in 2005 were as follows:

Kwikfit Ladysmith

Kwikfit Rustenburg

Kwikfit East London (Cambridge)

The top shops for Armstrong in 2005 were as follows:

Kwikfit Craighall Park

Kwikfit Klerksdorp

Kwikfit Silverton (Pretoria)

The top shops for RCS Auto were as follows:

Fasfit Rustenburg

Kwikfit Allandale in Pietermaritzburg

Kwikfit Mitchell's Plain

RCS AUTO

This is still proving to be a great selling tool which the following 2005 results indicate:

Total Turnover 12 Months R 112 531 90
Average Turnover per branch R 18 423

90% of members make use of RCS

December 2005 was the highest turnover for the year at R1 222 992 indicating a growth of 1% on last year.

TYRE TIPS

DID YOU KNOW ?



When a vehicle is traveling at 60km/hour, the point of contact with the road of each tyre is only as big as the palm of your hand and the size of this contact decreases the faster you go?

In conclusion, I would like to thank each and every one of you for your hard work and dedication last year and it is my sincere wish that 2006 treats you all kindly.

Michael Stratford