

OPERATING STANDARDS

IF YOU CAN COMMIT TO THESE GOALS, YOU SHOULD BE TALKING TO US:

AN EFFICIENT, SMOOTHLY OPERATING AND WELL-RUN REPAIR CENTER IS REFLECTED IN ITS GENERAL APPEARANCE, THE ATTITUDE OF YOUR EMPLOYEES, THEIR OVERALL MORALE AND THE CUSTOMER SERVICE YOU PROVIDE.

As a King Bear franchise owner, you will feel a sense of pride and accomplishment in your exciting new business endeavor. It is important that your employees feel the same way.

Whether you are an established businessperson seeking a new venture or a neighborhood automobile mechanic who wants to grow his business, many of the following precepts may already be second nature to you. We recognize that they are simple; many of them are even obvious. However, they are the very foundation upon which we have built our reputation. We offer them to you as a formula for succeeding.



- ▶ OPERATE YOUR BUSINESS WITH PROFESSIONALISM, HONESTY, AND INTEGRITY.
- ▶ MAINTAIN A CLEAN AND COMFORTABLE STORE, PROVIDE A WELCOMING AND SECURE WAITING AREA, AND MANAGE AN ORGANIZED AND PROFESSIONAL WORK AREA.
- ▶ CREATE CUSTOMER RELATIONSHIPS BASED ON TRUST, SERVICE AND QUALITY.
- ▶ INSTILL AN ATTITUDE OF CUSTOMER SERVICE AND TEAMWORK IN YOUR EMPLOYEES.
- ▶ MAINTAIN A DISCIPLINED, YET ENJOYABLE WORK ENVIRONMENT, WHERE WORK GETS DONE CORRECTLY, EFFICIENTLY AND ON TIME.
- ▶ COMMUNICATE THE KING BEAR MISSION SO THAT CUSTOMERS AND EMPLOYEES ALIKE ARE PROUD TO BE A PART OF THE ORGANIZATION.
- ▶ PRICE YOUR MERCHANDISE COMPETITIVELY YET FAIRLY.
- ▶ GIVE YOUR CUSTOMERS NATIONALLY RECOGNIZED BRAND-NAME PRODUCTS AND STAND BEHIND THEM.
- ▶ DO YOUR BEST TO ADHERE TO SCHEDULES AND FULFILL YOUR PROMISES.
- ▶ OPEN AND MAINTAIN LINES OF COMMUNICATION WITH YOUR CUSTOMERS.

King Bear Code of Operations...Always Giving Customers the Royal Treatment!

This advertisement is not an offering. Offering can only be made by prospectus first filed with the Department of Law, State of New York. Such filing does not constitute approval by the Department of Law.