

I wanted to take a moment to pass along to you my thoughts regarding one of the members of your sales staff. Over the past two weeks I've had the absolute pleasure of working with, and getting to know, Mr. Wayne Konrardy. I wanted to remind you that in Mr. Konrardy, you have an excellent employee! First a little background:

About a month ago I began my search for a replacement vehicle for my 2006 Pontiac Torrent. Since I live in Winona, MN and work in La Crosse, WI, naturally my search began up here. I spent quite a bit of time visiting dealerships in and around my area. As a motorcycle racing family, we spend almost every summer weekend with our enclosed trailer (loaded to the roof, it seems, with cycles and equipment) hooked to our vehicle and traveling the highways of Minnesota en route to the next event and the next track. While I'm a HUGE Pontiac fan . . . the Torrent just wasn't designed for this sort of task. It was time for me to 'upgrade'. I started looking at Colorado and Canyons thinking that these were the trucks "in my price range". As a matter of fact, I had almost 'signed on the dotted line' with a dealer in this area on a Canyon when my father Chuck Bailey (a recent customer of yours - handled by Wayne) said to me, "Wait, just wait. I can't promise you anything . . . but at least take some time to talk to this guy we worked with when we bought our Silverado and Impala last year. His name is Wayne."

And so, under the disguise of a "trip to Grandma and Grandpas", I loaded the kids into the Torrent and we headed south to Dubuque last weekend (Friday the 5th). After catching a little shut eye Friday night, we spent the morning of Saturday the 6th being introduced to, and working with, Wayne.

I don't even know how to continue, without you thinking that I'm simply gushing 'untruths' to you about one of your employees. This was my 6th auto purchase (of 11) from a dealership (amongst who knows how many different 'salesmen' at differing dealerships) . . . and I can honestly tell you that Wayne is without a doubt the absolute best Sales Associate with whom I've ever had the pleasure of doing business. Wayne was a walking wealth of knowledge with regards to the vehicles at which I was looking. His personal manner is such that I instantly felt 'at ease' and extremely comfortable talking with him about my wants and needs. Wayne started out by showing me exactly what I wanted to see (some Colorado and similar offerings). At no time did I ever feel that he was trying to push me in another direction. He comfortably allowed our discussions to evolve and over a period of the Saturday discussions we progressed from a 'buying a used Colorado' scenario into 'seriously looking at a new Silverado' scenario. And during that time I never once felt 'pressured' or 'baited' or any other negative connotation that many buyers sometimes feel. I didn't feel like Wayne was trying to 'talk me into' a higher priced vehicle to help his commission (To this day, I don't know if your staff works on commission or straight salary). It was without a doubt the most comfortable and 'natural feeling' sales experience I've ever had.

And that was just looking at vehicles. There's an entirely other, and in my opinion more important, side to Wayne that I'm sure you know about. Wayne as a person, with that extra (almost visible) bounce and skip to his step, and what appears to be an eternal smile, made not only me feel comfortable . . . but he also made my two children (along for the ride) feel like they were actual members of my family; not like some sales persons with whom I've worked in the past who seemed to come just a breath short of asking me to go tie my children to a lamp post some where "So that we could talk some business". Wayne engaged them as human beings . . . treated them to plenty of smiles, and even <gasp> took the time to ask THEM what THEY were looking for in the next truck that would be parked in our garage! I suppose that a cynic might take this as an underhanded

way to tug at my heart strings and use the kids to 'manipulate me' . . . but, it never came across as that. It truly seemed to me like Wayne was simply treating them politely and including them as active members of my family. For that I am, and shall remain, eternally grateful. I mean, never before has my daughter taken the picture of an auto 'sales person' simply because they made her feel happy . . . heck just Sunday night she even named one of her prized stuffed animals "Wayne" . . . I kid you not!!!

Needless to say, we drove home yesterday (Sunday March 14th, 2010) safely tucked into a brand new Chevrolet FOA - Silverado 1500 Crew LT - Z-71 4X4!

Anyway, I've rambled on enough for now . . . please just understand that if your current staff is made up of people who are even one-half as personable as Wayne Konrardy . . . The Runde Auto Group will **NEVER** have trouble successfully staying in business.

I can, additionally, promise you this: From this point forward, if anyone asks me for my opinion as to where they should look regarding their next auto purchase, I will, without hesitation proudly and with clear conscience say, "Go talk to Wayne Konrardy at Runde's". And please understand, that I travel weekly to race tracks throughout Minnesota filled with racers who are hauling their motorcycles over extended distances. They ALWAYS need new trucks for hauling . . . and likewise, always need cars for regular travel.

I trust that you understand that based solely upon Wayne's treatment of my family and I, I can tell you that where ever I go . . . The Runde Auto Group will ALWAYS have a 'positive referring voice' ready for whomever asks!

Dan B. of Winona, MN