

Taking Tier IV on the Road

GES completed four sessions of Tier IV training for customers in Dickinson and Bismarck in March, and in Williston and Minot, in April. All four classes were well attended, with over 100 customers participating in the training. We felt there was a need in the area to get our customers more familiar with what Tier IV means to them in operation and maintenance, and they were not disappointed! Jason Mahrer did an excellent job of explaining Tier IV and bringing it to the customer level. A common comment after the training was "If you do this again, we will bring more people." Coordinating this training took a lot of work on everyone's part. Contacting customers in advance of the training not only made this possible, but very successful. Thank you to everyone for showing our customers the value in doing business with us. — Dan Heskin



Jason Mahrer teaching Tier IV to customers in Williston.



It was a full room in Minot too!

KOMATSU Comes to Town

We had the privilege of having KOMATSU team members Bill Chimley, Director of Training & Publications and Rocky Sogawa, Vice President of Service visit the KOMATSU Program at NDSCS. Mike Hayes, Director of Distributor Support was also part of the visit. It was great for the students to see the support of the program from these leaders. — Ann Pollert



Our mission is to provide our customers the highest quality construction equipment available and to protect their investment in us by employing the best people, expertise and technology in the industry.

KOMATSU Skill Path Awards

The following Service employees have achieved the below KOMATSU technician levels. Congrats to all of you for your commitment to learning.

Master Technician

- Alex Klein
- Ryan Knudson
- Jason Lefor
- Ron Zemlicka-Hayes

Senior Technician

- Ivan Shaw

Advanced Technician

- Jeremy Lichtenberger

Technician

- Micheal Geiger

CRM

We have been working on implementing Microsoft CRM company-wide. I have been handling the training portion and am excited to see it fully functioning in the coming months. More details coming in the next newsletter! — Ross Michels



CSSRs learning the CRM ropes from Ross.



Our Core Values

DO THE RIGHT THING:

With all team members, business partners, our customers, vendors and communities.

HAVE PASSION:

Always, in everything we do.

BE INNOVATIVE:

Bring ideas, challenge the status quo and think creatively.

WORK HARD:

Put in the time required to get our work done, on time and right.

Customer Appreciation Party in Bismarck

Our Bismarck location had a very successful customer appreciation event on Friday, April 13th. This is the first event of its kind we have held in Bismarck. We had approximately 60 customers attend the event, which boasted a lot of good casual conversation. It served as the kick off to the construction season, with most of the customers starting to hit it hard the following week. I want to thank the entire branch in Bismarck for helping to make this a success. These events don't just happen by throwing it out there and thinking people will show up. Everyone was involved, from getting the facility ready to making sure customers had been contacted. Thanks again for all the hard work. — Dan Heskin



Preparing Them for Parts & Service

Dino Dautcehajic, Parts & Facilities Manager presented at North Dakota State College of Science. He shared insights on Parts & Service department communication and processes with the KOMATSU students.



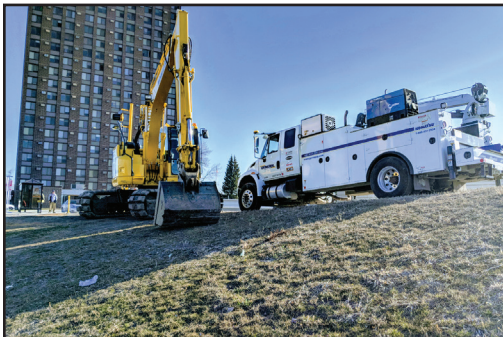
A Picture is Worth 1,000 Words

Every month, Technicians send photos to me when they are on job sites to be part of a photo contest. Here are this month's winners. Thanks for your submitting. We are getting some really cool photos! — Erika Peterson

1st Place: Landon Caughey

2nd Place: Craig Otto

3rd Place: Mike Frier





Happy Anniversary!

Dave Broten Sales Representative, Fargo	34 years 4/16/84	Dean Stalheim Sales Representative, Sioux Falls	11 years 4/2/07
Mark Johnson Used Equipment Manager, Fargo	34 years 4/16/84	Eric Cullen Inspector, Fargo	9 years 4/6/09
Jerry Kern Aggregate Sales Consultant, Fargo	34 years 4/16/84	Dave Asleson Assistant Sales Manager-Rolling Stock, Fargo	8 years 4/12/10
Don Shilling Chairman, Fargo	34 years 4/16/84	Damon Johnson Crane Service Technician, Shakopee	6 years 4/2/12
Brian Hodenfield Welder, Fargo	25 years 4/12/93	Alex Lass Service Technician, Fargo	4 years 4/14/14
Travis Brothen CSSR, Fargo	16 years 4/8/02		

QUESTIONS ABOUT YOUR EAP?



Your EAP Offers Options and Solutions 100% of the Time.

Call The Village Business Institute's Employee Assistance Program at 800-627-8220 to set up a free and confidential appointment. The EAP benefit is provided through your employer, and gives you easy access to personal, financial, and legal counseling.

Go to VillageEAP.com to access wellness resources and sign up for free informational e-newsletters.

The Village
Business Institute
800-627-8220
www.VillageEAP.com

Welcome New Team Members



Taylor Pulczinski
Aggregate Apprentice I (Fargo)
Enjoys the outdoors and fishing.



Nickolas Hanson
Apprentice Electrician I (Shakopee)
Likes working on cars and his house.



Anthony Hunke
Yard Coordinator/Warehouse Assistant
(Sioux Falls)
Enjoys DIY projects and woodworking. Can see a movie once and memorize most of the lines.



Mitchell Strehlow
Smart Construction Business Manager (Fargo)
Likes the outdoors and lakes, loves riding his motorcycles, and his family is the most important thing to him.