

Partners in Performance

December 2017

Final Drive

We ran a contest to drive revenue for year-end in Sales, Parts and Service. It was awesome to see the weekly winners give back to other team members that helped them reach our goals! Here are the Grand Champions and at the bottom the weekly winners. A BIG thank you to all. We have such a great team! — Jon Shilling

Parts Winner

1. Eric Josephson

Service Winners

1. Travis Brothen
2. Eric Josephson
3. Dave Grandalen
4. Bob Pritchett

Sales Winners

1. John Gromatka
2. Dean Stalheim



Travis Brothen (Fargo, ND) threw a pizza party for those who helped him win week #1.



Jake Potter (Shakopee, MN) brought in Mr. Pig Stuff to say thanks to those that helped him win week #1.



Eric Josephson (Sioux Falls, SD) whipped up his own prime rib and sides to thank everyone that helped him win week #3.

Week 1 Winners

Parts: Jake Potter
Service: Tavis Brothen
Sales: Gerry Fangman

Week 2 Winners

Parts: Dave Grandalen
Service: Dave Grandalen
Sales: Wayne Slinger

Week 3 Winners

Parts: Eric Josephson
Service: Bob Pritchett
Sales: John Gromatka

Week 4 Winners

Parts: Eric Josephson
Service: Shawn Kerr
Sales: John Gromatka

Week 5 Winners

Parts: Chris Woodwick
Service: Dave Grandalen
Sales: John Gromatka



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.

Lighting Up the Holidays!

A few of us had the opportunity to see Al (Bismarck Parts) and Kathy Chmielewski's holiday light display in person. It was featured in the Bismarck Tribune and other publications. Everyone has said it's fabulous! Al told us he thinks about 3,000 people were through on Saturday. He and his wife Kathy, their children and other family members have been putting on the display for 12 years. Donations are accepted and are given to a different charity each year. This year's donations will be given to a local animal rescue. — Ann Pollert



Jon Nelson, Al Chmielewski, Erika Peterson, Ann Pollert, Jessica Mack and Steve Berdan had a festive night together!



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.

CORE VALUE CHAMPIONS

“Heath” Spencer Andrew (Field Service Technician, Bismarck) ▲ Work Hard

Doug from 3C Construction called after Heath had been out on the job site. He wanted to let us know how pleased he was with the work he had done. Everything was completed in a timely manner and he really enjoyed Heath’s professionalism. This is just one of many comments we have received after Heath has been on a job site, thanking us for his top notch performance. —Dan Heskin

Dusty Fischer (Shipping & Receiving, Fargo) & Jordan Knapkewicz (Warehouse Assistant, Fargo) ▲ All Core Values

12/7/17 - We ordered a tub liner for a customer and the liner was delivered to Fargo late afternoon on 12/7. The customer was in need of this liner right away, so we asked Dusty Fischer to get it on a truck as soon as possible. The shipment weighed over 1,000lbs and was on a pallet over 8’ long, making it too large for an LTL truck. Knowing we needed this to get shipped out to the customer ASAP, Dusty found a way to trim the pallet down so it would fit on a truck. He had it trimmed and loaded on a truck in about 30 minutes.

12/8/17 – Eric Josephson called around 5p.m. on Friday, 12/8 needing an idler for his customer. It needed to be shipped same day, so the customer could get it by Monday. Fargo had stock, so I called Jordan Knapkewicz and asked if he could ship parts after 5p.m. on a Friday. As he was pulling the part, Eric called back and said the customer needed two of these idlers. After Jordan had just pulled the part he went back and got another one. Jordan had the parts shipped that evening to the customer job site around 5:40pm. We take pride in what our Core Values mean, and Dusty and Jordan demonstrated them.

Do The Right Thing:

Dusty did the right thing by making it a priority to get the tub liner on a truck right away as the customer was down and needed it. Jordan did the right thing by making sure the idlers got shipped out late on a Friday afternoon.

Have Passion:

Dusty and Jordan both demonstrated the passion they have by being completely professional with me and not complaining at all about having to get these parts shipped immediately. It can be a pain to drop what you’re doing to help someone else, but these guys do whatever it takes to get the job done.

Be Innovative:

Dusty was innovative by trimming the pallet to make it fit on an LTL. His quick thinking allowed the part to ship same day. Jordan was innovative by making sure there was someone available to run this package to UPS after 5:30pm on Friday.

Work Hard:

Both Dusty and Jordan worked hard to help get these parts shipped to our customers. The easy thing to do would have been to say, “Sorry it’s too late in the day” and worry about it the next day.

When the Core Values are demonstrated properly everybody wins. We win by helping the customer, which builds strong relationships. The customer wins by getting the parts they need when they need them and on time.

I had a couple great experiences last week. It’s so reassuring to know that when I need help or have a question, there are awesome people in the company I can reach out to and get assistance. It makes working for General Equipment so enjoyable and rewarding. — Kyle Orians

Kurtis Lemar (Assistant Aggregate Sales Manager, Fargo) & Jeanne Larson (Aggregate Sales Assistant, Fargo)

▲ Work Hard & Do the Right Thing

Kurtis and Jeanne came into the office over New Years Weekend to fix an invoice that I missed the trade in on at year end. They put in a bunch of time to get it straightened out, which was way over above and beyond. It means a lot when people jump in to help, because they know what it means for our company and our customers. Thanks to both of you for taking time away from your families to get it done! — Don Kern



Happy Anniversary!

Jodie Reil Accounting Admin, Fargo	20 years 12/18/97	Brady Taylor Parts Counterperson, Regina	2 years 12/14/15
Kevin Larson Inspector, Fargo	14 years 12/9/03	Isaac Stone Service Technician, Fargo	2 years 12/21/15
Anthony Bressler Parts Counterperson, Shakopee	4 years 12/2/13	Bruce Marten Service Manager, Minot	1 year 12/5/16
Spencer Andrew Field Service Technician, Bismarck	3 years 12/2/14	Kyle Wangen Parts Lead, Bismarck	1 year 12/5/16
Nathan Dokkebakken Service Technician, Fargo	3 years 12/22/14	Ian Jones Komatsu Program Intern, Fargo	1 year 12/19/16
Travis Hinkley Komatsu Program Intern, Fargo	3 years 12/29/14		

Welcome New Team Members



Mike Stone
Lube Truck Technician (Fargo)
*Enjoys spending time with family
and cooking.*



Presten Swanson
Komatsu Intern (Minot)
*Loves racing and working
on cars.*

North Dakota Proud

We appreciated Tom Campbell taking the time to visit and learn more about our efforts in Workforce Development, and why we are on a mission to create the best culture possible! He toured the Fargo branch and sat down with Don Shilling, Ann Pollert and I, afterwards to discuss why he should support what we continue to work so hard on. — Jon Shilling



Mentor Mindset

Welder/Fabricator Tom Norris took time to teach our intern Jonathon Skar, and screen tech Ryan McMillen some welding techniques to improve their knowledge and skills. — Neil Werlinger



I'm Hooked!

While I mourned putting the boat away and gearing up for ice fishing, it gives me some time to reflect on the summer and fall fishing. I would first like to thank you for the sponsorship for our fishing team and for the time off letting me chase something I love to do. I truly appreciate it!

I would have to say this was by far the best summer of tournament fishing I have had. We fished in six tournaments, and came home with three top 10s, one being a 4th place finish in the Pelican Classic, which had some of the top Pro's and fisherman in Minnesota and North Dakota in the field. We also had a top 20 along with a couple of not-so-good tournaments. But all in all we had a really good year.

I know this is late getting to you and I apologize, but I just wanted to send a quick note saying how I sincerely appreciate everything you have done for me. I am not sure what the plans are for next year as I will be putting some of the sponsorship money towards my daughter's basketball team. I will say the GES logo will still be on the boat though, as we enter tournaments again next year. Thanks again for your support!

— Don Wacker

Things Got Ugly!

We had an ugly sweater contest at our branches and it didn't disappoint. It wasn't easy to choose, well some were, but here are the winners!



Jeanette Gall
1st Place
Fargo



Jason Wilkie
1st Place
Shakopee



Ryan Hokenson
1st Place
Minot



Al Chmielewski
1st Place
Bismarck



Kyle Orians
1st Place
Sioux Falls



Dylan Anderson
1st Place
Winnipeg



The Super Welder

Todd Weber from JTR Farms called and wanted to say Thank You to Brian Hodenfield for doing such a great job on welding a mechanical thumb on his PC220LC-5. He said Brian was very nice to work with, great personality and a super welder. Kudos to Ole! — **Trevor Johnson**

Up and Running

“Good afternoon Joe (Wilhelm). I just want to thank everyone involved in getting our 250 up and running. You are good people to work with. The installation went smooth and we got lucky as the weather was nice. Joe is a great guy to work with and really goes after it. Until next time, thanks guys!” — **Dave K. (Wells Concrete)**

He Does it Again!

Jeez Joe (Wilhelm), you have been kicking some butt up there the last few weeks. Customers have been giving you kudos left and right. Appreciate the good work. I just got off the phone with Kent and he had nothing but good things to say about you and the job you did. Awesome! It is sweet to hear from first time customers like this. — **Joe Sahr**

Zero Below Temps, Above & Beyond Service

During the long holiday weekend, the temperature began to fall below the “donut,” which usually means it is going to be a long busy weekend of machines breaking down due to the extreme cold. Once again that was the case. It started late Friday 12/22 at about 2:00 PM when Layne Kittelson was called to WA470-7 that was having Regen issues. Layne spent about 8 hrs on the machine working between trucks to get it up for the customer. — **Ryan Knudson**

Holiday Heroes

Early the next morning 12/23 at about 12:30 AM, Josh Gebhart was called out to another machine for some KCCV issues. Josh worked until about 11:00 AM to get that machine going. While Josh was resting, he had gotten two more service calls. Stephan Allmendinger and Isaac Stone stepped up and went out to repair, while Josh was able to rest and get his 10-hour DOT reset. Stephan and Isaac worked most of the day on Sat 12/23 to repair a blown hose, cab heater and more KCCV issues.

Sunday 12/24 Christmas Eve, Josh Gebhart was called out on a coolant leak. While he was out, he had gotten another call for a machine regening. Layne Kittelson was able to go out and complete repairs for regen issues. Both Josh and Layne spent most or all of Christmas Eve getting machines up and going. Finally on Monday 12/25, Christmas Day, Josh was called out to go look at a machine that was having engine problems up in Crookston, MN. Josh finally finished the long on-call weekend at about 1:00 AM Tuesday 12/26.

Lots of dates and times in this story, as I am really trying to get across that these guys stepped up and worked their butts off. Kudos to them! — **Ryan Knudson**