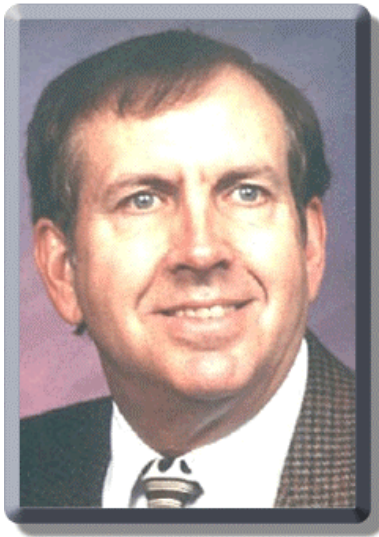


W.C. (Wally) Smith Automotive Retailing Resources, Inc.

Wally Smith has a Bachelor of Science Degree in Business Management. He has devoted more than 30 productive years to the automobile industry, 17 of them in wholesale GM Parts and Chevrolet Zone Service. On the retail dealer management side, he served with distinction as Director of Service and Parts Operations for a luxury new car dealer in the Washington, D.C. area, raising the dealership's CSI rating from 10th lowest in the nation to 5th highest.

His leadership earned the dealership the Dewar Trophy for Service Excellence in Complete Customer Satisfaction and he consistently received the National Service Managers Award, given annually by a major auto manufacturer. His dealership was also positioned regularly at the top of a high-volume Dealer 20 Group for service labor gross profit.

"Not all dealers have to worry about customer satisfaction, only the ones who plan to stay in business. "



W.C. (Wally) Smith
President
Automotive Retailing Resources, Inc

In 1986, Wally Smith was elected to a two-year term as president of the Mason-Dixon Parts and Service Manager Council. Recognizing his contributions to the industry, the National Automobile Dealers Association (NADA) chose him to be a workshop speaker at its national convention in 1987 and invited him back in 1989. He has spoken on such subjects as "Motivating Service Personnel", "ESI = CSI", and "Turning Customer Complaints into Customer Loyalty". Smith has also been invited to speak at various Dealer 20 Group meetings.

Smith is recognized in the industry as an authority in the area of dealership customer satisfaction, service efficiency, profitability, employee morale, human resources and publication of written company policies.

Today, Wally Smith heads Automotive Retailing Resources, Inc., which he founded in 1988, and his management expertise is available to dealer clients nationwide. In this capacity, too, he has established an outstanding track record, with a long list of dealerships as his own satisfied customers.



W.C. SMITH
Automotive
Retailing
Resources

8216 Ashford Blvd.
Laurel, MD 20707
(301) 498-5075

AUTOMOTIVE ORGANIZATIONS

Cadillac Quality Dealers Assoc. 20 Gp, Shawnee Mission, KS, L. Hart, Coordinator, NCM Ass, (913) 649 7830

National Automobile Dealers Association, McLean, VA, Jack O'Neill, Dealership Mgmt. Consult, (800) 252-NADA
Oldsmobile Fixed Operations 20 Group, Tampa, FL, Ed Williams, Twenty Group Coordinator, (813) 654-8512
Sky Alland Research, Inc., Laurel, MD, Rich Hebert, President, (410) 312-1515
Washington State Auto Dealers Assoc., Seattle, WA, Bob Byers, President, (206) 251-9483

AUTOMOTIVE MANUFACTURERS

BMW of North America, Woodcliff Lake, NJ, Lou Provato, Performance Development Manager, (800) 442-3550
Land Rover of North America, Lanham, MD, Steve McKnight, Manager, Sales, (301) 731-9045
Lincoln-Mercury Division, Ford Motor Co., Detroit, MI, John Trautman, Franchising Manager, (313) 446-4356
Mitsubishi Motor Sales of America, Cypress, CA, Tom Townsend, Service Development, (714) 372-6386
Nissan Motor Corporation, Inc., Herndon, VA, Dan Germond, Market Planner, (703) 318-4936, Steve Schallau, Baltimore Metro Consult, (410) 203-9115
Volkswagen of America, Inc., Auburn Hills, MI, Edward Berndt, Customer Experience, (248) 340-4578
Volvo Cars of North America, Western Region, Irvine, CA, Mitch Duncan, Vice President, (714) 753-9535

FRANCHISED DEALERS

Academy Ford Sales, Laurel, MD, Tom Lynch, Sr., President, (301) 419-2700
Al Packer Ford-Isuzu, Inc., Baltimore, MD, Elliott Packer, President, (410) 488-5566, Ext. 270
American Service Center, Associates, Mort Zetlin, General Partner, (703) 525-2100
Annapolis Volvo/Subaru, Annapolis, MD, Frank Ferrogine, President, (410) 349-8800
Autobahn Motorcars (8 Locations), Fort Worth, TX, John Chase, President, (800) 433-5602
Autohaus Tischer (Honda & VW), Laurel, Md, Randy Helman, General Manager, (301) 498-7400
Bayside Chevrolet-Buick, Prince Frederick, MD, John Smallwood, President, (301) 855-1212
Beltway Ford Trucks, Landover, MD, Pat Nay, President, (301) 341-5500
Bob Bell Automotive Group (3 Locations), Baltimore, MD, Bob Bell, Chairman, (410) 766-3600
Borton Volvo, Minneapolis, MN, Kjell Bergh, President, (800) 423-9685
Brasington Cadillac-Saab, Gainesville, FL, Larry Brasington, President, (352) 378-5301
Brogan Cadillac-Oldsmobile Company, Totowa, NJ, Thomas J. Brogan, President, (201) 785-4300
Brown's Arlington Honda, Arlington, VA, Steve Howell, President, (703) 522-8808
Capitol Cadillac Company, Greenbelt, MD, Wayne Quackenbush, General Manager, (301) 441-9600
Casey Auto Group, Newport News, Va, Hal Goates, VP Corporate Services, (757) 591-1037
Chevy Chase Chevrolet, Bethesda, MD, John Bowis, President, (301) 657-4000
Competition Imports (Mercedes, BMW), Smithtown, NY, Nancy Buzzetta, Vice President, (631) 265-2204
County Chrysler-Jeep, Inc., Upper Marlboro, MD, Lou Dorin, President, (301) 627-4940
Courtesy Mitsubishi/Hyundai/Isuzu, Mesquite, TX, Ron Kutz, President, (214) 270-8211

Clients

Criswell Chevrolet-Lotus, Gaithersburg, MD, Harry Criswell, III, VP/GM, (301) 948-0880
Croyste Toyota, Inc., Marlow Heights, MD, Al Roys, President, (301) 899-6600
Curtis Chevrolet, Washington, DC, Dan Franklin, General Manager, (202) 723-0102
Dyer & Dyer Volvo, Chamblee, GA, Richard Dyer, President, (770) 452-0077
Fairfax Honda, Fairfax VA, Cary Schwab, General Manager, (703) 934-8500
Fair Oaks Dodge, Fairfax, VA, Larry Pateros, President, (703) 385-3500
Fox Automotive (6 Locations), Baltimore, MD, Bill Hurwitz, President, (410) 265-7777
Grayson Pontiac/Jeep/BMW, Knoxville, TN, Art Grayson, President, (615) 693-4550
Habberstad BMW, Huntington Station, NY, Erik Habberstad, President, (631) 271-7177
Hanson Motors (Mitsubishi/VW/Subaru), Olympia, WA, Steve Hanson, (206) 943-2120
Henry Gay Oldsmobile/Jeep/Suzuki, Laurel, MD, John Gay, General Manager, (301) 953-1500
Herb Chambers Mitsubishi, Hartford, CT, Joe Caldrello, General Manager, (203) 525-8500
Herb Gordon Autoworld (4 Locations), Silver Spring, MD, Tom Gordon, VP, (301) 890-6200
Hersons Honda, Rockville, MD, Bill Andrakakos, General Manager, (301) 279-8600
Highland Chrysler-Jeep, Grand Rapids, Mi, Doug Breuker, General Manager, (616) 243-8048
Hill and Sanders Ford, Wheaton, MD, Kevin McLaughlin, President, (301) 949-4060
Jack Evans Chevrolet-Cadillac, Front Royal, Va, John Evans, President, (800) 532-4389
JBA Chevrolet, Inc., Glen Burnie, MD, Mark Aiello, Vice President, (410) 766-6300
Jennings Chev-Cad, Chambersburg, Pa., Skip Jennings – President (800) 296-8025
Jim Coleman Cadillac-Toyota Co., Bethesda, MD, Jim Coleman, President, (301) 469-6600
Joe Bullard Mitsubishi, Mobile, AL, Harry Brooks, General Manager, (334) 476-2300
Joe Pecheles, Inc. (Mitsubishi, VW, Hyundai), Greenville, NC, Brian Pecheles, (919) 756-1135
Karp Volvo-Buick-Saab, Inc., Rockville Center, NY, David Karp, President, (516) 764-4242
Ken Dixon Automotive (5 Locations), Waldorf, MD, Dan Tayman, VP/GM, (301) 645-7000
Koons Tysons Toyota, Vienna, Va, Bob Farlow, General Manager, (703) 790-5920
Landmark Honda, Alexandria, VA, Joe Waldman, General Manager, (703) 823-8000
Land Rover Rockville, Rockville, Maryland
Brad Helms – Co-Owner, (301) 294-0117
Laurel Toyota-Jaguar, Laurel, MD, Mike Satsky, General Manager, (301) 725-4400
Leesburg Honda/Toyota, Leesburg, VA, John Dunzweiler, General Manager, (703) 478-1111
Lindsay Lexus of Alexandria, Alexandria, VA, Mike Lindsay, President, (703) 931-3000
Lindsay Volkswagen, Sterling, Va
John Overend – Parts & Service Director (703) 880-8000
Lexus of Annapolis, Annapolis, MD, Mike Higham Jr, General Manager, (410) 266-3330
Lindsay Cadillac Company, Alexandria, VA, Terry Lindsay, President, (703) 998-6600
Luskar (Lustine) Automotive Services Corp., Hyattsville, MD, Lou Kairys, (301) 927-7200

Lustine GM Parts Distributors, Hyattsville, MD, Rob Spiegel, VP of Parts, (301) 985-6193
Lustine Toyota & Dodge, Woodbridge, Va.
 Jim Giddings – General Manager (703) 643-1440
Martens Cars of Washington D.C., Washington, DC,
 Steuart Martens, President, (202) 537-3000
Massey Ford & Lincoln-Mercury, Hagerstown, MD, Jerry Massey, President, (301) 797-3673
McKevitt Volvo-Nissan, Berkeley, CA,
 Jory Hite, Vice President, (510) 848-2206
Mercedes-Benz of Alexandria, Va.
 Ralph Mastantuono – Vice President (703) 341-2100
Mid-Atlantic Cars (Brown's, 17 locations), Fairfax, VA,
 Danny Legge, President, (703) 352-5555
Northwest Honda, Owings Mills, MD,
 Edward Dreiband, President, (410) 363-8700
Ourisman Automotive (8 Locations), Marlow Heights, MD, M. J. Ourisman, (301) 423-4000
Ourisman Dodge/Suzuki, Alexandria, Va,
 Andy Heye, General Manager, (703) 329-1600
Ourisman Fairfax Toyota, Fairfax, Va,
 Vince Thibodeau, Service and Parts Dir, (703) 359-1010
Pallone Chevrolet Inc., Springfield, Va,
 Mike Pallone, President, (703) 451-4511
Pohanka Automotive Gp (9 Locations), Marlow Heights, MD, Geoff Pohanka, (301) 423-1541
Preston Group (4 Locations), Preston, MD,
 Jon Townley, Comptroller, (800) 655-3764
Prince Frederick Motor Co., Prince Frederick, MD,
 Robert Horsmon, President, (301) 855-1290
Pulliam Ford, Columbia, SC,
 Harold Wray, Vice President, (803) 254-4000
Rally Mitsubishi, Nashville, TN,
 Gary Allred, President, (615) 327-4400
Regency Mitsubishi, Jackson, MS,
 Keith Curtis, General Manager, (601) 353-6600
Rockville Mitsubishi, Rockville, MD,
 John Dunzweiler, General Manager, (301) 340-3100
Ron Bortnick Ford, Upper Marlboro, MD,
 Ron Bortnick, President, (301) 627-5600
Rosenthal Automotive (9 Locations), Arlington, VA,
 Don Bavely, COO, (703) 553-4300
Russel Motorcars, Baltimore, Maryland (4 Locations)
 Melinda Herd – Controller (410) 788-8400
Rusty Eck Ford, Wichita, Kansas,
 Ken Haskett, Parts and Service Director, (316) 689-4475
Safford Lincoln-Mercury, Silver Spring, MD,
 Rick MacAnanny, Vice President, (301) 890-3900
San Diego Volvo, San Diego, CA,
 Wes Hinkle, President, (619) 279-9700
Saturn of Sterling, Sterling, VA,
 Burke O'Malley, General Manager, (703) 450-8500
Schaefer & Strohminger (8 locations), Baltimore, MD,
 J. Jankowski, Jr., CFO, (410) 661-7950
Southlake Mitsubishi, Morrow, GA,
 Mac Bickerstaff, Jr., President, (770) 968-3400
Sport Chevrolet Company, Silver Spring, MD,
 Robert H. Fogarty, President (301) 890-6000
Stohlman Volkswagen/Subaru/Mitsubishi, Vienna, VA,
 Cathy Rusnak, Vice President, (703) 893-2990
Tischer Automotive Gp. (4 locations), Silver Spring, MD, K. Wong, (301) 890-3000
Town North Mitsubishi, Austin, TX,
 Randy Ross, General Manager, (512) 451-7411
Toyota of Bowie, Bowie, Md.
 Dick Patterson, President, (301) 867-1600
Toyota of Waldorf, Waldorf, Md.
 Susan Fennell, General Manager, (301) 843-3700
Turan-Foley Mitsubishi, Gulfport, MS,
 Harmon Turan, President, (601) 864-7500
Tyson's Ford, Vienna, VA,
 Tom Stafford, Service & Parts Director, (703) 442-7440
Village Volvo, Bel Air, MD,

Mike Martino, President, (410) 879-3400
Volvo & Mazda Village, Clearwater, FL,
 Ron Mueller, President, (813) 530-0602
Westminster Motor Co. (Chev-Olds-Cad),
 Westminster, MD, Lee Rawls, GM, (410) 876-2233
Wilkins Buick/Isuzu/Suzuki, Glen Burnie, Md.
 Bruce Catterton, General Manager, (410) 768-1700
York Chrysler/Mitsubishi, York, PA,
 Don Meluzio, President, (717) 846-2222

NON-FRANCHISED DEALERS

Allstate Leasing, Owings Mills, MD, Lou Cohen, President,
 (410) 363-6500
Craven Tire and Auto Centers, Arlington, VA, Steve Craven, COO,
 (703) 698-8505
E & G Classics, Inc., Columbia, MD, David Eash, President,
 (410) 381-4900
Hayes-Ligon Corp., Rockville, MD, Steve Hayes, President,
 (800) 523-8477
IdeaLease of Washington, D.C., Inc., Hyattsville, MD, Mike Clark,
 Director, (301) 772-5111
Starting Gate Servicenter, Laurel, MD, Ken Ruehl, President,
 (301) 498-1616



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