

Re: Don Uxa  
Car Wash Management

May 14, 2014

To whom it may concern:

Don Uxa and his staff have been instrumental in providing solid operational management resulting in greatly improved revenue performance for my car wash, Neptune Express.

Don stepped in under difficult circumstances, poor management, very tight budgets and an absentee owner without experience and availability.

Don engineered a smooth, immediate transition from the removed manager, improved accountability of the staff, improved performance quickly resulting in noticeable expense management and ultimately revenue.

The site required capital equipment spending and Don worked within the confines of the budget identifying critical needs and best cost options. When operational issues brought us to a halt, they moved quickly to get us back in business using patch, alternate methods when necessary. We have had significantly less downtime.

Employee management was put under control. Performance and image improved. The key employees were given a chance to grow, several did. Employees not meeting the standards were removed easily and fairly without issue. We were never down because of no shows. Not so in the past.

Accounting and expense management have been issueless. Again, Don works within the budget, being creative, to manage expense as needed. Don was quick to do an analysis of all expenses, jettisoning unnecessary and managing the highest cost areas. Chemicals were improved by his leveraging his buying power. Wash quality improvement has been noticeable.

Don and Car Wash Management staff delivered excellent results for my ailing car wash. Under his supervision revenue has steadily grown delivering at a level not previously achieved. Whew!

It is my strong recommendation that you give Don Uxa every consideration for management of your car wash operation. Please feel free to contact me to discuss further.

Susan Kelley  
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