

Donald V. Biase

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To Whom This May Concern:

I am writing on behalf of Don Uxa and would highly recommend him to manage your car wash operations. Don has worked for me for the past several months managing my sites in the greater New York area.

Don has proven extremely effective in managing my sites on the east coast while maintaining his home base in St. Louis, MO. He has not allowed the distance to impede his ability to manage my sites and employees. He has kept his commitment and continues to be prompt and responsive regardless of the situation.

Don was able to seamlessly convert a historically daily cash payment method to a regular weekly well documented payroll system within two months. He exceeded our expectations, as we had anticipated losing most of the site staff; however, Don was able to accomplish this with minimal disruption.

Don has mastered the management of the car wash business; he operates his own sites and manages car washes for clients efficiently. He has a solid management style and full knowledge of payroll procedures and processing, equipment, soaps and expenses.

Furthermore, Don has been an asset to our team by analyzing the business to maintain the longevity of investments. Examples of this include proposals to increase prices and the sale one less profitable site.

Additionally, Don was able to hire local contractors to perform maintenance and assist our current employees with repairs which significantly saved time and reduced costs.

Don has proven to be agile and accountable; he has demonstrated flexibility in managing the sites, holding himself and employees accountable in order to reduce costs and improve profitability.

Please do not hesitate to contact me for additional information or questions.

Very truly yours,

Donald V. Biase

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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