

DATELINE

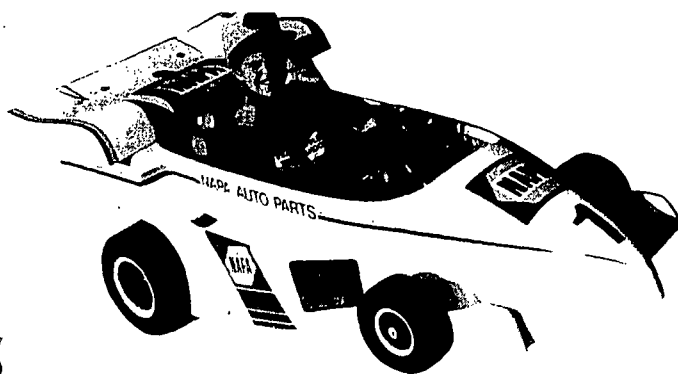
NAPA MANAGER CELEBRATES 30 YEARS OF SERVICE

Hillman Floyd (below-right) recently celebrated 30 years with NAPA AUTO PARTS/Stamley Motor Parts, Inc. in Henderson, North Carolina (served by NAPA Richmond). John Bunch, president of Standard Motor Parts, the company which operates the NAPA store, presented Floyd a plaque recognizing his years of service and dedication. Floyd joined the NAPA AUTO PARTS store in 1958 as a delivery person and is now manager of the store.



FIRST PLACE 1988 NAPA

NAPA AUTO PARTS/Stamley Auto & Supply, owned by Dave and Gene Stamley, in St. Louis, Missouri (served by NAPA St. Louis), won first place for their brightly-colored NAPA float (pictured right) in a recent local parade. Though the NAPA AUTO PARTS store has only been opened since July 1988, it has already become a thriving part of the community.



THUMBS UP FOR NAPA AUTO PARTS

Bill Shipley Jr., gives a "thumbs up" rating to NAPA AUTO PARTS just before he takes his NAPA mini-race car for a spin around the neighborhood. Bill Jr. is the son of Bill Shipley Sr., outside salesman for NAPA AUTO PARTS/Schenectady Unit Parts in Schenectady, New York (served by NAPA Albany), which is owned by Bob Ciciarelli.

TANTU TO NASA

While the voyage of the space shuttle Discovery was a source of pride for the nation, it was a source of frustration for Tim Whiting, owner of NAPA AUTO PARTS/NAPA Auto Supply in Coloma, Wisconsin (served by NAPA Stevens Point).

During the flight, NASA set up a number to call for shuttle-to-ground conversation and periodic updates on the mission. It just so happened that the NASA number, 1-900-909-NASA, was close to Whiting's toll-free number 1-800-999-NAPA. NAPA and NASA both translate to 6272 on a telephone. The real confusion started when NASA mistakenly released the number as 1-800-999-NASA, making it identical to the store's toll-free number.

At 9:00 a.m. on the morning the shuttle was launched, Whiting's phone started ringing. The ringing kept up and Whiting finally asked to get his 800 number disconnected temporarily. He was first told that it would take two weeks to disconnect the number, but he convinced the phone company that he couldn't wait for two weeks. After three days of non-stop ringing, the phone finally lay silent, and Whiting and his employees breathed a collective sigh of relief.



NAPA'S GOOD SAMARITAN

Not too long ago, NAPA AUTO PARTS/Oregon City Auto Parts in Oregon City (served by NAPA Portland) received a letter from a couple whose car had broken down while they were on vacation. After three hours of pushing the car in 90° weather, they reached a police station and a gas station, neither of which could help them. Finally, they walked to the NAPA AUTO PARTS store in Oregon City. There they found not only the part they needed, but they also found Shirley Kohler, counterperson at the NAPA store, who was willing to go out of her way to help them get their car fixed.

The letter described how Kohler, when she found out the couple was walking, drove them to their car and then on to a service station she thought might be able to help them if the part didn't do the trick. She even got out at the service station to get the name of the person who could help them before she took them back to their car.

The letter ends "Too bad more people aren't a little more like Shirley." If you ever wonder whether or not you and your employees really make a difference to your customers, Kohler's story should tell you emphatically—yes you do!

HEALDSBURG AUTO PARTS GETS A FACELIFT

NAPA AUTO PARTS/Healdsburg Auto Parts (served by NAPA Morgan Hill) in Healdsburg, California, has a new look. Thanks to the building's owners, Jack J. Kellar and Reynold V. Escola, and to the city of Healdsburg, which gave a grant of \$5,500, the NAPA AUTO PARTS store has been remodeled. As part of its facelift, the store received new front windows and frames, new paint, new awnings and new NAPA signs and logos.