

# GM 598

**Measure Title:** Submitting for consideration and confirmation to the Motor Vehicle Repair Industry Board, Gubernatorial Nominee, WARREN HIGA, for a term to expire 6-30-2015.

**Report Title:** Motor Vehicle Repair Industry Board

**Description:**

**Companion:**

**Package:**

**Current Referral:** CPN

Dear Members of the Committee,

Community service has always been one of my personal goals. I have 42 years of experience in the retail gasoline and auto repair industry. I started as a mechanic and then became the owner-manger of Makiki Shell a full service gas station. I supervised a crew of twenty employees and over the years I have repaired thousands of cars for thousands of customers.

Over those many years, I learned that I should try to be clear and accurate when communicating with customers. I learned that I should try to see a dispute through the customer's eyes. I learned that compromise doesn't always mean 50/50 and I learned to stand my ground when a more than fair settlement could not be agreed to.

I hope that my knowledge and experience can be of value to the Board.

Sincerely,

Warren Higa