

ANGEL FILES

EVERYTHING ROADSIDE ASSISTANCE THE OFFICIAL ROAD ANGELS NEWSLETTER

In this issue

Caring for your tyres	2
Kadoma - Another Jewel in the Road	3
Winter Driving tips	4
Kilo Kilo & Dollar Value King	5
2021 Overall Winners	7
Road Angels- Team Building	9





Tapinda
KADOMA
City of Gold



24 Hour Roadside Assistance

Is now available for all Kadoma Residents

Emergency Numbers:

**0772 122 122 • 0732 122 122
0713 122 122 • 0714 122 122**

Branches: Harare, Bulawayo, Gweru, Mutare, Masvingo,
Beitbridge, Chiredzi, Karoi, Hwange, Kadoma



WORD FROM EDITOR

Welcome to the seventh edition of Road Angels Files. The first quarter of 2022 flew by quite fast with some level of normalcy as cases of Covid numbers ebbed. Business was therefore able to thrive, to an extent though the Ukraine-Russia war heated up causing a spike in the price of fuel, one of our greatest input costs. We are all hoping for an uneventful eight months until the end of the year so that business can get back firmly on track.

This issue has a feature on caring for tyres, winter driving tips and news of our soon to be opened branch. Team Road Angels would like to wish you safe driving as you navigate the Zimbabwean roads - nationwide.

Please give us feedback on this issue- we would love to hear from you. Happy reading.

OS

IN THIS ISSUE

Caring for your tyres	2
Kadoma - Another Jewel in the Road Angels crown	3
Winter Driving tips	4
Kilo Kilo & Dollar Value King	5
2021 Overall Winners	7
Road Angels- Team Building	9

PIC OF THE MONTH



Road Angels celebrates 11 years of exceptional service

CARING FOR YOUR TYRES



We are always looking at the best way to take care of one's car. This issue focuses on the proper care of tyres to avoid the inconvenience of a flat tyre or the danger of a burst tyre as you travel.

1. Maintain proper inflation of tyres- a properly inflated tyre determines maximum performance of the car. It is therefore necessary to check tyres at least once a month with a functional tyre pressure gauge. The best time to do this is when the tyre is cool.

2. It is important to maintain tyre pressure at the correct levels. Under inflation of the tyres may lead to irreparable tyre damage as there is a great amount of rubber in contact with the road leading to increased friction, which can lead to overheating. This causes premature wear and tyre of the tyre or even a blow out of the tyre. By the same token over-inflated tyres are more stiff and inflexible which makes them vulnerable to damage from potholes, curbs or debris.

3. Avoid excessive tyre spinning when the car is stuck in mud or sand. This can lead to tyres overheating and will cause stress to the rubber leading to a shorter tyre life. Rather use a forward and backward rocking motion to free the car.

4. Always check the tyre for wear and tear and remove the tyres when they reach the 1.6mm tread depth. If the tyres go beyond the 1.6mm depth they should be replaced.

5. Carry out monthly tyre checks to detect any damage, bulges, cracks and knots.

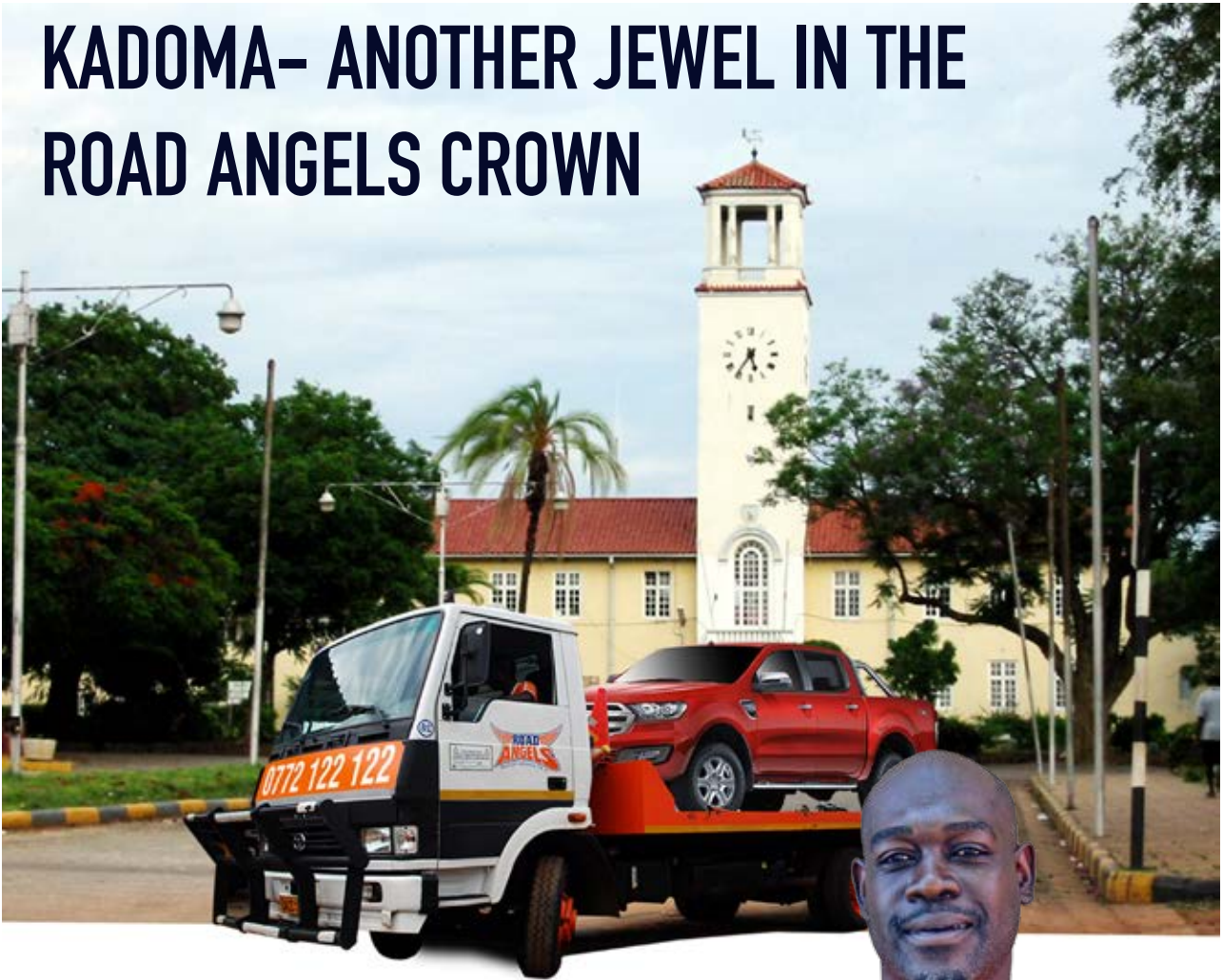
6. Check and monitor the tyre pressure monitoring system alert which appears on the dashboard for an indication of any tyre pressure problems

7. Do not mix different tyre sizes - you need to check for the size recommended by the vehicle manufacturer. It is also important to fit tyres of the same speed ratings.

8. Rotate tyres as per the tyre manufacturer's recommendation or every 10 000kilometres.

9. Do not overload the vehicle. It is important to check the vehicle's load limits. If the vehicle is overloaded this can cause stress to tyres and the vehicle components in general.

KADOMA- ANOTHER JEWEL IN THE ROAD ANGELS CROWN



Road Angels has once again spread its wings, this time heading toward Mashonaland West province. The new branch in Kadoma will be opened on the 1st of May and will fulfil the vision

Manned by the capable Paul Katsande who has been a Road Angels Rescuer since June 2018 the branch will service Gokwe, Kwekwe, Battlefields, Chakari, Chegutu, Sanyati, Empress Mine and Ngezi areas. The opening of the Kadoma branch will be a step towards our vision to have a branch in every major town and city in Zimbabwe. Consequently, the reaction time for vehicle recovery in the above-mentioned areas will be considerably cut down as our Recovery vehicle is now within a shorter distance radius.

Paul will be ready to assist stranded motorists offering the full bouquet of services given at our other branches which include car towing, flat tyre change, battery jump starts and accident management service. **Services will be accessed through our 24-hour call centre on 0732 122 122 or 0772122122.**



Paul Katsande - Kadoma Branch

WINTER DRIVING TIPS

As winter is fast approaching and temperatures are getting lower, here are a few tips to help take care of your vehicles during the cold months:

Battery care

- Ensure that the battery is in good condition and make sure that it has enough battery water- do not use tap water as this compromises the performance of the battery.
- Clean the battery terminals with warm water and remove dust and acid build up
- Secure the battery properly so that there are no loose connections
- Check the alternator belts for fraying or cracking

Tyres

- Tyres need to be in good condition and need to have proper treads in order to grip the road- this is essential as there tends to be rain during the Zimbabwe winter months which causes roads to be slippery.

Lights

- Days are shorter during winter and some mornings are gloomy and misty. It is essential that the car's lights work properly
- Remember to switch off lights at the end of the journey as car batteries get flat when switched on for a long time when the car is not running

Windscreen wipers

- If the car is parked outside, there might be a layer of frost on the windscreen. Do not use warm water to remove the frost as the contrast in temperature might lead to the windscreen cracking. Use a scraper to take off the frost- an old bank card will do the trick
- Use the car's air conditioner to demist the car interior's windows as this has a more complete finish than using your hand or cloth



KILO KING & REVENUE KING

The Kilo Kilo king award is given to the Rescuer who has attained the highest number of kilometres during rescue operations for the stated month. The award is given per region. The Revenue King is awarded to the rescuer who accumulated the most revenue over the specified month. Customer service is at the core of everything we do at Road Angels and this aspect is considered closely in the awarding of the given prize.



Fortune Jongwe
January 2022

Northern region (Harare and Karoi)



Oswell Chaipa
January 2022

Eastern region (Masvingo, Mutare and Chiredzi)



Walter Sayirai
January 2022

Southern region (Bulawayo, Beitbridge and Gweru)



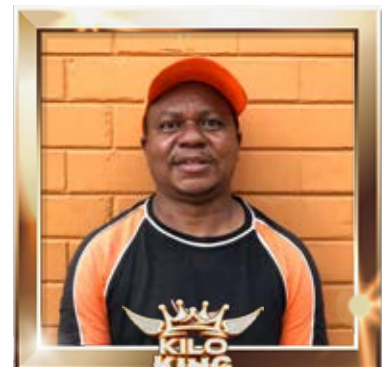
Simbarashe Motsi
January 2022

Controller of the month



Admire Madungwe
February 2022

Customer service Champ



Gorden Sithole
February 2022

Eastern region (Masvingo, Mutare and Chiredzi)



Leonard Nyakane
February 2022



Albert Mahuke
February 2022

Controller of the month



Robert Chinobva
March 2022

Southern region (Bulawayo,
Beitbridge and Gweru)



Fortune Jongwe
March 2022

Customer Service
Champ



Simbarashe Motsi
March 2022

Controller of the month

2021 OVERALL WINNERS



Obert Lemon

Kilo King Heavy Motor vehicle
Smartest Rescuer



Oswell Chaipa

Kilo King Eastern
region



Farai Javangwe

Revenue King



Robert Chinobva

Kilo King Southern
Region



Elijah Saruchera

Kilo King Northern region &
Overall Kilo King Zimbabwe



Trevor Makoni

Revenue King Heavy Motor
Vehicle



Simbarashe Motsi

Best Controller
2021



Tsitsi Kwava

Best Office
Support



Alson Zhou

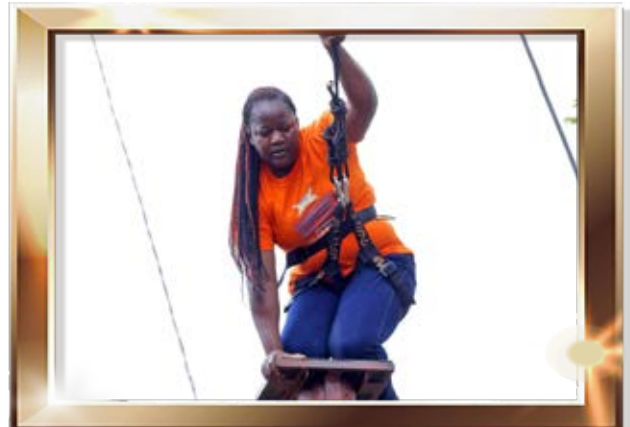
Best Mechanic

ROAD ANGELS- TEAM BUILDING

On the 22nd of January, Road Angels undertook its annual Team building exercise which had a two-year interruption due to the Covid pandemic. This year, a total of sixty-five Road Angels employees converged at Tree of Life, in Goromonzi where they undertook various activities including a Zumba exercise session, various team building activities and Customer service talks from the facilitators. Below are the pictures for this event filled day.









24 Hour ROADSIDE Assistance



Services



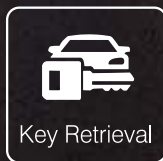
Tyre Change



Towing



Jumpstart



Key Retrieval



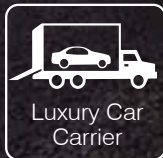
Heavy Towing



Flat Battery



Vehicle Extrication



Luxury Car Carrier



Haulage Services



More

88 Mendel Road, Avondale
Harare, Zimbabwe
P. O. Box WGT, 443,
Westgate, Harare
Tel: +263 - 4 - 334 304 / 334 418
336 841 / 336 721
Fax: +263 - 4 - 332 357

19 Ironbridge Road
Belmont
Bulawayo
Tel +263 - 9 - 471622 / 471644

Emergency Numbers:

0772 122 122 • 0732 122 122
0713 122 122 • 0714 122 122

Branches: Harare, Bulawayo, Gweru, Mutare, Masvingo,
Beitbridge, Chiredzi, Karoi, Hwange, Kadoma

“

INSPIRATIONAL QUOTE FOR SUCCESS

Freedom is not worth having if it does not include the
freedom to make mistakes

Mahtma Ghandi

The only real prison is fear and the only real freedom is
freedom from fear

Aung San Suu Kyi

May we think of freedom not as the right to do as we please,
but as the opportunity to do what is right

Peter Marshall

In the truest sense, freedom cannot be bestowed, it must
be achieved

Franklin Roosevelt

We must be free, not because we claim freedom but
because we practice it

William Faulkener

”

tenga*online*

www.tengaonline.com

ZIMBABWE'S
Premier online **GROCERY** shopping platform

**BUY
GROCERIES
ONLINE
FOR YOUR
LOVED ONES
IN ZIMBABWE**

Customer Service

Tel: +44 (0)330 1330 675



+44 7445 451551





SAHWI

WhatsApp Assistant

Simply scan this
QR Code



Or send a WhatsApp
message to

+263712992892



#SahwiraMukuru
#UmnganeOmkhulu

www.nyaradzo.co.zw

Service • Strength • Solutions