

Good Garage Scheme member drives off with top award

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Top mechanic and Good Garage Scheme member Stuart White left competitors in the slow lane to land a major industry award.

The owner of Complete Car Maintenance, in Ewhurst, Surrey, was unveiled as the winner of the annual Top Technician 2010 contest at the Workshop exhibition at the Birmingham NEC.

Fellow Good Garage Scheme member John Tinham, of John Tinham Motor Engineer, in Chelmsford, also wowed judges to take second place.

Stuart has been a regular finalist in the annual event, but had never come first before. He took top spot after completing a series of online, practical and written tests. Judges were particularly impressed with his winning combination of enthusiasm and knowledge.

I have been runner-up two or three times and a finalist in every year that I have entered since the competition began. So, to finally win the Top Technician 2010 contest is fantastic, said Stuart.

When you get to the final 12, and certainly the final three, there is generally very little to choose between competitors, but I felt I did very well in all of the final tasks.

The great thing about the competition is that it is something that challenges and tests you. One of the reasons I carry on doing it is that I have learnt a lot over the years and made some great contacts. In our business today no one can know everything so having good contacts is becoming increasingly important.

Complete Car Maintenance has been a member of the Good Garage Scheme since 2006. Now widely accepted as a mark of quality for independent garages across the UK, Good Garage Scheme garages are recognised as providing exceptional service to their customers based on a rigorously monitored mandatory code of practice. Customers looking for their nearest Good Garage can quickly locate one using the easy-to-use search facility on the Good Garage Scheme website www.goodgaragescheme.com.

The scheme, backed by leading trade-only treatments company Forté, has more than 2,800 members who adhere to a strict Code of Conduct and offer an Industry Standard Service. It also operates a customer feedback system which highlights the areas of best practice and areas for improvement identified by motorists using member garages for work.

A five-star rating system is produced for each member garage on the Good Garage Scheme website www.goodgaragescheme.com, based on the feedback forms, to help future customers find the best workshop in their area.

Complete Car Maintenance currently has a five-star rating, based on more than 600 feedbacks from customers.

Stuart added: We have been involved in the Good Garage Scheme since it started and it has always worked well for us. The feedback system is fantastic and you cannot get much better than a five-star rating.

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ENDS

Editor s note:–

The Good Garage Scheme was set up as a self–regulatory body for independent workshops and MOT centres throughout the UK to ensure the best industry standards are maintained by its members. It has more than 2,800 members who adhere to a strict Code of Conduct and offer an Industry Standard Service.

Good Garage Scheme members:

" Adhere to a strict Code of Conduct and pledge to have their customers best interests at heart

" Must agree what work needs doing with their customers before it is carried out

" Work to an Industry Standard Service checklist

" Must supply each customer with a feedback card allowing them to give their views on service directly to the Good Garage Scheme, which operates a stringent complaints procedure

For further information, please contact:

Anndi Sheppard, Good Garage Scheme, on tel: 024 7647 2649 or at marketing@goodgaragescheme.co.uk or Gary Lillistone, Bridge PR 024 76 520025, email: garyl@bridgepr.co.uk.