

Hucclecote motorist is a national winner

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Hucclecote garage customer, Sally Stanfield will have no problems finding her way around the town after winning a TomTom car navigation system in a national competition.

Sally Stanfield, a long standing customer of HSC Autocentre in Hucclecote, Gloucester, was plucked from over 28,000 motorists who were entered into a UK prize draw via their local garage.

They each completed a Good Garage Scheme feedback card which asked them how they rated their local member garage on the quality of work carried out on their vehicle. The feedback cards are used on a monthly basis to go into a rating system for Good Garage Scheme garage members which can be found on www.goodgaragescheme.com.

HSC Auto Centre has successfully maintained a five-star customer rating since joining the scheme in 2007.

Dave Cook from HSC Auto Centre was overjoyed that his garage had the winning customer: When the news came out I was over the moon about it. Sally has been bringing her car into us for a regular servicing for over 10 years. It s honest feedback from customers like Sally that helps us gain new customers. We are so very pleased for her.

Good Garage Scheme customers are encouraged by member garages and workshops to fill in feedback forms to help maintain high standards.

The 2,900 member organisation operates the customer feedback system to highlight areas of best practice and areas for improvement identified by motorists using member garages for work.

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

Nationally, the Good Garage Scheme receives around 12,000 customer feedback forms every month while member garages that fail to submit any feedbacks are investigated and potentially removed from the scheme.

The Good Garage Scheme was launched nearly four years ago by leading trade only treatments company Forté. It operates as a self-regulatory body for independent workshops and MOT centres throughout the UK to ensure the best industry standards are maintained.

– Ends –

Editor s note:–

The Good Garage Scheme was set up to serve independent workshops and MOT centres throughout the UK to ensure the best industry standards are maintained by its members. It has more than 2,900 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:

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