

Service feedback pays for one lucky motorist

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A customer of independent motor garage, HSC Auto Centre in Gloucester got more they bargained for when they completed a customer feedback form after their car was serviced.

Sally Standfield is the winner of a TomTom navigation system after over 28,000 motorists were entered into a Good Garage Scheme prize draw by their local garage.

Each motorist filled out a Good Garage Scheme feedback card to say how they rated their local member garage on the quality of work carried out on their vehicle. The feedback cards are one of the ways of rating members on past customer experiences. Customer comments on each garage can be found by going to the Good Garage Scheme's website at 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 to maintain standards and to gain new customers. We are so very pleased for her.

The 2,900 member Good Garage Scheme operates a 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:

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.