

## Adam Green Motors lifts The Motor Ombudsman-sponsored Customer Service trophy at the 2024 Servisuresure awards

Published: October 31, 2024

Author:

Online version:

<https://www.wheels-alive.co.uk/adam-green-motors-lifts-the-motor-ombudsman-sponsored-customer-service-trophy-at-the-2024-service-sure-awards/>



Left to right: Bill Fennell (Chief Ombudsman and Managing Director of The Motor Ombudsman). Wioletta (Wife of Adam Nowak), Adam Nowak (Owner at Adam Green Motors), Alexis Conran (Actor).



Berwickshire-based Adam Green Motors presented with The Motor Ombudsman-sponsored Customer Service trophy at the 2024 Servicesure 'Autocentre of the Year' awards.

*The Motor Ombudsman tells us:*

(Photograph and all words from The Motor Ombudsman).

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- Adam Green Motors, a Berwickshire-based independent garage, beat fellow entrants in a competitive category to claim The Motor Ombudsman-backed Servicesure Customer Service trophy at the 2024 Servicesure 'Autocentre of the Year' awards
- Now in their 7th year, the prestigious annual ceremony, held at Coombe Abbey Hotel in Warwickshire, rewards businesses within Servicesure's nationwide garage network, who have delivered an exceptional standard of work and service to customers
- The family-owned business in Scotland was recognised for its personal and professional approach, the passion shown for doing the very best for consumers, and for their support of initiatives in the local community



London, 31 October 2024: The Motor Ombudsman has presented this year's Customer Service trophy to Adam Green Motors, an independent garage based in the Scottish Borders, at the 2024 Servicesure 'Autocentre of the Year' awards. The prestigious annual event, held at the historic Coombe Abbey Hotel in Warwickshire, rewards examples of excellence across GSF Car Parts' UK-wide and expanding Servicesure Autocentre network.

The Customer Service award, which the Ombudsman for the automotive sector has now backed for five successive ceremonies, is an accolade which recognises businesses that have both gone the extra mile, and delivered an exemplary level of service to customers. In their award submission, this year's winner - Berwickshire-based Adam Green Motors, clearly demonstrated a customer-centric philosophy and an unrelenting commitment to providing the very best possible experience to vehicle owners in their provision of ad hoc and routine repairs and maintenance. This is thanks to a personal and professional approach, coupled with their expertise and an overriding passion for what they do.

This welcoming and caring philosophy adopted by The Motor Ombudsman-accredited garage is equally demonstrated by the fact that motorists who use Adam Green Motors are given pre-paid vouchers to be able to relax and enjoy refreshments at local cafés and tea rooms, if they have opted to wait on-site for repairs or servicing to be undertaken to their vehicles.

In addition, the family-owned garage, which serves as an important hub of car and van maintenance for their home town of Duns, as well as the surrounding community, was recognised for its support of local events and projects as a team, for their sponsorship of local rugby squads, and the hosting of events to help valuable fundraising efforts for charitable causes.

Presenting The Motor Ombudsman-sponsored Customer Service trophy at the ceremony, Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: "We would like to congratulate Adam Green Motors for winning this year's highly-revered Customer Service trophy, and they should be very proud of this fantastic achievement."

Bill added: "They clearly stood out from other award submissions in this category, and this well-liked independent garage should be praised for its exceptional level of service, professionalism, and for putting customers at the heart of what they do, to ultimately ensure complete satisfaction of everyone who brings their vehicle to Adam Green Motors."

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Receiving the trophy on behalf of Adam Green Motors, Owner Adam Nowak, said: “We are very honoured to have received this award, and this special trophy will take pride of place in our reception area for all of our customers to see. Coming out on top in such a tightly-contested category is a true reflection of the hard work and dedication of our entire team. They consistently go above and beyond to ensure our customers’ needs are not only met, but exceeded, which is shown by the long-lasting loyalty we’ve earned from so many of them. In fact, customer service has always sat at the very heart of our business from day one, and it is especially rewarding to see everyone’s efforts formally recognised by a network like Servicesure.”

Duncan Davidson from Dingbro, explained: “Adam Green Motors are relatively new to the network, signing up just over 18 months ago. It has been fantastic to see how they have embraced the programme and how their commitment to their customers has been recognised by The Motor Ombudsman.”

Steve Horne, CEO, GSF Car Parts, said: “Many thanks to the 300 people who attended our annual Servicesure awards. It was the 7th year of the awards, and what a great evening it was. Opportunities to network with suppliers and reflect on the success help bring us all closer together.

“Servicesure is very close to our hearts at GSF - it’s a real gem - reflecting the GSF mantra that ‘customer is key’. It was inspiring to speak to so many members of our garage network and listen to their stories.

I can see these garages have huge faith in us to make Servicesure a best-in-class network. Let’s have a prosperous next twelve months together and I can’t wait to attend the awards next year.”

Businesses within the Servicesure Autocentre network are accredited to The Motor Ombudsman’s Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Service and Repair and adhere to the comprehensive guidelines within their



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daily operations.

For more information on The Motor Ombudsman's Service and Repair Code, visit: [our-codes-of-practice/service-repair-code](#).