P & W Auto Services wins The Motor Ombudsman-sponsored Customer Service trophy at the 2023 Servicesure awards

Published: October 24, 2023

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Online version:

https://www.wheels-alive.co.uk/p-w-auto-services-wins-the-motor-ombudsman-sponsored-customer-service-trophy-at-the-2023-servicesure-awards/



Independent garage and MoT Centre P & W Auto Services, in Irlam, Greater Manchester, wins Customer Service trophy…

The Motor Ombudsman tells us:

• P & W Auto Services Ltd. collects The Motor Ombudsman-backed Servicesure Customer Service trophy at this year's prestigious Servicesure 'Autocentre of the Year' awards in Warwickshire

• The independent garage and MOT centre based in Irlam, Greater Manchester, fought off stiff competition from other businesses shortlisted in the tightly-contested category to win the coveted title for 2023

• The business was recognised for its unrelenting commitment to going the extra mile to deliver the highest standards of work and service, and for the garage's customer-centric philosophy

London, 24 October 2023 The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, is pleased to announce that P & W Auto Services Ltd, an independent garage located in Irlam, Greater Manchester, has won their sponsored Customer Service trophy at this year's Servicesure 'Autocentre of the Year' awards ceremony. The prestigious annual event, held at the historic Coombe Abbey Hotel in Warwickshire, rewards examples of excellence across the UK-wide Servicesure Autocentre network.

The Customer Service award showcases a business that has demonstrated an exemplary level of service during the past 12 months. From the many high calibre entries received in this category, it was P & W Auto Services – a Motor Ombudsman Service and Repair Code-accredited business, which opened its doors in the North West nearly a decade ago, that stood out from the competition, thereby emerging victorious to claim the 2023 title.

The family-run garage was recognised for its positive mantra of 'We don't have problems, only solutions', highlighting their philosophy of going the extra mile and doing whatever it takes to get cars back on the road for customers, so as to ensure they leave the garage's premises completely satisfied. The business was equally praised for its transparent processes and for their welcoming and open approach at every touchpoint in the customer journey, in addition to their local vehicle collection and delivery service to help, in particular, elderly drivers, and vehicle owners in the surrounding area who may have difficulty visiting a garage premises in-person, such as those who have recently left hospital.

Presenting The Motor Ombudsman-sponsored Customer Service trophy on stage, Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: "We would like to congratulate P & W Auto Services on winning this year's award, and they should be very proud of their fantastic

achievement. Operating in a very competitive sector means that going above and beyond for customers to drive repeat business and positive word-of-mouth recommendations is absolutely imperative, and that's exactly the philosophy that this garage exemplifies. Well done to all involved!"

Lifting the trophy, Patricia Pallister, Director of P & W Auto Services, commented: "We are delighted to have received this award, and it is testament to the hard work and dedication of the entire team. Day in, day out, we strive to ensure that every customer receives the best possible experience when they walk through our doors. Furthermore, after starting our garage completely from scratch nearly ten years ago, we are delighted to have evolved into an award-winning business with a growing customer base, coupled with state-of-the-art premises that allow us to deliver the high standards required by both The Motor Ombudsman and Servicesure."

Paul Dineen, Head of Servicesure, explained: "The Servicesure 'Autocentre of the Year' awards are a key milestone in the motor industry calendar, where we shine the spotlight on beacons of brilliance and promote examples of the hard work and outstanding contributions made by businesses within our growing network. We are once again very pleased to see so many great illustrations of how our Servicesure garages have helped motorists up and down the country, and to celebrate these achievements together has made for a very memorable ceremony."

Garages 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 daily operations.

For more information on The Motor Ombudsman's Service and Repair Code, visit our-codes-

of-practice/service-repair-code.