

Garage of the Month

This month the spotlight falls on Riverside Revilo in Stockport, Cheshire - an Autosafe member for over a year.

Tucked away on a trading estate for the past 18 years, Riverside Revilo gets no passing trade - yet the six-strong team, headed by managing director Andy Norman, has built an enviable reputation and draws customers from a 40 mile radius.

Andy says the business's success in drawing customers from as far afield as The Wirral is the result of a culture that puts customer service first. Riverside Revilo offers a collection and delivery service and also provides free courtesy cars.

He says that the bulk of the business's promotional work focuses on the company's website, and there has been significant investment in this, to ensure that it is user friendly, informative, and contains up to the minute news and pictures to present a dynamic, business-like face to customers old and new.

Andy says he joined Autosafe because he likes the idea of the membership benefits available and, when he contacted the network to discuss joining, he found it to be responsive to his needs.

He also said: "Ethically I found Autosafe to be in tune with me and my business.

"We are a straightforward, honest and professional business and it was clear that Autosafe deals with people in the same manner. That is not true of all the organisations that approach us to work with them."

The bulk of Riverside Revilo's business is referred through the 1link system, and the company is also making use of the members benefits offered by Autosafe, including retail merchant services, and workwear provision and cleaning.

