



## Going the extra mile

This month's GTEM is focussing on the whole Operations team at FSG who, in the first week of 2010, took almost twice the usual number of calls due to the severe weather conditions. 6685 drivers rang in to request assistance and these calls were answered in an average response time of 19.2 seconds. A fabulous effort from all involved.

A 'well done' and 'thank you' should also go to Simon H, Richard T, Chantal, Daniel R, Tabatha, Queri, Vicky, Peter, David R and Simon B who worked over Christmas Day, Boxing, Day, New Year's Eve and New Year's Day.

And finally, we must thank Geoff and Marcus who opened up 'Brays' Taxis' and ferried staff living in the more rural areas to and from work during the worst of the snow and ice to ensure the Operations area was fully staffed.



*Brays' Taxis open for business*

## WASHER / WIPER CARE

During the recent cold snap, the FSG Operations team dealt with many problems that were preventable. Principal amongst these was drivers using washer units to clear the windscreen. Activating the washer system triggers the wipers and, when wipers are frozen to the screen, this can result in ripped blades, mangled wiper arms and, in some cases, blown fuses and burnt-out motors. More importantly, the result can be an illegal vehicle. With the average set of wiper blades coming in at £30-£35, the cost of these 'minor' jobs quickly adds up and becomes very expensive – and that's before the vehicle's left the drive or car park. With the forecasters predicting the possibility of more snow later this week, and the usual expectation of frosty mornings during January and February, please remind your drivers to defrost their windcreens using de-icers, scrapers and de-misters, but please **NOT** the washers.

## Masterview Images - Company asset or waste bin?

People spend many hours in their vehicles as part of their normal working day and this can include taking breaks for lunch. However, the images below were taken from a year-old vehicle that was presented for its first service. The footwells and both side doors were full of wrappers and food waste was ground into in the upholstery. Unfortunately this is not an unusual occurrence in FSG's experience, but could this be one of your vehicles?



## £££ Added value

Whilst technically a 'value added service' rather than a saving, it is worth noting that, of the 711 breakdown calls received by FSG in the first two days back after the holiday, 276 (nearly 39%) were administered free of charge. These transactions occur where a vehicle has manufacturer-provided breakdown cover, generally for the first year of its life, but occasionally extending to three years/60K miles. As there is no charge processed through the system, FSG receives no income.

However, this type of cover usually only applies to mechanical failure, and some recovery companies reserve the right to levy a charge if the fault is deemed to be driver-related. If advised of such a charge, FSG will make a decision to proceed or utilise its own CARE breakdown network, depending on which option is most cost-effective to you, the client.

As a note of interest, during the recent poor weather conditions, one of the major breakdown companies reported 1000 calls waiting and an ETA of up to six hours.

For more information on any of FSG's services or to schedule a review meeting, please give me a call.

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