



## PRESS RELEASE

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### **FSG NAMES TOP GARAGES IN MASTERSERVE NETWORK**

Fleet Support Group (FSG) has named its best performing garages of the year with the honours going to two family-run businesses.

New Duston Garage in Northampton, which undertook around 900 company car and van service, maintenance and repair jobs on behalf of FSG in the past 12 months, won the Garage of the Year Award.

Meanwhile, West Bromwich-based Ferdotti Motor Services, which only started undertaking work in volume for FSG last year following the closure of a nearby garage, won the Going The Extra Mile award for the most compliments from customers and the FSG operations team as a percentage against a workload of almost 300 SMR jobs in the past 12 months.

Both businesses received their awards at FSG's annual Masterserve Supplier Workshop in Chippenham, which attracted bosses from many of the businesses in the near 500-strong UK-wide Masterserve network of independent garages.

Richard Brown, Managing Director of New Duston Garage, which was also named Garage of the Year in 1997, said: "It is a fantastic achievement and I am extremely proud."

Mr Brown's father Don launched the business 51 years ago and now three generations of the family are involved with son Matthew in the final year of his apprenticeship. In addition, Mr Brown's wife, Karen, is company secretary.

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The business has 13 employees and Mr Brown, who started working in the business in 1980, said: "On average we complete five or six vehicle servicing, repair and MoT jobs a day on FSG vehicles.

"We invest heavily in staff training and the very latest equipment and our focus has always been on delivering first class customer service. That focus has paid off with winning this award, but it is testimony to the service ethos of all the employees."

New Duston Garage joined the Masterserve Network in 1993 as a result of a recommendation from an FSG customer.

FSG Chairman Geoffrey Bray said: "Garages in our Masterserve network are synonymous with excellence and the New Duston Garage is undoubtedly one of our star suppliers."

Meanwhile, Ferdotti Motor Services employs 14 people and was established more than 30 years ago, but only joined the Masterserve network in 2006.

Having increased its volume of FSG work following the collapse of another garage in the area, Masterserve Network Manager Phil Todd said: "The garage has been exemplary in its workmanship with no quality assurance issues."

Director Tim Ferdotti paid tribute to Mr Bray in winning the award saying: "His inspiration is the key and is infectious. The business has always had a passion to deliver excellent customer service and that is what Geoffrey preaches. Additionally, FSG is one of the only fleet management companies that engages with garages in terms of feedback.

"We have embraced the Go The Extra Mile concept. Top quality customer service is something that we have always tried to deliver, but being part of FSG has enhanced that even further. As far as we are concerned nothing is impossible in terms of delivering service to clients."

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The Garage of the Year Award was established in 1996 and during that time four garages in the Masterserve network have won it three times: Masters Garage, Bristol; Whittaker Fleet Care, Birmingham, Brown & Rose (Leeds) and Fiddes & Sons, Swindon. This year they each received special certificates and next year they will compete for the Masterserve Master Garage.



**Picture caption 1: Richard Brown (left), Managing Director of New Duston Garage, receives the Garage of the Year Award from Lord MacLaurin, non-executive director of Fleet Support Group**



**Picture caption 2: Tim Ferdotti, Director of Ferdotti Motor Services, receives the Going The Extra Mile Award from Lord MacLaurin.**

## **EDITOR'S NOTES**

Fleet Support Group (FSG) is the largest independent vehicle management company in the UK and looks after approximately 55,000 vehicles.



The well-established organisation based in Chippenham, Wiltshire, has gained an enviable reputation within the industry by continually concentrating on delivering a consistent, quality service embracing full vehicle acquisition and disposal, vehicle outsourcing, fleet management, risk management and work-related road safety, maintenance management, accident management, breakdown recovery, short-term car rental and truck management.

Within the FSG team, there is significant industry experience and qualifications across the range of services provided. This in turn is supported by an in-house IT operation which is continuously upgrading the internal systems and applications to ensure that, by innovation and product development, FSG leads the field in the provision of vehicle management.

**For further information contact: FSG chairman Geoffrey Bray on 0844 8000 700**