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**FIX CUSTOMERS NOT CARS**

Of course, we have highly trained technicians with the latest technology to fix your vehicle. The most important focus is how this service or repair is affecting the customer and how we can make that better.

**LOAF OF BREAD RULE**

We will recommend many things that will improve the safety, longevity, fuel efficiency, reliability, and value of your vehicle but not all these things are more important than putting a loaf of bread on your table. Then there are the recommendations that if left undone could result in breakdowns that could prevent putting a loaf of bread on the table. It is our job to make sure you understand the difference and keep your transportation in the best condition for the purpose it serves you.

**APPLICATION OF APPTITUDE**

It takes many different personalities and talents to bring a team together. It is our goal to build a diverse team that brings us to the top in customer service and repair. Everyone’s contributions are critical to this goal. We must recognize and reward all members for their role in making this happen. A valued person is a confident person!

**BRING MORE TO THE TABLE THAN YOU TAKE**

Our community is very important to us. We look for every opportunity to lift our local charities, youth and elderly. This business exists from the support of our community so it will always be a platform to support and amplify efforts that provide the needs of this community.

**YOU ONLY MOVE WHAT YOU MEASURE**

We are seeking constant improvement with customer service, training, efficiency, and productivity. Watching all critical numbers and improving them, ensures our customers have the best possible experience and our team the ability to meet our goals.