

MM Auto Services in Dundee wins prestigious Customer Service award

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Bill Fennell (The Motor Ombudsman) and Murdo MacIntosh (MM Auto Services).

At the 2021 Servicesure 'Autocentre of the Year Awards', the Customer Service trophy, sponsored by The Motor Ombudsman, has



been won by the Dundee-based MM Auto Services. The firm's work in the local community is also acknowledged...

- MM Auto Services wins the Motor Ombudsman-sponsored Servicesure Customer Service trophy at the 2021 Servicesure 'Autocentre of the Year' awards
- It is the second time that the Ombudsman for the automotive sector has sponsored the award at the annual ceremony, which showcases examples of excellence by independent garages belonging to Servicesure's nationwide Autocentre network
- The Dundee-based independent garage was recognised for its unrelenting commitment to going the extra mile for its customers and for its initiatives in the local community.

The Motor Ombudsman tells us... That today it is pleased to announce that its Customer Service trophy has been presented to the Dundee-based MM Auto Services independent garage at the 2021 Servicesure 'Autocentre of the Year' awards ceremony. The prestigious annual event, held at the Coombe Abbey Hotel in Warwickshire, showcases examples of excellence within Servicesure's Autocentre UK-wide network during the past 12 months.



This is the second time that the Ombudsman for the automotive sector has sponsored the award, an accolade which recognises a business that has demonstrated an exemplary level of customer service. The trophy was bestowed to the already award-winning MM Auto Services, which is accredited to The Motor Ombudsman's Chartered Trading Standards Institute (CTSI)-approved Service and Repair Code, for its high standards of work and service, coupled with the garage's unrelenting commitment to going above and beyond for motorists, especially during the more challenging trading periods of the current COVID-19 pandemic. MM Auto Services' dedication to always pushing the boundaries of excellent customer service is shown by the fact that the garage continually seeks feedback from those who have used their business, to strive to do even better, and so as to ensure that customer satisfaction always remains a top priority.

The business, which has recently celebrated its 10-year anniversary since opening its doors in the Scottish city in July 2011, also caught the eye of The Motor Ombudsman when reviewing the many high calibre entries for the Customer Service award, thanks to its support of local community initiatives. This includes the provision of apprenticeships and its work with the nearby Dundee & Angus College.

Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: "When evaluating the numerous submissions that we received for the Customer Service category, the one provided by MM Auto Services clearly stood out for its customer-centric ethos and team spirit to allow the garage to deliver the very best for motorists in Dundee and further afield. If that wasn't enough, this shining example of what it takes to go above and beyond was equally underpinned by their extra-curricular and very valuable work that they do for other people in the surrounding area, which is highly commendable. Congratulations to Murdo MacIntosh and his team for their achievement."



Receiving the trophy from Bill Fennell, Murdo MacIntosh, Managing Director of MM Auto Services, added: “We are very pleased to have been named by The Motor Ombudsman as the winner of this year’s Customer Service award, which will sit proudly in the trophy cabinet alongside the overall Servicesure ‘Autocentre of the Year’ title that we won a couple of years ago. At the very heart of our decade-long success is our people, who work tirelessly day in, day out, to ensure that every customer leaves our premises happy, something which is reflected by the incredible reviews that we receive on a regular basis. The latest award is the perfect reward for the continued efforts of the whole team, especially during the last 12 months, where we have had to think outside of the box to overcome several challenges presented by the pandemic.”

Mark Eburne, President and COO of The Parts Alliance, which established and supports Servicesure, explained: “The team at MM Auto Services exemplify the kind of customer service that’s at the heart of the Servicesure network. It was fantastic to see how the team found new ways to enhance their support for customers during the most challenging of times for our industry, as well as their passion for finding the next generation of mechanics through their community work, and they should be incredibly proud of the achievements that have earned them this award.”

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 [service-repair-code](#).



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About The Motor Ombudsman

The Motor Ombudsman is the fully impartial Ombudsman dedicated solely to the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice. Thousands of businesses, including vehicle manufacturers, warranty product providers, franchised dealers and independent garages, are accredited to one or more of the Codes, which drive even higher standards of work and service, and give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience.

For more information on The Motor Ombudsman, visit www.TheMotorOmbudsman.org.