



## **Village Auto Works Fleet Services**

Dear Fleet Manager,

Village Auto Works maintains and repairs cars, light trucks, SUVs and vans for businesses, their owners and their employees in the Roseville area. We offer a full range of vehicle repairs and preventive maintenance services to handle all of your needs.

We understand how much you depend on your personal and business vehicles. Our courteous and professional staff is committed to offering our customers the best service possible. We offer a well-equipped shop with experienced personnel to keep your fleet performing in an economical, safe and reliable manner.

Village Auto Works offers fleet services for cars, light-duty trucks and light-duty vans. We provide full maintenance programs, detailed record keeping and cost per mile averages catered to each individual vehicle. We also provide priority service, flexible scheduling, extended warranties and discounts.

We will be happy to tailor a fleet package to support the needs of your fleet.

Thank you,

Richard Fearing  
Owner  
Village Auto Works

This presentation package includes:

- Mission Statement
- Business Philosophy
- Environmental Statement
- Satisfaction Statement
- About Our Business
- Business Description
- Industry Affiliations
- Getting Started

## **Mission Statement**

We at Village Auto Works are committed to offering you, our customer, the highest professional automotive service and repairs available in the industry. We strive to provide you with quality service in a timely manner and at a competitive price.

Village Auto Works is here to offer the community a convenient, professional, ethical auto service center that is driven by a dedication to uncompromising personalized customer service. Our commitment to continuous improvement of both service and product will be the road map to our future success.

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## **Business Philosophy**

We at Village Auto Works believe it is our responsibility as professionals in the automotive industry to support and uphold our standards to meet or exceed industry standards. We are committed to maintain a highly ethical and sound business practice to meet and exceed our customer's automotive needs.

Through the use of:

- Quality replacement parts that meet or exceed OEM standards.
- Certified technicians to perform quality repairs in a timely manner.
- Free courtesy shuttle service to the local area.
- Up-to-date training and equipment to service today's vehicles and stay current with industry standards.
- Electronic vehicle history for better customer service.
- The latest in electronic and online information and diagnostic systems to repair and maintain your vehicle.
- A proper diagnostic procedure to service today's vehicles.
- The use of factory maintenance schedules and preventive maintenance based on past vehicle performance.

We feel it is our responsibility to offer the customer all of the results found during any vehicle inspections, vehicle service or repair. This way you, the customer, have the information to make an informed decision in maintaining and repairing your vehicle. With the investment you have in your vehicle, safety, longevity and proper performance are our main concerns. At Village Auto Works we combine old-fashioned customer service with state-of-the-art diagnostic equipment, modern facilities, highly-trained Service Advisors and ASE Certified Technicians.

Many of our long-term customers have come to us looking for a shop that will care for them – some have come for reasons of trust – and they stay because they found both. Long-term or not, the service our customers receive is second to none which makes our “modest shop” the best in the Roseville area.

Every day at our shop we focus our attentions to our customers. Every customer is important, every job is important – no matter how big or small the service might be. We believe that it's the little things we do for our customers that make a big difference and add quality to our services.

Our customers have often told us that we take care of their vehicles like they're our own. When customers come to our shop looking for quality people and service they can trust, rest-assured we go the extra mile to prove to you that our modest shop can provide BIG service.

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## **Environmental Statement**

We will actively work as a professional automotive repair business to reduce our impact on the environment. This can be accomplished by using the current recycling methods available and continuing to educate ourselves as well as our customers in this matter. This responsibility falls on all of us and should not be taken lightly.

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## **Satisfaction Statement**

Our goal is to make you and your family our customers for life. We intend to reach this goal by offering you the best automotive service and repairs available. If you are not completely satisfied with our service or have any suggestions please feel free to let us know.

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## **About Our Business**

Village Auto Works believes in providing excellent service to all who come through our doors. We offer a full range of vehicle services, preventive maintenance and repairs on most vehicle makes and models. Our courteous and professional staff is committed to offering you the best automotive service possible.

We know how much you depend on your vehicle. Our expert technicians, service advisors and management staff strive to offer the kind of service you deserve for all of your automotive needs. Our ASE Certified Technicians are trained and certified to perform diagnosis, repair & service on all systems of your automobile. They attend continuous, updated training throughout the year.

### **We Offer:**

- Conveniently open Monday – Friday, 7:30 am – 5:30 pm.
  - Free local shuttle service.
  - One-stop service facility able to take care of all your fleet vehicles' needs.
  - Clean customer waiting area, should you decide to wait.
  - Night key drop box.
  - We accept Visa, Master Card, American Express, and Discover credit cards.
  - Approved local checks, check cards and cash.
  - Nationwide 18 Month/18,000 mile limited warranty through NAPA AutoCare Centers.
  - Friendly, courteous service – our Fleet Clients receive priority service.
  - Professionally trained staff – ASE Certified Technicians.
  - Clean, state-of-the-art equipped shop.
  - Our facility contains the latest service and diagnostic equipment available today.
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## **Business Description**

Village Auto Works is located in Roseville. To meet our customer's needs, we offer timely, professional service and repairs. We strive to accomplish this through great customer service and ethical, sound business practices while maintaining or exceeding professional industry standards. Our technicians are required to attend annual training sessions to keep our professional skills sharp and stay as current as possible with the rapid changes in the automotive industry.

We are a long-established business serving the Roseville motoring public with a combined average experience of over 30 years. We have come to be known for our long-standing tradition of customer-focused outcomes and high-quality service. From our humble beginnings as a transmission shop in a old 2-bay gas station facility, Village has grown and expanded over the years – but the tradition for high-quality service and customer-focused outcomes continues to remain our number one priority. We provide “Classic Service – Modern Automotive Solutions.”

We have a modern facility designed to take care of today's customers and their automobiles. We hire the best ASE Certified Technicians, highly trained Service Advisors, procure the best parts available, implement continuous training and ensure that the job is done right the first time.

This policy has allowed Village Auto Works to grow to the 7,300 sq. ft., 7-bay facility with 7 employees that it is today, servicing the motoring public as well as Commercial Fleet accounts.

We feel that the most important asset of our business is our employees and their ability to satisfy our customers' automotive repair needs. We service most makes and models of vehicles and all repair / maintenance services needed for today's modern automotive repair customers.

Village Auto Works is a member of and adheres to the strict guidelines and code of ethics of the Automotive Service Association (ASA), and is dedicated to our customers and their automobiles.

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### **Industry Affiliations**

1. Authorized NAPA AutoCare Center
2. Member – AAA Approved Auto Repair
3. Member – Automotive Service Excellence
4. Member – Automotive Service Association
5. Member – Automatic Transmission Rebuilders Association (ATRA)
6. Member – Automotive Oil Change Association (AOCA)
7. Member – Better Business Bureau (BBB)
8. Member – Minnesota Street Rod Association (MSRA)
9. Member – National Hot Rod Association (NHRA)
10. Member – Bottom-Line Impact Groups
11. Partner – Car Care One

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### **Getting Started**

Getting started is the easy part. We will need some basic information. We have listed some suggestions below. At that point we will schedule an appointment to address the needed service or repairs.

While the vehicle is in the shop we will perform a complimentary vehicle inspection and report to your fleet manager our findings. This will give you the general condition of your vehicle and help you in the planning of future services and repairs that may be needed. This will also give our staff the ability to get to know your vehicle and how it is used in your business. This way we will have the ability to make recommendations to keep your fleet performing at its best.

We realize many fleets may have specific needs. Our staff will be happy to assist in this manner if possible.

1. A list of vehicles that are on the plan. Including tag numbers and unit numbers or any ID numbers you may use. A list of drivers if needed.
2. The Billing address and any special instructions on how billing needs to be handled. (Such as P.O. numbers, marked attention to, etc.)
3. How Billing is to be paid, company credit card, company check or if your company wishes to set up a 30-day charge account, a completed credit application with prior approval will be needed.
4. Contact person and phone number to report to and authorize repair estimate.
5. If possible a past vehicle history and how the vehicle is used. This will help our staff service your fleet better and make recommendations in the future.

Our staff is always looking for ways to better serve our clients. If you have any questions or suggestions please contact us. We may be reached through our Contact Page on our website ([www.VillageAutoWorks.com](http://www.VillageAutoWorks.com)); by email at [manager@VillageAutoWorks.com](mailto:manager@VillageAutoWorks.com); or by phone at (651) 636-0641.

Thank You,

Richard Fearing  
Owner  
Village Auto Works