

# AutoXCarCare



wIBXDJAE

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## Entry details

Entry contact first name	Sandra
Entry contact surname	Noach
Company	AutoXCarCare
Street address	
8 Walhalla Way	
Suburb	Ravenhall
State	VIC
Postcode	3023
Shop web address	<a href="https://autoxcarcare.com.au">https://autoxcarcare.com.au</a>
Entry contact email address	sandra@iqbodygroup.com.au
Entry contact phone	+61410703998

List the social media platforms that your business is on

| Facebook, LinkedIn, Instagram

How many staff members are currently employed at the business? | 37

List the current roles you have in employment

| 21 Mobile Technicians,  
7 CSO/ Schedulers  
2 x Technical Trainers  
1 x National Operations Manager  
2 x Assessors  
4 Admin

What kind of training do you and your team take part in?

| Paint Company, International CNC Lathe Training, Customer Experience Training with a Customer Experience Expert, Scheduling

Do you have more than one site? | Yes

How many sites do you have? | 9

What type of repairs do you do? | Cosmetic Repairs/ Machined Alloys

Do you offer other services other than  
autobody repairs? | Yes

What other services do you offer?

| Windscreen Chips, PDR and Machined Alloys

On average how many cars to you repair  
each week? | 315

State the approximate shop size in square  
metres | Mobile Repairs

Which paint company/s do you use?

| PPG

Are you manufacturer approved? | Yes

If yes, please supply OEMs details:

| We are exclusively endorsed by Mercedes Benz and are pending the announcement of another OEM

Who is your main consumables supplier?

| Mirka

Are you involved in any community  
initiatives that we should be aware of? | No

Is there anything else about your shop and / or culture that you think we should be aware of?

We believe that we are an integral part of the automotive repair chain, undertaking small repairs through our Membership program sold through dealerships, to customers that would otherwise have to pay large insurance excesses to have these small repairs fixed. Our customers experience a convenient solution through our state of the art vans undertaking repairs at a date, time and location suitable to them. We are Australia's First and only company to offer mobile machining of alloy wheels back to an OEM standard as part of our solution. our quality of work has been recognised by OEM's and we have been awarded exclusivity in our program with Mercedes-Benz and excitedly will announce another OEM this coming month. We currently service over 180 Dealerships nationwide and have over 44,000 customers we assist. Each member of our team is set up to succeed, from the state of the art vans, and training they receive both in technical paint/ repairs as well as customer service, our Technicians are the face of our business and not only do they need to be highly trained spray painters but be able to offer an exceptional customer experience. We have Customer Experience Mentors that work with the team quarterly.

Customer involvement in the business (40%)

Our Customers are connected with us from the moment they sign up for our membership. We have developed a Customer App where they can view their profile, submit Repair Requests, track their repair, Chat/ SMS and email. When an update is made on the customer's repair journey they are notified via the app, SMS and email. On the day of the repair, the customer receives a link when the technician is en route that they can track them (think dominos pizza). A profile of the Technician is also available for safety reasons. When the repair is completed, notes and photos are uploaded on our Technician app, and images are also placed into the customer's profile for future reference. A review link is immediately SMS'd to the customer. We are very proud that for a business trading for less than 4 years, we have received 816 5 star Google reviews. All reviews that are 4 stars or less are triaged to our Customer Experience Resolution Team as we need to find out what we could do to improve or change the customer's experience. As our membership can range from 1- to 5 years we continue to have a long-standing relationship with them.

What steps have you taken to present your business brand (60%)

We have a national presence through brochures, banners and videos in Dealerships Nationwide, we are present on all social media platforms but our biggest marketing campaign is through Google Ads. Our Vans are state of the art with full PPG paint systems, CNC lathes etc and the presentation is of a prestige standard. We have web portals and apps, so our customers feel connected 24hrs a day. Our local call centre receives calls 24/7 365 days a week. All calls are recorded and our Customer Experience Team audit the calls to ensure we are offering an exceptional customer experience. We have an online chat on our apps and web portals, that enables our customers to get the information they require in a timely manner. Our Customer Experience Team perform random customer review calls to maintain our high standards and our Technical Lead team performs on-site visits of Technicians. Through the use of Podium, our online review platform, Technicians go into a monthly draw for a gift voucher for the Technician with the most reviews and no customer complaints. We have both internal Technical and Customer Experience Mentors for all team members with ongoing training performed throughout the year.

Attach Team Photo



Log in to [thebodyshop.awardsplatform.com](https://thebodyshop.awardsplatform.com) to see complete entry attachments.


Attachment name
<a href="https://www.dropbox.co...">https://www.dropbox.co...</a>