

# **BODYSHOP PORTFOLIO**

Glossy Car Coats is a privately owned, independent business that has been involved in the vehicle repair industry in excess of 25 years. We pride ourselves in delighting all our customers through the quality of our repairs and the dedication of our staff. We specialise in cars and light commercial vehicle repairs for all makes, and have recently equipped the bodyshop to be able to repair modern alloys including Boron Steel, Aluminium and Bronzes.

We are a QC Approved member of the RMI Federation and as such, exceptionally high standards of facilities and customer satisfaction have to be maintained. That said the philosophies of customer service, quality, rapid turnaround and cost awareness still apply.

## ***Location***

We are situated in Kenilworth, 2 miles to the South West of Coventry and only 10 minutes from the M40, M6, M1 and M42 motorways. This easily accessible location enables us to cover a large geographic area with relative ease, and of course being outside the City of Coventry means we avoid most of the daily congestion. Birmingham, Warwick, Leamington Spa, Stratford-upon-Avon, Rugby, and Nuneaton are all within half an hours drive from us.

## ***Facilities***

We understand that the first “human” contact a customer often has with anyone concerned with their motor policy is their repairer. Since it is likely that they have just been through the traumatic experience of an accident, it is important to us that they are received into the repair process in a way that inspires confidence and professionalism in the service they have purchased from their insurer. To assist in this and to make all our customers feel as relaxed and settled as possible, we have a dedicated and well equipped reception area.

Reception facilities include a comfortably furnished waiting area with hot and cold drink facilities.

Our forecourt has parking spaces for 5 cars, all dedicated for our customers.

## ***Courtesy Cars***

In order to fulfil the requirements of many of our work providers as well as meeting the expectations of our customers we currently run a total of 10 dedicated courtesy cars.

All are group 'A' VW Polos and Vauxhall Corsas, regularly serviced and cleaned. At present we operate 1 automatic courtesy car for those customers who are only licensed for, or prefer to, drive automatics.

Obtaining extra courtesy cars has never presented us with a problem. We have a pre-authorised account whereby if we find it necessary to increase the number of cars on our fleet in the short term, it only takes a phone call and cars are delivered on the next working day.

## ***Recovery***

We have our own facilities for recovery and also use also subcontract agents for all our out of hours work and to cover busy periods. We are capable of recovering all types of car and light commercial vehicle, up to single deck coaches.

We provide a collection and delivery service at no extra cost within our catchment area.

## ***Quality***

We gained QC accreditation from the RMI Federation for all aspects of our operation and constantly strive to maintain these high standards. All repairs carried out in our Bodyshop have a 3 year workmanship guarantee.

## ***Turnaround Time***

As well as the quality of our repairs being of the highest standard, we pride ourselves in our ability to turn the majority of vehicles we repair around in 3 to 4 days. This aspect of our business is in direct response to our customers' demands.

## ***Repair Costs***

We endeavour to keep repair costs to a minimum through prudent management of costs and productivity, as well as extensive use of SMART repair techniques. We are prepared to discuss the most economically sensible approach to each customer's repair, if they so wish, suited to their personal requirements. This can of course often

result in no claim, or a reduced claim being made against their insurance policy.

## ***Management Information***

We measure and control our performance in a very proactive manner, and are constantly striving to improve as a result of what our management information tells us. We are often prepared to discuss our performance levels with work providers.

## ***Opening Hours***

Monday – Friday 8.30 am – 5.30 pm  
Saturday 8.30 am – 12.00 pm

We operate an emergency phone number for recovery or assistance outside our normal working hours.

## ***Bodyshop Layout***

Having recently expanded into to larger premises, our workshops now total over 7,000 square feet and can accommodate up to 50 repairs per week.

The Bodyshop is laid out as follows:

- 8 dedicated panel work bays,
- 2 dedicated jig/pulling bays,
- 5 paint preparation bays,
- 2 mop/polish bay.



## ***Site Security***

As a part of the high standards of service we demand, we pride ourselves in the site security we offer. All vehicles on site are locked up in secure and alarmed areas at night and at weekends. Our site alarms are monitored by the local police. During working hours, vehicle keys are retained in secure key presses, out of sight of the public.

## ***Bodywork Equipment***

As a result of our expansion programme, we have extensively re-equipped the bodyshop and are now able to undertake aluminium, boron steel and bronze repairs and well as the latest plastics repairs and SMART repair techniques...

Korek Blackhawk Jig P118 (Bracket less)  
Spanesi Touch quick pull system  
Spanesi measuring system with print outs  
3 Mig welders (inc. Boron Steel)  
3 Inverter Spot welders  
2 panel stud welder  
Spot weld remover  
Mobile dust extraction system  
Pro Align 4 wheel alignment system  
Headlamp beam set check gauge

## ***Paintwork Equipment***

1 Dalby car paint oven  
1 Dalby Hi Top Commercial paint oven  
1 infrared drying unit  
Separate paint mixing area

## ***Mechanical Equipment***

Our factory-trained technicians handle all mechanical work.



## ***Paintwork***

All paintwork is carried out using Glasurit water based paint.

## ***Parts***

We are happy to work with OE and Non-OE parts depending upon customers or insurers.

## ***Estimates***

We are currently producing estimates on Audatex. We have full digital imaging facilities. We employ 3 fully trained estimators to help minimise waiting time for customers when they come in for their estimates

## ***Trade Membership***

We hold membership of RMI Federation (QC). Alex Weisz sits on the RMI Federation Regional Committee and is a member of the RMI Federation Bodyshop Working Group.

## ***Specialist Fields***

We have, over the past few years specialised in plastic repairs to dashboards as well as seat repairs and re-texturing.

We are also able to carry out Glass fibre repairs and paintless 'ding and dent' repairs, Alloy Wheel refurbishment on site.

Our most recent investment has enabled us to be able to repair the modern alloys being used by manufacturers including Aluminium, Boron Steel and Bronzes.

## ***Health and Safety / Coshh***

We are fully compliant with all health & safety and coshh regulations.

## ***Staff***

### ***General Manager***

Alex Weisz - MIMI

### ***Bodyshop Manager***

Neil Shilton

### ***Estimator***

Alex Weisz

Neil Shilton

Leigh Haskins

## ***Staff***

2 Fully Skilled Panel Technicians

3 Fully Skilled Paint Technicians

2 Fitters

1 Car Cleaner

## ***Areas Covered***

A 50 mile radius from Kenilworth Inc.

All CV postcodes

All central and eastern Birmingham postcodes

All Northern OX postcodes

We are prepared to be flexible on these areas

# Glossy Car Coats



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Body Repairers***

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