

RAC Garage Awards Winners

We're extremely proud to announce the launch of our very first annual RAC Garage Awards.

The awards, judged by the RAC Garage Network Team, have been awarded in three categories: Garage of the Year, Best Customer Service and Best Newcomer.

With over 450 garages in the network, there were many worthy contenders, but we can now announce that the winners are:

- **Garage of the Year – G.C. Autos, Gateshead**
- **Best Customer Service – J.B. Pipe, Stockport**
- **Best Newcomer – Moto-Oil Autocentre, Dorset**

Following their success, we caught up with each garage to ask them a few questions about their businesses.

J.B. Pipe

Best Customer Service

With sixty years of experience under their belts, the team at J.B. Pipe know a thing or two about exceptional customer service. "There's nothing we say no to," explains Matthew Pipe, who owns the garage and manages a team of 8 people. "We'll take on any job, any vehicle – if it fits inside the building, we'll fix it."



“I feel incredibly proud,” reflects Matthew when asked how it feels to have won the Best Customer Service award, “especially of the team. It’s their dedication to quality that makes the business work.”

Thanks to the Covid-19 pandemic, the past two years have been tough for garages across the country, and for J.B. Pipe it’s no different. “Even though we were much quieter than normal, we realised we could stay open during Covid, so we did. Because of that, we helped a lot of roadside patrols and many people we wouldn’t ordinarily have met. Thankfully, a lot of those people are still coming back to see us.”

Why is customer service so important to J.B. Pipe? Matthew’s answer is immediate. “It isn’t something we do, it’s something we are. We treat people as we’d like to be treated and customer service comes naturally.

“RAC customers, they’re often stranded away from home – they might be from the other side of the country – they’re quite nervous, the industry has a bad reputation, and I think a lot of people are worried that they’re going to be ripped off. The RAC brand gives them a lot of reassurance, so when they come in we look after them. We

make sure that our prices are fair by price checking the job for them so they don't have to."



We asked Matthew if there's any advice he'd share with the rest of the network. "You want our secret recipe?" he jokes, "it's clarity, transparency and honesty. We'll clearly explain to each customer the problem they've got and how it has occurred, and we'll give them the prices to fix it. We work with the customer to find a solution that's perfect for them."