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**SE Motors recognised for service excellence  
in the 2015 Australian Business Quality Awards**

*Strong focus on customer satisfaction leads SE Motors to win the Gold Award*

**SE Motors**, one of Oakleigh South's oldest and most reliable car service centres, achieved the esteemed **Australian Business Quality Award** for successfully adhering to its high service standards and going beyond customers' needs.

Now in its 7<sup>th</sup> year, the Australian Business Quality Awards acknowledges enterprises that exhibit outstanding service levels as assessed by their customers. The organisation measures businesses against a range of internationally-recognised principles of best practice in customer service.

"At SE Motors we are truly proud of this recognition which clearly demonstrates our commitment to please our customers by providing overall quality service. In our business, we try to serve our customers like we would like to be served. We make sure our customers are happy with the work completed and the friendly service we offer."

Recounting an experience with SE Motors, one of its customers remarked "Being shown the work completed including the old parts removed and having it explained why they needed to be replaced was a refreshing change for me because I am used to just getting a bill and a request to pay".

Equally satisfied with SE Motors, another customer said, "I work in a local school Monday to Friday and I don't get time to get my car serviced, so when SE Motors offered to pick up and drop off I was sold"

The Australian Business Quality Awards aim to raise the bar in customer service by encouraging businesses to be the best at what they do and rewarding those who excel in their respective fields. Open to any enterprise, regardless of its size and the nature of its business, the awards evaluate how effective an enterprise is in performing against its own and best practice customer service standards.

According to the organisation, "Customers always look for the best service, which positively impacts the business in various facets, from recall to word of mouth and repeat business that all affect the bottom line. The awards not only give the business the recognition it deserves but also identify aspects that surpass customer expectations and those that have room for improvement."

Providing a good indication of which businesses have strong customer satisfaction ratings, the Australian Business Quality Awards bestows the Bronze Award to enterprises that garner a score of 70% to 80%, the Silver Award for an 80% to 90% score, and the prestigious Gold Award for a score of 90% or higher. A complete list of the winners is available at [www.businessquality.com.au](http://www.businessquality.com.au).

SE Motors is about service in the motor vehicle trade. We can look after all your motoring needs. We have loan cars and we can pick up and drop off (if local) to make it easier for you.

SE Motors is part of the SE Autogroup which caters for other services such as accident repairs and management and we also buy and sell cars. It is the ONE STOP SHOP when it comes to motor vehicles, trailer, caravans, boats etc. etc.