

# Committed to customers

**A**llow me to remind you, briefly, about Lincolnshire Volkswagen Specialists Ltd (LVS). Established not quite three-and-a-half years ago in a 1,500sqft factory unit at Gateway Park, North Hykeham, the company was the brainchild of Andy Bower, a local man whose working history had been steeped in the popular Volkswagen brand.

My first visit to Andy's premises was met by a near stunned silence. To all intents and purposes, LVS was a VW-branded centre in all but logo-style.

From the slate tiles of the workshop to the blue-carpeted immaculate office and reception area, Andy's time-served dream had been realised.

Word of mouth had ensured that his compact but efficient workshop was seldom quiet and the brand responsibility had extended to local, ill-served Porsche customers and even Bentley owners (another of the VW brands) found a haven of professional satisfaction at the compact but impeccably

By IAIN ROBERTSON

maintained workshop. Well, nothing much has altered, except for somewhat larger premises, now based at Lincoln Enterprise Centre, not half a mile away, just off the main A46 Lincoln-to-Newark bypass. I say "nothing much", while almost talking down the significantly larger facility that has now expanded to 5,000sqft and features one of the most impressive office units and workshops that I have witnessed outside of a main franchise.

For Andy and his colleagues, the three greatest needs of the original LVS operation are answered in one fell swoop – parking space, storage space and enough space to establish a full MoT Test Centre.

It would seem that space would always be the final frontier and, while the former North Hykeham premises had more than served their purpose, being able to install four two-poster ramps and an MoT centre to satisfy a burgeoning customer demand has taken the business another vital step forwards.

There is a tyre bay, mezzanine storage and a minor dents removal operation allied to the parts, service and maintenance facilities. A bespoke body repair service can be arranged off-site for more major tasks but, otherwise, this is LVS, just larger and more accommodating all-round.

Although the site is still fairly new, the spacious offices meet branded service centre requirements to perfection. They are so impressive that you could easily be in a main franchise centre. Customers still benefit from sensible working hours (8am to 6.30pm and Saturdays), loan cars and low prices.

Yet, there is more, as Andy intends to open a retail shop, from which to sell spares, accessories and tuning equipment.

The bottom line is that rather than feel deprived by ever-spiralling vehicle costs, LVS customers can reside happily in the knowledge that they will receive main dealer quality at back street rates and, if that is not attraction enough, then one visit to LVS will confirm the commitment.

**FRESH START:** Lincolnshire Volkswagen Specialists Ltd staff at their new premises.



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