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# The Laconia Daily Sun

## AutoServ earns top regional honors for keeping Kia service customers satisfied

By Roger Amsden  
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BELMONT — AutoServ's Kia dealership on Prescott Hill was honored Tuesday for excellence and will fly a banner for the next three months as the third quarter award winner in customer service satisfaction for Kia's Eastern Region.

"This is the best staff I've ever worked with," said Kia service manager Alan Orlik, who once worked at Crown Kia in Florida before returning to New Hampshire to rejoin AutoServ. The dealership was rated the top in service satisfaction in customer surveys of the 18 dealerships in the region.

Tom Cavanaugh, fixed operations manager for all of AutoServ's locations, which include Tilton, Plymouth and Concord as well as Belmont, said it was the second time in recent years that AutoServe Kia has won the award.

AutoServ, formed by Paul Gaudet Sr. in 1990, has seven auto franchises including Kia, which it acquired in 2007 and moved to its current location in 2008.

Rob Dameron of Kia Motors America said that AutoServ Kia has "excelled at what Kia has asked them to do" and maintained high standards which put its customers first.

Cavanaugh said that training is an important part of the dealership's award, noting that all of its technicians are fully certified and that the dealership has all of the special tools required for servicing all models and that it provides extended service hours by being open six days a week.

Donna Gaudet-Hosmer said that AutoServ Kia also services all of the other makes that AutoServ has franchises for, including Chrysler, Dodge, Ford, Jeep, Nissan and Volkswagen.

She said that the family-owned, family-run business works to build customer loyalty and that service is an all-important part of its business.

"A big part of keeping customers satisfied is about what's done in the back shop. We want to keep them happy, so they'll keep coming back as customers when it's time to buy a new car," said Gaudet-Hosmer.

### CAPTION

AutoServ's Kia dealership on Prescott Hill in Belmont has been honored as the top Kia dealership in the Eastern Region district for customer service satisfaction. Kia officials presented the award to AutoServ in a ceremony at the dealership. Taking part were, left to right, front row, Alan Orlik, service manager; Jeremy Trotta, Kia Motors parts and service representative; Don Vachon, service advisor; Jim McIntire, detailing; Donna Gaudet-Hosmer, owner; Rob Decameron, Kia regional representative; Paul Gaudet, Sr., owner; Paul Gaudet Jr., owner, holding his eight-month-old son, Declan; second row, Tom Cavanaugh, in charge of fixed operations for AutoServ; Shawn Ivester, technician; Adam Decato, technician; Lee Hughes, technician; Jared Drouin, technician and Mark Eber, AutoServ Kia manager. It marks the second time that AutoServ's Kia dealership has won the award. (Roger Amsden photo for The Laconia Daily Sun)



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