

AutoServ receives customers' kudos

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BELMONT - AutoServ of Laconia is the No. 1 Kia dealership in the Eastern Region in customer service satisfaction, according to representatives from Kia Motors America, who arrived in **Belmont** earlier this month and awarded AutoServ for its excellence with a promotional banner. AutoServ, formed by Paul Gaudet Sr. in 1990, has seven auto franchises representing Chrysler, Dodge, Jeep, Ford, Kia, Nissan and Volkswagen. AutoServ acquired Kia in 2007.

Tom Cavanaugh, fixed operations manager for all AutoServ locations, which include Tilton, Plymouth and **Belmont**, said it was the second time in recent years that AutoServ has been awarded the honor.

Rob Dameron, district manager for Kia Motors America, said that AutoServ of Laconia Kia has excelled at what Kia has asked them to do and maintained high standards which put its customers first. This is an award from the people. AutoServ's customers told Kia of America of their experience at AutoServ of Laconia was rated highest in customer satisfaction of the 18 other Kia dealerships in the Eastern Region.

Cavanaugh said that training is an important part of the dealership's award; properly trained technicians know how to fix the problem the first time and get the customer back on the road. Cavanaugh noted that all of AutoServ's 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, owner of AutoServ along with her father Paul Sr. and two brothers, Dennis and Paul Jr., said that AutoServ of Laconia conveniently services all makes and models of vehicles. Gaudet-Hosmer said that AutoServ is a family-owned, family-run business that 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.