



IT'S YOUR TURN

A recent Chamber of Commerce meeting sponsored by North Halton Golf & Country Club gave me an idea. This community needs more interaction. Business to Business. Public to Business. Everyone has experienced trepidation when acquiring a big ticket item. I see it every day on my showroom floor. Worried faces wondering when some high pressure salesperson will pounce on them and trick them into overpaying for a vehicle they really don't need.

Wouldn't it be nice to be able to breeze through a major purchase with a clear understanding of the whole process? Wouldn't it be nice to have one of those confident "smirks" on your face, knowing you got a good deal and trust the person you're dealing with? Wouldn't it be nice to do away with the anxiety that has seemingly built up over the last 3, 4 or 5 years necessitating the purchase of "Tips on Conflict Resolution"? That would be nice. How are we gonna get there? More communication, more interaction. Last Monday's meeting gave me an opportunity to solicit input from the local business and political community. I have a lot of respect and wish I could learn more from people like Manes, Hepburn, Johnson, Hatch, Chudleigh and Trenton. But with the exception of Hepburn's "wartime" jeep, these people already have reasonably new vehicles and I don't sell tractors.

SOOOO, now it's your turn. I want **YOUR** input. Write me. Fax me at 877-4557. Drop by. Phoning is not good, but please contact me with suggestions, concerns, ideas or topics for future letters. (No ticking packages). It's tough keeping all of our customers happy forever. We are not allowed to overturn the manufacturer's warranty policy. What I want to accomplish is to change your perception of car dealerships. I know its hard to reach into your pocket for fifteen grand, so tell us how we can make it more enjoyable.

Paul Auty



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336 Guelph St., Georgetown

877-0149 877-5108 TOR. 874-4277

