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MEET OUR EXPERTS

Russ McHugh has been a valuable employee of our business for 18 years. Russ & his wife, Donna have two children, Ryan and Jennifer. Russ is a licenced mechanic and our shop foreman. He is also a member of our local Fire Department. Thanks Russ for your loyalty over these many years.

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John Anthony

Buck Gervais

Gallinger extends hours to serve commuters better

When Tom Gallinger claims to offer "full service" at his Ford dealership, he has three departments to back him.

Not only does Gallinger Motors Ltd. offer customers mechanical services, complemented by a complete parts department, the dealership also has a body shop. While the collision department is not new, Mr. Gallinger says its being promoted more now.

Phil Hansford has worked his way up through the ranks as a painter and body repairman and now manages the body shop. According to Mr. Gallinger, who manages the dealership with his brother Dave Gallinger, theirs is a "preferred" body shop for several insurance companies. This rating is based on quality of work, he says.

In the service department, John Anthony is at the helm and looking after the parts department is Buck Gervais. Their departments are going further to satisfy customers with new extended hours. Customers can now have their cars serviced on Saturdays. The move is geared to Milton's commuter population, who can't have their cars serviced during the week.

Extended hours Tuesday evening also cater to this crowd. The new hours are: Tuesday, 7:45 a.m. to 8 p.m.; Saturday, 9 a.m. to 3 p.m.; Monday, Wednesday, Thursday and Friday, 7:45 a.m. to 5 p.m.

The parts stocked at Gallinger's are 99 per cent Ford original equipment. While Ford parts for Ford cars and light trucks are the specialty, Ford also manufactures parts for other vehicles under the Motorcraft label.

In addition to supplying its own service department, Gallinger's sells parts to other service centres in town. The main focus however is providing sercice to Ford customers, who have usually purchased their vehicles at Gallinger's. Mr. Gervais says it's important to use original equipment and to maintain the vehicle's warranty through regular service at the dealership.

Those who do come back have a chance to see the dealership managers' motto in action, "We go that one step further for customer satisfaction."