



STRAIGHT TORQUE

MULTI-AWARD WINNERS - CONGRATULATIONS TEAM PRODUCTION!

It seems like only yesterday that we sent you our July newsletter - it is amazing how many things happen in three months! The most exciting for us is that we have been fortunate enough to take out three business awards - we would like to extend a massive thank you to all of you for your support. We feel most privileged to have developed such a wonderful team, and would like to congratulate them on their hard work and for winning the:

- **2010 Australian Achiever Awards** for NSW's Automotive Industry (with a score of 99.68% for customer relations and service)
- **2010 Penrith Local Business Awards** for Outstanding Automotive Services
- **2010 Penrith Business Achiever Awards** for Motoring Services.

We were also fortunate to be in the running for Business of the Year as part of the Business Achiever Awards as our score was in the top six overall. This is a great achievement, and one of which we are incredibly proud.

As always, please don't hesitate to call if you have any questions or concerns about your vehicle. See you soon!

Best wishes,

Mel, Brendon and the team @ Production Automotive



NEW DEAL WITH KUMHO TYRES!

We have just negotiated some great prices for our customers on Kumho tyres. As a small business we haven't had the buying power of the larger tyre corporations, but as a new member of the Capricorn Co-Op (one of largest independent automotive parts buying groups in the Southern Hemisphere) we have been able to negotiate prices equivalent to the big players in the tyre industry. So when you next need tyres, be sure to let us quote up some Kumho options for you!

KUMHO IS ONE OF THE WORLD'S FASTEST GROWING AND TECHNOLOGICALLY ADVANCED TYRE MAKERS, WITH A GREAT RANGE OF PASSENGER, 4WD & TRUCK TYRES.

PANTHERS TRI CLUB

We jumped on board to sponsor Panthers Tri Club (PTC) in 2009 as a way of saying 'thank you' to all of the crazy triathletes who have supported us. This month we signed on as sponsors for a further three years to provide ongoing support to the club. Brendon and Mel have both been active members for almost seven years and have developed many close friends (and training partners!) during that time. The club is community-focussed and we are keen to provide as much support as possible for their initiatives. As of 1 October 2010, **10% of all service work or repairs for PTC members showing their membership cards will be donated to the John McLean Foundation** (www.jmf.com.au), so make sure we know you are a member!

PTC
PANTHERS TRI CLUB

CONGRATULATIONS

- Matt Crowley and Vanessa Larwood on their engagement
- The Adancewicz family on their trip to Adelaide for State finals
- Fiona and Nick Hornman on the arrival of baby Torah Jade, Nik and Marina Glisic on new son Seraphim, and Skye Elliot on her gorgeous new baby boy Benjamin
- Naomi and Adam Dimech, Derek and Susan Brock, and Maxwell and Belinda Douglass, on their weddings
- Drew Reece as the new President of the Panthers Tri Club, Matt Green as Vice President, as well as Callum George, Rob George and Mark Grady on their roles on the Race Committee
- Karl Gruber on impending grandfather-hood!
- Catherine Iliuk on her pregnancy with twins, and Mark Hind and family who are expecting a new baby (on 25 December!)
- Isaac and Chrystal Ware on their growing family – a new baby on the way and a new kombi!
- Adam Cole on his graduation with a Bachelor of Education, and Brian Skepper on his graduation with a psychology degree
- Carol and Les Potter, Heather and John Estival and Dave and Blanche Richardson, on their new homes

Congratulations continued!

- National Locksmiths, White River Design, CTC Communications, Complete Recruitment Solutions, Nepean Regional Security and Taj of the Valley for winning the Local Business Awards in their respective categories, and Michelle Hughes from Nepean Regional Security for winning Employee of the Year!
- Matt Green and Natalie Orr on completing the 100km Oxfam Trailwalker - awesome effort!

TEAM MEMBER PROFILE



CHANTEL JAMES, third-year apprentice mechanic

Chantel is a third-year apprentice mechanic. Having previously completed three-and-a-half years of her trade, Chantel took time off in 2008 to be a first-time mum to 18-month old daughter Kodi. A great asset to the Production team, Chantel is an all-rounder with extensive mechanical knowledge and abilities, as well as great attention to detail. She takes everything we throw at her in her stride - we are yet to see her flustered! (Which is just as well considering she is a mean kick-boxer...!!!)

MORE NEWS

- Urban Painting and Decorating on their nomination as Dulux Accredited Painter of the Year
- Matt Peacock on first place for his artwork overall in the 2010 Penrith Show
- Emily Wilcockson on winning the 2009 Vocational Prize of the Year.

Get well soon:

- Get well wishes to Rick Essex, Jack Sweeney, Mindy Hatcher and Andrea Dunne after their recent surgeries, and to Jill McCall after her illness.

FREE CLASSIFIEDS!

Do you have a vehicle for sale or are you looking for something specific? Know someone who is buying or selling a car?

Be sure to check out our free classifieds at www.productionautomotive.com.au/web/classifieds.html.

To list your vehicle for free, simply call us on 47316660 or email info@productionautomotive.com.au with photos and as much vehicle information as you can!

Don't forget about the new rules on child restraints - if you have any questions, please give us a call, send an email or call in!

OPENING HOURS

Monday – Thursday: 8am – 5pm
Friday: 8am – 3pm
Saturday: 8am – 12pm
(by appointment)

SHOP WITH US AND WIN \$5,000!

Drop in to the workshop to fill out an entry form - we've taken up an opportunity for our customers to enter into six monthly draws, each for \$5,000. All of our customers have the opportunity to enter, so call in and fill out the forms!

The draw dates are: 20 October 2010, 17 November 2010, 15 December 2010 and 19 January 2011. There have been two draws already and so far we haven't had a winner from Production, so please get your entries in - we want a member of the Production family to take home some cash!

GALMATIC VEHICLE FIRST AID KIT, AND CAR HANDBOOK FOR GIRLS, BOTH AVAILABLE!

We have the Galmatic Vehicle First Aid Kit, as well as the popular Car Handbook Designed for Girls, available at Production.

The First Aid Kit is fantastic for your glove box ... made by Trafalgar First Aid, the handy size fits neatly anywhere and it contains all of the essential tools necessary in an emergency. The companion handbook covers info about what's under the bonnet, changing a tyre, safe driving tips, buying and selling a car, what to do in accident, etc - its one woman talking to another woman in simple, fun language. For more info on either, check out www.galmatic.com or call into the workshop.



REFERRAL PROGRAM REMINDER

DID YOU KNOW ... that between 90 and 95% of our new customers come from recommendations? Make sure that your friends and family let us know who refers them so we can send you a \$50 voucher to say thank you!

WOMEN IN TUNE - FREE WORKSHOPS

Our free workshops for women are going to be run again in early 2011 - be sure to let us know if you are interested! They will be run on various evenings and Saturday mornings, with the goal of giving women more info about their vehicles. Email Mel at info@productionautomotive.com.au to register your interest, and we will have more information in upcoming newsletters.

PRODUCTION HOSTS CHAMBER OF COMMERCE - TUESDAY 9 NOVEMBER 2010

We are hosting the Penrith Valley Chamber of Commerce Tuesday 9 November 6pm at the workshop, and would like to extend an invitation to all of our customers to attend. If you are interested in joining us for a fun evening with local business owners please call or email Mel so we can be sure to cater appropriately - we would love to have you there.