

# Trusting Chuck's!



customer who forgot the luggage rack was on top of the vehicle and got stuck in the parking lot entrance, or the time that Chuck got up at 4 a.m. to take a customer to the airport because her car wasn't ready.

## "EXTRAORDINARY" COMMUNITY SERVICE

Community service is also important to both Chuck and Lynn, and they support many local and national organizations. Their first charity was Make-A-Wish. Near Christmas in 2001, the Belliotis heard on the car radio the wishes of critically ill children. "We looked at each other and Chuck said, 'We've got to support this.'" Lynn said. Chucks donates enough to fulfill the wishes of one child every year and so far has donated \$68,058.

"That effort is extraordinary for a small business," said Stephanie Pugliese, Development Director for Make-A-Wish of Greater Pittsburgh and West Virginia. "Their donations have been so impactful."

## "BLESSED" BY CHUCK'S SUPPORT

One winter, Chuck and Lynn drove past a long line of people waiting for South Hills Interfaith Movement's (SHIM) food bank to open. "These are our neighbors!" Lynn remembers thinking, and she and Chuck immediately became donors. Chuck's is also a drop off site for SHIM's drives for food, school supplies, and clothing and supports SHIM in many other ways.

Chuck's is one community business that really understands SHIM's mission of enabling neighbors to help neighbors, said James Guffey, executive director of SHIM.

"Whether through their financial support or support through food drives, Chuck and Lynn understand that the affluent South Hills communities also have families that struggle to make ends meet and they are there to help!"



Chuck's is remodeled in 1984

Guffey said. "Their generosity is an example for others to follow and SHIM has been so blessed by their support.

The list of additional groups they support is lengthy and includes New Eyes for the Needy; Cell Phones For Soldiers; charitable golf outings; local youth ball teams and school fundraisers; Disabled American Veterans, Chapter 76; Operation Homefront; Wounded Warriors, and the Foundation Fighting Blindness. "It's just the way we were both brought up," Lynn explained. "We were taught that you give back when you can."

## THANK YOU FOR TRUSTING CHUCK'S!

This year, as Chuck's celebrates 50 years in business, long-time customers and new ones alike talk about how they value Chuck's great auto repair work at a fair price. But what they speak about most is what good people Chuck and Lynn are. "Honesty, integrity, reliability, truthfulness, honorable, decency, and going above and beyond" are words that people use when talking about why they are such loyal customers. One is Bill Narr,

Chuck's customer for 21 years.

"From the heart Chuck, thanks for being not only my trusted mechanic, but a good advisor, a good friend, a near father figure to me who has a genuine interest in not just me, not just my vehicles, but my family," Bill said. "You and Lynn and the Chuck's team have become very special to us and I'm very grateful that we found you 20-plus years ago."

Chuck and Lynn feel just as strongly about their customers, many of whom they call friends.

"Somewhere in the newsletter, please tell our customers how much they have meant to both Lynn and me over the years," Chuck said. "Tell them, thank you for trusting us and supporting our business. Tell them that without them, we would not have been able to contribute as much to local charities and groups. Tell them how very much we appreciate them and that we will be here next year for them for year 51 and for as long as we can!"



## Why I'm a Chuck's Customer

"Chuck is honest and always goes above and beyond. They only fix what needs to be fixed and they'll let you know when something will need to be done in the future so you can plan accordingly. The mechanics are honest and reliable and always do a good job. We had a transmission problem that Chuck's couldn't fix so he recommended another shop that repairs transmissions. They got it fixed and were able to get the car back running. Do I recommend Chuck's? Every chance I get!" – Mike Roarty, Chuck's customer for 35 years.



## 50th Anniversary Tribute

"When it comes to bosses, Chuck is one of a kind. He goes above and beyond for his employees and expects only that we do our jobs to the best of our abilities. It's so nice to see all the relationships he has built with his customers over the years, and many have turned into life-long friends. Thanks for all the memories and all the years being here. We are proud to be a part of the Chucks Auto Service family. Congrats Chuck on 50 years! Here's to many more!"— The Chuck's team: Doug, Sean, Joe, Jamie, and Ed.

