



## Why I'm a Chuck's Customer

"Earlier this year we had trouble with one of our cars and we knew by the sound that it was the exhaust. With a dual exhaust system it can be a big cost item. I took the car to Chucks. So Sean called us and he said the best Chuck's could do is order a part and drop it in but that they knew another shop that does custom exhaust work. Sean said if I was going to keep this car for five to eight years it would be more economical to have it repaired by this other shop. He said it could save us close to \$1,000 if we go with them.

"I said, 'I'm sure we will do that' and he said, 'If you are definitely going to do it, I will call them and see when they can take your car.' So Sean called me back 15 minutes later and said, 'Okay, we talked to the guys and they can take it and Chuck said if you are comfortable, we will just take the car down for you.' So, they made the appointment for me and then took my car down to the shop for me! We paid the other shop over the phone and two or three days later, we went down to Chuck's and picked up the car! We finished up the tire work and a few other things with Chuck. They saved us between \$800 and \$1,000 based on what it would have cost to get a whole exhaust system replaced.

## "Who gives another shop business that they could have done, right?"

"I am also very impressed with the quick friendship that so easily developed with Chuck. Every time I came in he genuinely expressed interest in me, my life, my family. Not in an intrusive way, not overbearing, but with genuine interest in me and my family. I started thinking, I think he's going to be a friend! Not long afterward he invited us to pig roasts at his home and treated us to golf at the outings he supports.

"Chuck is someone you really need to trust. He is honest. He's trustworthy and he goes out of his way to get to know his customers. And all his people really know what they are doing and they have worked for him forever. And he sends me these friendly newsletters that make me feel like I'm part of the family and that I actually want to read!

"He's not just the guy I take my cars to, he's become like a favorite uncle, almost like a father figure to me." — Bill Narr, Chuck's customer for 20 years.

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to buy gas for her tow truck that she drove evenings for a friend who had a AAA contract. Chuck wanted to add another driver and this one had her own truck so of course he offered her a job. Lynn wasn't interested. Every so often Chuck would offer Lynn the job until 1979 when her friend lost his contract and she was available. She said yes and also accepted the offer to keep Chuck's books. A pioneer in the field, Lynn was one of two women tow truck drivers for AAA in Southwestern PA and the only one in Allegheny County. It's one of her many skills.

## "LYNN CAN DO ANYTHING!"

"Lynn can do anything!" Chuck said. "There is nothing she can't do."

Lynn's natural aptitude for fixing and building things developed while working on jobs with her dad, a local homebuilder and developer. Pretty and with strength that belied her petite frame, Lynn drove trucks, learned plumbing, electrical, concrete, carpentry, painting, how to lay floors, how to build trusses, and how to replace a roof. When Chuck's was too busy to take care of her father's Chevy van, Lynn replaced the head gaskets herself. "They gave me the Mitchell manual on how to do it and I figured it out," she said.

## A PERFECT TEAM

She didn't know it but taking that part-time job at Chuck's would change her life. Lynn and Chuck went on calls together and when time permitted, stopped for dinner. "We hit it off," Chuck said, and he proposed. Lynn tells the story about the required premarital counseling that began with a questionnaire that they were told to fill out separately. They did, but after they turned them in, the pastor scolded them. "I told you to not to fill these questions together, but your answers are nearly identical!" Chuck and Lynn were as surprised as he and assured



Lynn lugs shingles

# Thank You For



And replaces a roof

the pastor they had filled the forms out separately. "In that case, forget the premarital counseling," he told them. "You're all set." They got married in 1984 committed to each other and a common goal to expand Chuck's and create it into the best shop they could and to always be people their neighbors could depend on. Chuck's was remodeled in 1984, adding bays. Lynn helped with carpentry and painted Chuck's logo on the building and the trucks. Over the years improvements included hydraulic lifts, air scrubbers to keep the oxygen clean for employees, and tire machines, as Chuck's stayed up-to-date and well ahead of many competitors. Over New Year's weekend in 2017, Lynn completely remodeled the office and waiting room by herself and assembled the desk where Jamie works today.

## ALWAYS HIRES GOOD PEOPLE

Chuck and Lynn both believe in hiring good people and training them if necessary because, as Lynn says, you can develop skills, but personalities rarely change. This has served them well. Dave, who just retired, Doug, Sean, Joe, Ed, and Jamie are genuinely nice, friendly people. Because of that and because Chuck and Lynn provide great benefits and even take the team and their spouses out to dinner every few months, the work environment is pleasant and turnover is rare. Customers can count on having the same mechanic work on their cars every time they bring it into Chuck's.

## KNOWN FOR EXCELLENT CUSTOMER SERVICE

Chuck and Lynn wanted to provide the best customer service possible and became known for that. Stories abound about how Chuck helped customers in ways unusual such as how they fixed the car of a customer's out-of-town relative one Thanksgiving weekend, or how Chuck raced to the Galleria to help free a

