

# EMPLOYEE CASE STUDY

**Name** Justin Lewis

**Current Role** Account Manager (Rental)

## Autoclenz Journey

Justin started with Autoclenz 27 years ago as a Self-Employed Car Valet in 1992.

Being reliable, flexible and positive, Justin has progressed through the Autoclenz pathway, starting out in High Volume Dealerships, Auction Sites and Import Centres. Justin has managed many Motor Show events including the RAC Rally Stages and has covered many accounts for Autoclenz over the years.

Progressing to Valeting Supervisor at Honda in 1996 and our own valeting outlet, Justin gained valuable experience with customer service and quality.

In 2009 Justin stepped up to Fleet Management at one of our Europcar Accounts in Newport, dealing with logistics and man management for our Delivery and Collection business.

2015 saw Justin being promoted to Account Manager for the South West Region, looking after our Rental Division for key accounts including Europcar, KwikFit and Sixt.



### External Training Invested in by Autoclenz

IOSH Working Safely, IOSH Managing Safety.

### Internal Training completed

Induction Safety Interactive Training, Modern Slavery, Winter Weather Awareness, Time Management, Slips, Trips & Falls, Manual Handling, GDPR, Equality & Diversity, PPE Video Training, Environmental Awareness, Communication, Stress Management, Lone Working, Leadership, Customer Service Essentials, COSHH Interactive Training, Conflict Management, Team Work, Electrical Safety, Health & Well Being, Bullying & Harassment, First Aid in the Workplace – Employees, Bribery Act, Change Management, Workplace Safety Interactive Training, Data Protection Interactive.

### What is the main attraction for you staying with Autoclenz for such a long period?

Challenging myself to be the best at whatever I do and also job security. If you look after the company the company will look after you, I believe in old school values such as reliability, honesty and quality.

### How do you believe Autoclenz differentiates itself from the competition?

The main differences are that Autoclenz pay attention to detail. Compliance is key whether its safety, quality

or flexibility. Experienced management and personnel, doing a better job in every department.

### What are your own personal successes within Autoclenz?

Training and helping others have been my success, passing on the knowledge from my experiences has helped me to gain respect from the 65 people I look after.

### Why would you recommend Autoclenz as a great company to work for?

Autoclenz feels like a family run business, it provides great customer service and looks after its staff by providing a safe environment to work, progression opportunities and good rates of pay.

### Where do you see your future with Autoclenz?

I would like to progress even further within Autoclenz, passing on my knowledge along the way.

### What advice would you give anybody just starting their own Autoclenz Journey?

Think positive and keep an open mind. You will have good days and bad days with problems to solve but there is always someone in the team that can help.



[www.autoclenz.co.uk](http://www.autoclenz.co.uk)



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