



**My BBB Accreditation
Works for ME!**

Toyota On Nicholasville

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***BBB Accredited since
July 2008***

Toyota on Nicholasville is celebrating the grand opening of their brand new dealership, featuring sales, service, shuttle service, even free Internet Wi-Fi and a cafe. General manager Dave Conley says he is proud that the dealership qualified for BBB Accreditation. "It's important to be BBB Accredited, because that lets customers know that if something is not being done right, and they need that addressed, we are going to do our best to resolve it. It's all about reputation," he says.

Conley says that he wants to know how well the dealership is helping customers, and he wants to know if something needs attention. "We have a customer relations manager, Tammy Mitchell, to help with any issues that arise," Conley says. Conley's office even looks out into the customer waiting area. "I'm available to talk to them if they need to."

Toyota on Nicholasville has won the Toyota Motor Manufacturing President's Award 9 times since they began business in 1991, an honor of which Conley is very proud. "They don't award that honor lightly," he says. "They base it on customer feedback and other factors. So if we have won the award, we hope that means we are doing things right!"

"We value every single customer that comes through the door, for sales or service," Conley says. "And they all get treated exactly the same, with respect." Conley plans to keep Toyota on Nicholasville's BBB Accreditation. "We get many customers from outside the county, and they check out our record with the BBB," he says. "That's incentive enough for us to keep upholding the BBB standards so we can have that ethical designation."