



Lexus Dealerships Acclaimed as Britains Finest

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Delivering the best customer service has always been a top priority for Lexus and its performance remains the best in the motor industry, according *Auto Express's* Driver Power survey. Lexus has taken top ranking for the quality of its dealerships in the study, based on the real-world experiences of thousands of UK motorists.

Lexus's overall 90.66 per cent score reflects how the spirit of *Omotenashi* – the best traditions of Japanese hospitality – influence every aspect of the brand, from designing cars that protect and anticipate the needs of driver and passengers, to providing welcoming, professional and courteous service to every customer.

The result completes a triple Driver Power success for Lexus this year, having already been named “best manufacturer” and taking the “best premium SUV” title with the RX 450h.

Driver Power gathered the opinions of *Auto Express* readers about the franchised dealerships they use, covering issues such as the facilities available on-site, availability of courtesy cars, staff politeness, the standard and speed of work carried out, clear communications and value for money.

The findings produced excellent scores for Lexus across the board, the magazine noting how it provides “by far the cleanest and most comfortable” facilities, with work done by technicians who are “clearly among the best in the business”. Lexus also emerged as the best brand for the standard and efficiency of service, maintenance and repair work.

The experience of Angela Phillips, a Lexus IS owner from Stockport, is representative of the survey's findings. She told *Auto Express* how “nothing is too much trouble” for the team at Lexus Chester. “They recognise me as soon as I walk through the door and they know exactly what I am there for,” she said.

Ewan Shepherd, Director of Lexus in the UK, said: “The results of the Driver Power survey are a tremendous reward for everyone who works in our centres across the country. It is thanks to their hard work and commitment that we are able to deliver on our promise of consistently providing the highest levels of customer care and service. It is our aim to continue to raise the bar, going beyond our customers' expectations and setting new standards for the motor industry.”