



Lexus Retailers Ranked Britain's Best in Auto Express Driver Power Survey

26 July 2018

Lexus retailers have once again taken top ranking in the *Auto Express* Driver Power survey, reinforcing their reputation for giving unparalleled customer service and satisfaction.

With an overall score of 90.23%, Lexus was the dominant player in the survey, taking first place in the categories for dealership facilities, staff courtesy, communication, the promptness with which work is carried out and the availability of courtesy cars when needed. In other categories it never ranked lower than fourth.

The results were based on the opinions and experiences of thousands of motorists who look to retailers to provide excellent, trustworthy service and value for money.

Reporting the results, *Auto Express* said: "What really impresses about this result... is that Lexus has maintained its position while rival manufacturers have moved up and down the rankings over the years. Courteous staff go the extra mile, with excellent communication, workmanship and unsurpassed service. Clearly this VIP treatment means owners are more than happy with the value for money they're getting."

As an example of customer satisfaction, the magazine heard from Joshua Fernie, a Lexus RX 450h owner, who has high praise for the Lexus Hull retailer. He said: "We all want the best car on the market, but that's only half the story. The dealership is the other half. The MD comes and chats to us, the sales team is friendly without being pushy and the receptionist knows us by name. Lexus Hull is excellent in every capacity."

Ewan Shepherd, Director of Lexus in the UK, said: "This result is an excellent reward for our entire UK network and has only been achieved thanks to our retailers' commitment to continually improving the service they offer. Customer preferences and requirements are changing all the time and we have a fast-growing model range, so to be the best our retailers are constantly having to review and adapt the way they work to ensure service continues to go beyond our customers' expectations."

This latest success follows Lexus being named Best Manufacturer in the *Auto Express* Driver Power Survey, and taking top place in the Premium Large SUV and Premium Mid-size SUV categories with the RX 450h and NX 300h respectively. The NX further excelled as the survey's top model overall for reliability and build quality.

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