



Lexus Rewards Its Top Retailers with Centre of Excellence Awards

20 March 2019

Lexus Hull has taken the Best Lexus Retailer for a second consecutive year, named the overall winner at Lexus's recent annual Centre of Excellence Awards.

Hosted by Vernon Kay at London's St Pancras Hotel, the 2018 awards acknowledged successes achieved across the full range of business operations, including customer experience, new and used car sales, retail and business performance, finance and marketing.

Each award was determined by the centres' measured performance in key areas, with the best retailer being the business which achieved the highest scores across the board.

Opening the event, Kevin Ledger, General Manager Lexus Operations, reflected on Lexus's strong UK business performance in 2018 with a record high retail market share, a particularly strong performance by the NX mid-size SUV and the success of products and events in changing perception of the brand.

"With growth across many of our core business areas, consistency in delivering a great experience and an appealing brand, this was also a year when many of our centres invested heavily in their businesses. However, we again delivered a level of consistent profit and an return-on-sales (ROS) above the industry average, with many centres delivering well over two per cent. It is a key goal for us this year to ensure the rest of the network achieves this level of consistency," he said.

Lexus Centre of Excellence Awards and winners:

Lexus Retailer of 2018	Lexus Hull
New Car Sales Experience	Lexus Coventry
Service Experience	Lexus Cardiff
Overall Customer Experience	Lexus Hull
Finance Customer Retention	Lexus Lincoln
Finance Customer Retention	Lexus Stoke
Used Car Sales	Lexus Milton Keynes

Business Centre	Lexus Belfast
Lexus Care (after sales)	Lexus Edgware Road
Conquest Marketing	Lexus Leeds
New Car Sales (lower volume)	Lexus Leicester
New Car Sales (higher volume)	Lexus Sidcup
Retail Sales	Lexus Edgware Road
Five Star Award	Lexus Ipswich
Group Award	Steven Eagell

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