

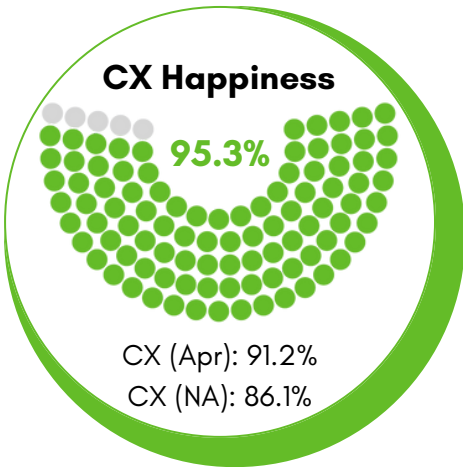
"Together **WE** Thrive"

As an all inclusive Team



It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently.

– Warren Buffett



Service Diagnostics : May 2025 (April Statistics)			
	Very Happy/Happy 100% (n=37)	Neutral	Very Unhappy/Unhappy
Communication	65%	0	0
Drop-off	57%	0	0
Alternative Transport	35%	0	0
Customer Service	78%	0	0
Pick-up	43%	0	0
Finish By Promised Time	59%	0	0
Service And Repair Quality	70%	0	0
Vehicle Condition At Collection	76%	0	0
Booking Experience	73%	0	0
Other	5%	0	0

This month is about
Customer Experience,
including how we are
perceived.

- So:
- How do customers see us? How do we want them to see us? How do we influence it?
 - Smile ...
 - The 5m rule
 - Why do we have processes?
 - Stay fresh, and keep up high standards ... like Saturday dress standards, as an example!

BRT Service Team – 2025 Vision

“Together
WE
Thrive”
As a Team

We Love Locals

