

Business Excellence Non Member

Intercity Auto Centre

Bruce Miault is the owner and president of Intercity Auto Centre, a company that strives for diversification in its industry. They have a full mechanical automotive repair shop, sales lot and within the past year have added transmission services and repairs to their list of available services. Their new location has more space, higher traffic and the potential for future expansion. They have expanded their tools and equipment to provide an increase in their inventory and services. As well, their retail business has grown over 30% in the past 9 months.

Intercity Auto Centre strives for exemplary customer service and notes that each customer requires something different. Intercity Auto provides free pickup and delivery, free shuttle service to and from the shop, provides a viewing window for customers who wish to watch them as they work and also invites customers into the shop directly to show the service their vehicles require. Intercity Auto Centre offers a comfortable atmosphere for customers while they wait including beverages and WIFI.

With the expansion of their business they have been able to create new job opportunities for a Mechanic Apprentice, and a Shop Assistant, enlarging their local business to 7 employees. Intercity Auto is involved in a number of community organizations including Tony Villeneuve Memorial Car Rally in support of the Thunder Bay Regional Health Sciences Foundation's Northern Cancer Fund, and the Hill City Kinsmen. Employees are encouraged to participate in their community, which includes an employee who sits on the board of Confederation College's Motive Powers Program, and another who is a Lieutenant Firefighter for the Lappe Volunteer Fire Department. Congratulations to Intercity Auto Centre for winning the Business Excellence Award for Non Members.