

Business REVIEW

Service with a smile

RICHARD D'ELIA has been carrying out quality services on a range of motor vehicles since he opened his business six years ago.

The business is now offering fixed price servicing from \$145, car tyre sales and manufacturers' servicing, which means new cars can be serviced under warranty.

This does not mean, however, that Richard's good old comprehensive services are no longer available. Comprehensive services can still be done, for the price of labour plus parts required.

And don't worry about voiding your car's manufacturer's warranty, because Richard can service any car without affecting the warranty. He'll also supply a free oil filter for all first-time warranty services.

A fixed price service from Richard D'Elia Motors involves: up to five litres of Castrol motor oil (nine litres in 4WDs).

Transmission fluid check and top up, brake fluid, radiator and overflow, battery water, washers (and additive), power steering fluid and tyre pressure.

An extensive safety check and report including lights, wipers and washers, seat belts, horn, mirrors, gas system, steering and suspension, brakes, tyres and wheels, engine mounts, exhaust system, and more.

Wheel balance and rotation; Air filter clean; Adjustment of headlights; Battery test; Brake fluid and coolant test; Belts (timing, fan, etc) adjusted; Checking hoses and cooling system; Cleaning battery terminals; And finally a road test and maintenance report.

Their spotless waiting room, complete with seating and coffee facilities, is nearly as comfortable as most people's loungerooms. The workshop is almost as clean, and if cleanliness is next to godliness then these guys are saints.

While relaxing in the impeccable waiting room you might notice a rather large sign bolted to the wall. This sign effectively spells out the company's aims. On reading the first



Rewed Up: Richard D'Elia and his employees are rewed up and ready to help with all your car servicing needs.

paragraph you might be pleasantly surprised.

"At Richard D'Elia Motors our main aim is to provide prompt, efficient service. We understand our customers' cars are a very important asset and are relied upon as their means of transport."

Very good so far, but as you keep reading you can't help but admire the professional aspirations of the staff.

"Our staff are trained with this knowledge and always aim to provide the highest quality of workmanship, whilst working in a safe and

friendly environment. Richard D'Elia Motors makes every effort to meet its environmental obligations, not only for today but for future generations. We aim to keep your car's emissions to a minimum, whilst disposing of waste in a responsible and sustainable manner. Above all else, we want our customers to feel safe and be happy with our service."

And most customers are. Especially since the staff at Richard D'Elia motors make sure to take care of the little things. It is not uncommon to find a car deodoriser hanging

from your rear view mirror after a service. Most customers are from Kilmore, Wallan and Broadford but Richard says he occasionally gets work from Whittlesea, Yea, Alexandra, Lancefield and Romsey.

In addition to the workshop side of things, Richard offers scheduled servicing, a pick up and delivery service, a full guarantee on all his work, EFTPOS, and he is VACC accredited.

For bookings or more information call Richard D'Elia Motors at 122-124 Powlett St, Kilmore on 5782 2500.

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All your garden needs



Pretty Sally Home and Garden: Ready to help you with all your hardware and garden supplies needs.

PRETTY SALLY Home and Garden have been in business for more than 10 years in Kilmore. John Hemphill is the proud owner of the business, with his son Darren who has taken a more active role over the past seven years.

Pretty Sally Home and Garden stock a full range of hardware and garden supplies including mulch, which is great for keeping moisture in the garden, and topplings.

They stock more than 13,000 lines of hardware and equipment, including post hole diggers, whackers (compact), rotary hoes, rotary drills, trenchers and jack hammers just to name a few!

They will soon also be stocking chipper-mulchers and mini excavators.

With a local staff of six people, Pretty Sally Home and Garden find it no problem to deliver to your door.

They are also members of Hire and Rental Association, which means they must adhere to a strict code of ethics.

Pretty Sally Home and Garden is a locally based and owned business which has a great reputation for giving exceptional service and going that extra mile for their customers.