

## My BBB Accreditation Works for ME!

Why do BBB Accredited Businesses STAY Accredited? Check out what this BBB Accredited Business has to say about it...



**Miller's Automotive Repair**  
**1119 Commercial Drive**  
**Lexington, KY 40505**  
**Phone: (859) 225-6277**  
**Fax: (859) 381-1002**

***BBB Accredited since  
January 2002***

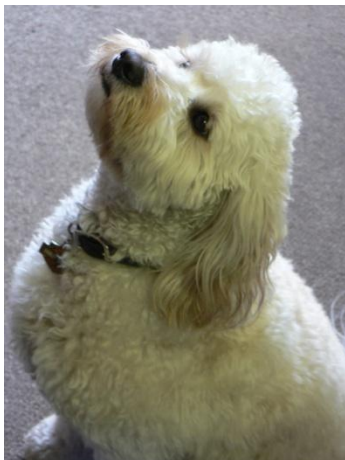
*Owner Adam Miller, daughter Michelle Mitchell, and brother Paul Miller*

"I consider Accreditation with the BBB like wearing a badge of honor."

So says Adam Miller of Miller's Automotive, which has been in business since January 2001.

"Once you are Accredited with the BBB, it says something important about how you do business," says Miller, when asked why he chose to support ethics by seeking BBB Accreditation.

Miller knows how important it is to make a positive statement in business. He has been in business for himself since 1972, starting with an auto service station in Lexington at the intersection of North Broadway and New Circle Road. (Another business is located there now.)



Around 1980, the fuel franchise company left the area, so Miller was not going to be able to operate his gas station service center any longer. He worked at a relative's excavation business for a while. Then he worked for 16 years at an auto shop on Manchester Street in Lexington.

*Daisy handles "public relations" at the shop!*

Miller had been considering going back into business for himself and decided, "It's now or never." So Miller and his wife went to the bank with a business plan in hand...the bank told him it was the easiest auto repair shop loan they ever approved, he's proud to say....and the rest is history!

Miller's Automotive is a family operation. His brother, Paul, and daughter, Michelle Mitchell, help run it and are about to take over the company while Miller enters into a well-deserved retirement. He notes that Michelle running the office up front has been a real plus. "Years ago, you never saw women bring in their cars....it was always men. But more women are coming in, and they are even better than men in many cases in describing what the problem is with their vehicle. Having Michelle up front to assist them helps everyone feel like they are going to get well taken care of."

Miller emphasizes that the company will still stay involved with the BBB.

"The BBB is the first place I look for advice – checking out vendors, solicitations, advice on dealing with a customer issue, etc. My first thought that comes to mind is to call the BBB," he says.

Miller says he's seen plenty of changes over the years, but one thing that never changes at his business is customer service. "We are a family operation and run a clean shop," Miller says. He says cheaper prices someplace else may attract some people, but word of mouth on service and value is what proves a business' worth.

"We try to take care of our customers, because honestly, sometimes customer service is all you've got to sell that puts you above and beyond the rest."

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**Do you have a story to share about how BBB Accreditation works for your business? Tell us about it.**

Perhaps our dispute resolution services solved a problem you had with a "something for nothing" customer. Maybe our BBB staff helped you avoid using a fraudulent vendor. Did your ability to advertise your BBB Accreditation help you attract a customer who chose your business over a non-accredited business? Whatever your story is, let us know about it! You might be featured in our newsletter and on our website!

Just email your experience to **memberbbb@lexbbb.com**, or **fax it to (859) 259-1639**, mail it to **1460 Newtown Pike, Lexington, KY 40511**. Address your statement or email to "BBB Accreditation Works for ME!" Please include your name, your company name, address, phone number and email address.