

FRANKSTON TOYOTA FLEET

Driving
your business
further



 **FRANKSTON TOYOTA** FLEET

 **Frankston Toyota**

TOYOTA'S MOST AWARDED DEALER

frankstontoyota.com.au



Driving your business further

Contents

An Introduction to Frankston Toyota	2
Our Awards	3
Our Facility	3
Fleet Management	4
Service	5
Parts & Accessories	5
Pre-delivery	6
Used Cars	6



“Frankston Toyota...the
number one Toyota dealership
in the Bayside area & one of the
nation’s most recognised...”

An Introduction to Frankston Toyota

Frankston Toyota had its origins in a small filling station on Wells Road, owned and operated for many years by local identity Murray Macintosh. Purchased in 1978, the business quickly became a major Toyota, Rambler, Volkswagen and Triumph dealership, evolving in the 1980s into a specialist Toyota and Mercedes Benz operation.

In 1992 Michael Beamish joined his father’s business and began to develop a full and exclusive relationship with Toyota. Michael was in full control of the business by 2001, when Howard Bould joined as a partner and links with Toyota were fully established.

Under the joint stewardship of Michael and Howard, Frankston Toyota has grown to be the pre-eminent Toyota dealership in the Bayside area and one of the nation’s most recognised. We do not consider ourselves a large corporation – we prefer to be known as a significant local business with a 100-strong team of highly professional local employees, many of whom have developed close relationships with regular customers.



2/6



Above: (Left) Showroom (Right) Pre-delivery Facility

“We all know that the key to winning lies in gaining the trust of every customer.”

Our Awards

A long list of awards in recent years testifies to the total commitment to customer service demonstrated so consistently by our outstanding team:

- **Toyota Dealer of the Year Award**
2004, 2005, 2006, 2007, 2008
- **Toyota President's Award for Excellence**
2004, 2005, 2006, 2007, 2008
- **Toyota Financial Services Dealer of the Year Award 2008**



and year by year, a large collection of Awards for Excellence – Gold for Excellence in Parts, After Sales Service, Silver for Excellence in Customer Satisfaction, New Car Sales, Used Car Sales, and Business Management.

Our Facility

Frankston Toyota occupies a two-hectare site in Wells Road, Frankston. The principal building is an imposing architect-designed and purpose-built complex housing a large showroom, executive and departmental offices and the state-of-the-art service facility.

A key feature of the site are the three 22,000 litre rainwater tanks which harvest water from the roofs as an independent supply for our car-washing service. There are two additional tanks at our recently opened state of the art Pre-Delivery Centre in Overton Road, which provides secure storage space for up to 200 vehicles.



FRANKSTON TOYOTA FLEET

Driving your business further

“...a high level of honest, reliable
and professional service...their attention to
personal dealings also provides for a
refreshing lasting relationship.”

Robert Hall
Middendorp Electric Co. P/L

Fleet Management

Frankston Toyota is very active in the fleet management market, dealing with organizations ranging from very large state and federal government departments operating as many as 500 vehicles, down to SME's with just two or three.

We tailor individual solutions designed to meet the needs of both organisation and employee. We employ cost effective and efficient methods of managing fleets in order to achieve the most efficient total cost of ownership. We can also help with most issues of fleet management and of course Frankston Toyota's state-of-the-art service facilities are part of our armoury of advantages.

Our Fleet team consists of service driven, motor industry professionals who have developed a complete understanding of all aspects of fleet ownership and management.

Fleet Sales Manager Khaldon Paull is a former finance industry executive who joined Frankston Toyota in 2004 and formerly held the position of Assistant New Car Sales Manager. He is available to visit new and existing customers alike to ensure their needs are always fully met.

Khaldon is assisted by Fleet Administrator Lauren Vernon, who generates and organises all the necessary paperwork. Formerly from the childcare sector, Lauren is highly enthusiastic about her change of career; her sunny personality, refreshing 'can do' approach and professional competency is much appreciated by the team and their clients.

Scott Jones brings some versatile motor industry strengths to his role as Fleet Sales Consultant. His recent automotive background has included spells in both Sales and Parts with other well-known marques, while earlier experiences in the hospitality industry honed his ability to think on his feet and taught him the important art of developing enduring client relationships.

Mission Statement

Frankston Toyota's Fleet team combines its diversity into a customer-oriented unit with a single objective – to exceed the customer's expectations.



Khaldon Paull
Fleet
Manager



Lauren Vernon
Fleet
Administrator



Scott Jones
Fleet Sales
Consultant



Cheryl Howitt
Vehicle Delivery
Co-ordinator



Above: (Left) Parts Warehouse
(Right) Service Workshop

“Have the peace of mind
that your car is serviced
by the people who built it”

Service

FRANKSTON  TOYOTA
Service Centre
THE NEW WORLD OF SERVICE

The factory-trained technicians at the Frankston Toyota Service Centre have two missions in life – to keep your Toyota running like a new car throughout its working life, and to get the very best results from their million-dollar-plus suite of hi-tech diagnostic equipment.

Advantage

 ADVANTAGE

To make your ownership experience easier and more affordable, we've raised the bar in servicing. We call it the Toyota Advantage. On selected Toyota models for the first 3 years or 60,000kms, whichever comes first, your new Toyota comes with reduced, fixed price servicing for standard scheduled servicing (up to first four standard services). And because nobody knows your Toyota like our Toyota trained factory technicians, the Toyota Advantage Service Plan guarantees a genuinely better service, using only Genuine Parts, at a genuinely better price.

Express Service

Express  Service
Maintenance & Wash
IN UNDER AN HOUR

Express Service is a revolutionary 'Pit Crew' style of Toyota servicing which utilises state-of-the-art equipment to enable multiple technicians to synchronise operations so that each vehicle is fully serviced and **washed in under an hour**. Employing a revolutionary tool trolley system, the system offers higher efficiencies by having all tools localised and in easy reach. The customer is able to watch the proceedings via CCTV from a comfortable lounge and is saved the nuisance of having to make two trips to drop off and collect the vehicle.

Look at the advantages...

- The only dealer in Melbourne to offer Express Maintenance
- Revolutionary state of the art equipment
- Regular scheduled maintenance servicing the convenient way
- Bonus value car wash
- Toyota genuine parts

Expert Toyota-trained technicians

Our expert technicians are trained by Toyota in all specialist dimensions of Toyota engineering to ensure vehicles are serviced to the highest standards, using Toyota Genuine Parts to keep vehicles in the best possible condition for a longer and safer life.

* Conditional on the customer's adherence to the booked appointment time. One-hour turnaround is calculated from the time the customer approves the maintenance work at reception to delivery of the serviced vehicle to the customer. The dealership is not liable for delays in vehicle maintenance if the customer does not adhere to their booked appointment time. Priority is given to on-time customers. Not all vehicles applicable.

Parts & Accessories

Our inventory of Toyota Genuine Parts and accessories runs to many thousands of items to suit every task or customer requirement. Our Parts operation is central to our Pre-delivery system, ensuring the timely delivery of new vehicles correctly optioned to customer requirements.

We also stock a large selection of genuine Toyota merchandise and clothing, as well as a comprehensive display of wheel and tyre packages.



*Above: (Left) Quality Control Bay - Pre-delivery Facility
(Right) Used Car Yard*

“Frankston Toyota
is proud of its
commitment to quality”

Pre-delivery

Frankston Toyota is proud of its commitment to quality while handling large volumes of business; even in the current tough trading conditions we are selling over 100 new vehicles per month. Our pre-delivery system offers a good illustration of how we are able to combine quality with quantity. Our Delivery Experience Co-ordinator stays in touch with every new vehicle buyer from first contact and tracks agreed delivery dates and all option requirements. This invaluable ‘work in progress’ system enables the required parts or accessories to be ordered and installed on schedule and ensures a seamless transition.

Used Cars

A considerable part of our business involves buying and selling traded vehicles in fact we are one of the largest Toyota used car dealerships in Australia. After a thorough appraisal and all necessary reconditioning by our factory-trained technicians, the best of trades become Toyota Approved vehicles and are offered for sale on the lot, with a full warranty.

Our used car dealership fills a niche in the Frankston motoring landscape with a wide range of selected used vehicles at prices starting from as low as \$4,000.



 **FRANKSTON TOYOTA FLEET**

1-4 Wells Road, Frankston VIC 3199

t: (03) 8781 7748

Khaldon Paull

m: 0400 094 494

e: kpaul@frankstontoyota.com.au

Scott Jones

m: 0411 218 457

e: scottj@frankstontoyota.com.au

 **Frankston Toyota**

TOYOTA'S MOST AWARDED DEALER

frankstontoyota.com.au