

# This service centre is a spa for cars

'Garage of the Year' has plants, skylight and a staff training lounge



SHANNON LEE MANNION  
Auto-Biography

Last December, Roy Rump and Sons was again written up in *Service Station & Garage Management*, this time as its Garage of the Year.

**Q:** How do you compete with the chain store/big box auto repair businesses?

**A:** We pay attention to our image and we make sure we do a good job. We have testimonials and long-term staff. We keep track of what people say about the company through CAA's Approved Auto Repair Serviced program that guarantees workmanship and fair resolution of complaints. And we double the warranty, giving the manufacturer's and then adding our own.

**Q:** What sets you apart from other service stations?

**A:** We have built our business on capability and trust. I would say that there are four things that make a difference: our location, financing, equipment and personnel.

**Q:** Could you elaborate on the Interactive Distance Learn-



JULIE OLIVER, THE OTTAWA CITIZEN

Roy Rump, right, has operated his auto-repair and tire centre on Pinecrest Road at the Queensway for 44 years. Keeping it all in the family are, clockwise, son Roydon, the general manager; daughter Diane Rump-Egan, office manager; and grandson Cody Egan, 17, their co-op student. Their new centre was designed to be as kind as possible to the environment.

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**Congratulations to  
Roy Rump & Sons Tire & Auto Centre**

spa. Tinted windows and glass blocks line the exterior. Inside, a magnificent skylight overlooks a sweeping staircase that leads to offices and the staff lounge/training area. In the customer waiting room, the leather furniture is surrounded by well-tended plants.

Diane Rump-Egan — "the other son," quips her father — is the one with the green thumb. She also handles the company's marketing and accounting. Brothers Roydon and David are service manager and maintenance manager, respectively.

Diane's 17-year-old son, Cody, is their co-op student. "He is the eighth generation of Rumps in Canada," his grandfather proudly notes.

Just before completion, the new shop was featured on the cover of *Service Station & Garage Management* magazine under the heading, "Building a Dream." The dream became a reality when the doors opened Jan. 1, 1997.

The 5,200-square-foot structure includes five bays with eight hoists in 10 stalls. With 2,800 customers on a database for service reminder notices, the four Class A mechanics handle between 14 and 16 cars a day. Mr. Rump taps his head with his index finger: "This is why these guys can make some money. They work from here now."

Tom Belford, who has been with the Rumps for 35 years, appreciates the new facility and says he'll be with the company for the next 25 years. Frank Priori, Dan Powell and Jeff Newson complete the mechanic roster.

ment and personnel.

**Q:** Could you elaborate on the Interactive Distance Learning training system?

**A:** It's a new system for training mechanics. The broadcast signal comes via a satellite dish on the roof. It cost \$11,000 to equip the upstairs room that doubles as our lunchroom. Between noon and 2 p.m. and at 7 p.m., courses come on the monitor and staff participate if they're not busy. There are telephones to connect them with the instructor in case they need clarification on something.

**Q:** What sorts of courses are offered?

**A:** Our staff can study electronics, air conditioning retrofitting, on-board diagnostics, antilock braking systems, electronic fuel injection, emission control, customer relations, sales, management, marketing, human resources, financial management ... All the things that took them away from work before that meant lost production time are available through IDL.

**Q:** And what about your building?

**A:** It was built starting in 1996 to R2000 specifications to save energy. All our big equipment runs on 600 volts to boost energy efficiency. Low-voltage halogen lighting is used throughout and the slim fluorescent lights in the bays are 30 per cent brighter and 40 per cent cheaper to operate. It costs less to heat 10 bays than two. The floor is heated so water evaporates. Glass blocks in strategic positions allow nat-

ural light in and rainwater from the building's roof is used to water our landscaping. Our three air compressors are located in the basement so noise is kept at a minimum. Our bulk storage containers for used motor oil, antifreeze and freon are in the basement as well. When we moved here, we became environmentalists.

**Q:** How so?

**A:** We noticed that, when it rains, the hill in front of us is like a skating rink from acid rain. It's as if someone poured oil on it. Cars can't stop. We wanted to do our part to help the environment so we joined the Take It Back program and now we recycle all products and have reduced our garbage by 80 per cent. Emissions testing will be coming in next year and we will be doing the testing. It's not really a tax grab like some think. You have to realize what it's doing to the environment.

**Q:** Your entire family is involved in this business. How important is this to you?

**A:** That's the whole thing about it. I was 69 when I decided to do this and could have walked away, but I didn't. I can tell you that we have good friends (in the business) and we've had good luck.

We welcome your nominations for cars and people to profile in *Auto-Biography*. Write to *Wheels*, The Ottawa Citizen, 1101 Baxter Rd., P.O. Box 5020, Ottawa K2C 3M4. E-mail: [wheels@thecitizen.southam.ca](mailto:wheels@thecitizen.southam.ca)  
Fax: 726-1198.

## Congratulations to Roy Rump & Sons Tire & Auto Centre, SSGM's 2000 Garage of the Year

*Service Station & Garage Management Magazine is pleased to award the 2000 SSGM Garage of the Year Award to Ottawa, Ontario's Roy Rump & Sons Tire & Auto Centre. The Garage of the Year Award is presented annually to the automotive service business which best exemplifies professionalism and commitment to the industry and the community it serves. Nominations for the 2001 Garage of the Year Award are ongoing. Check out page 44 of this month's issue for a nomination form, and remember to enter by October 31, 2001.*

*Thanks to Cardone Industries for their sponsorship of the SSGM Garage of the Year Award.*



Back row, left to right: David Rump, Roydon Rump, Diane Rump-Egan, Roy Rump, Tom Belford.  
Bottom, left to right: Cody Egan, Jeff Newson, Frank Priori, Dan Powell.