

# Highlands Pit Lane



The Southern Highlands Automotive Workshop dedicated to Passion, Prestige, & Performance starts with using Valvoline.

When entering Highlands Pit Lane in Mittagong NSW, first impressions are of an impeccably clean workshop with a layout that is both open and inviting. This impression is developed through the great partnership between business operations and the customer service to ensure that the customer returns with confidence time after time.

Highlands Pit Lane opened in September this year and is showing a promising future through its professional offering and superior customer experience. The dream realised by partners Graham Meredith and Michael Farquhar is a culmination of a lifetime around customers and service experience. Both Graham and Michael wanted to offer their customers the superior experience that is typically seen in other industries like airlines and catering.



To help you visualise what it's like to be a Highlands Pit Lane customer, on entry to the customer service area the clean and transparent theme is carried between the customer waiting area and the workshop. When waiting in the café sipping a beverage provided by the welcoming front of store staff, customers are offered to view the work that is being done to their car through a massive wall of glass opening onto the 3 lane workshop and wash bay. An internet port has also been set up so you can surf the net – just one of those extra things to add to your experience.

The massive LCD television on the wall also serves more than just entertainment to while the time away. Connected to the recently installed Dynamometer, this new and unique service has proven to be quite popular among Highlands' regular customers as well as performance enthusiasts. The Dynamometer allows customers an advanced tuning and diagnosis for the typical passenger car right up to measuring performance and enhancements for those looking to get that edge out of their cars. When in operation the Dynamometer is something to see while it measures the amount of horses that your car's engine is producing.

When a customer leaves Highlands Pit Lane there is no doubt that after experiencing the superior customer and technical service that they will undoubtedly return again.

Valvoline is proud to be associated with and to provide our products and services to Highlands Pit Lane. We wish the team a bright and profitable future.