



## **ROB WHITBY**

**Autosmart Franchisee - Taunton**

**"I wanted to do something for myself," says Rob Whitby, Autosmart franchisee for Taunton, "but I was earning good money in my job. So, buying my own franchise business was not something I entered into lightly."**

"I spoke with other Autosmart franchisees in the area and realised that this was perfect for me. My background was in the agricultural sector, so I didn't know anything about the transport market, but I was comforted by the amount of support that Autosmart offer."

"The area was almost completely untapped when I started so there was a lot of work to do. But I was prepared for that and with Autosmart's support I have built a profitable and successful business, that now gives me an excellent income. My sales grew by over 10% last year, despite the recession and I'm still growing. It's amazing how many different types of companies use our products every day. I sell to everything from prestige car dealers, valeters, hauliers and motor bike dealers, through to engineers. I even supply funeral parlours."

"Autosmart's support in the field is fantastic. It gives you the confidence and the knowledge to build your business and picks you up if you ever have a knock. Even when he is not out with me in the field, my Support Manager is always at the end of the phone to give me advice."

"My area is semi-rural and everyone knows each other. From my experience in the agricultural industry I knew that building strong relationships with customers is key. I enjoy meeting people and from day one I ensured that I offered fantastic service to all my customers. I always deliver on promises and customers know that I will find a solution to their valeting or cleaning problems."

**"It's great to have control over your life and business and to know that your hard work benefits you directly. Would I do it again? Without question."**