

Transitioning from being a hands-on mechanic to the role of Managing Director wasn't always easy, and was one sacrifice he had to make to grow the business.

The Motor Marque team is one of the business' greatest assets. Mark has worked hard to build an effective and supportive team in which he has confidence, enabling him to step away from the shop floor, don his shirt and tie and "stop doing the grubby work"!

One of Mark's key ambitions is to give garages a good reputation. "People don't realise that there is no Government regulation in the car servicing industry – anyone can fit new brakes! I want to play my part in making the industry credible and improve customer confidence".

Despite building a successful business, Mark is still eager to develop and improve further, which was why he could see the benefit of joining TAB.

"The direct questioning from my facilitator and TAB Board members is as important as the advice they give me - it really gives clarity to my thoughts and ideas. Having a direct link to experienced business owners is genuinely making some of my decisions easier and clearer," said Mark "and using KPIs to monitor performance was new to me but has been a great enhancement."

With 50% of Motor Marque's business coming through referral, they are obviously doing something right!

“ Having sensible, like-minded people to share things with is essential for any business owner.”



the
Good Garage Scheme 

About The Alternative Board

The Alternative Board (TAB) believes that every business owner deserves for their business to deliver for them what they want out of life. Through a combination of peer advice and business coaching we help our members achieve this. Members meet monthly to learn from one another's successes and mistakes to grow their businesses.


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