



Ankeny Auto Body Continuing Education Series Resumes



The Fall season marks the beginning of a new Continuing Education Seminar Series at Ankeny Auto Body (AAB). The Series focuses on topics that aid insurance agents in understanding the collision repair process, making it easier for agents to help policyholders make informed decisions. All seminars are taught with both agents and policyholders in mind.

This season's newest seminar topic titled *The Inspection Factor* offers an overview of key points and what to look for after a serious collision, such as hidden damage and safety issues. The FREE seminars are held at Ankeny Auto Body's facilities and yield two hours of continuing education credits per session. Seminar size is limited to 25 participants, so early registration is recommended. For more information or to register for a seminar call 515-964-7291 or e-mail Mary Sparks at marys@ankenyautobody.com

Ankeny Auto Body 2002 Continuing Education Series

SEMINAR	DATE	TIME
The Inspection Factor	September 18, 2002	10:00-NOON
The Frame Factor	September 19, 2002	10:00-NOON
The Safety Factor	September 25, 2002	10:00-NOON
The Paint Factor	September 26, 2002	10:00-NOON
The Collision Factor	October 9, 2002	10:00-NOON
The Theft Factor	October 10, 2002	10:00-NOON
The Inspection Factor	October 23, 2002	10:00-NOON
The Frame Factor	October 24, 2002	10:00-NOON
The Safety Factor	November 6, 2002	10:00-NOON
The Inspection Factor	November 7, 2002	10:00-NOON

Ankeny Auto Body Expands its Operations

Ankeny Auto Body has expanded its Ankeny facilities with the addition of 12 new repair bays to its Southeast Cortina Drive location.

"The additional 5,000 square feet will allow us to increase our capacity and efficiency and provide even better customer service," said Mark Martin, Ankeny Auto Body's owner. "Our new body frame area is equipped with a Velocity® frame machine and the latest measuring equipment to certify safety on all repairs," added Martin.

"Returning vehicles to their pre-accident condition and minimizing depreciation are some of the key goals in every repair conducted by our repair technicians, but ensuring the safety of the passenger once the vehicle is back on the road is our first priority," said Martin.

The newly added facility was occupied on May 13, 2002 and is located right next to Ankeny Auto Body's current location.

LEFT TO RIGHT - Selected views of Ankeny Auto Body's expanded repair bay space and precision alignment equipment.



auto body Ankeny 2002

CSI CORNER

2002 Second Trimester CSI Ratings for Ankeny Auto Body.

APRIL 2002 97.5%

MAY 2002 95.4%

JUNE 2002 100%

2002 Second Trimester Customer Referral Ratings for Ankeny Auto Body.

APRIL 2002 100%

MAY 2002 97.5%

JUNE 2002 100%

Information compiled by CSI Complete, a national provider of Customer Service Indexing. For more information, please call 1-800-343-0641.

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The Ankeny Auto Body Advantage



1501 SE Cortina • Ankeny IA 50021

Experience

With over 20 years of experience in the collision repair industry, Ankeny Auto Body remains committed to providing expert service and quality workmanship to each of its customers.

Value-Added Service

A lifetime warranty on all repairs, the shortest cycle time in the industry, and FREE rental car service with every repair are some of the advantages of trusting your collision repair work to Ankeny Auto Body.

The Latest Technology

From "P-Page" Logic Estimating to digital photography and Velocity® laser measuring frame, Ankeny Auto Body uses the most advanced estimating tools available today, helping to expedite each claim and providing accurate collision information to insurers everyday.

Best Customer Service Ratings

To ensure the highest level of customer service, Ankeny Auto Body is independently audited each month by CSi Complete®, a national provider of Customer Satisfaction Indexing (CSI). With consistently high ratings, Ankeny Auto Body's ratings are available to the public by calling 1-800-343-0641.

Continuing Education

Ankeny Auto Body educates insurance agents every year through its Continuing Education Series Seminars which familiarizes agents with the collision repair process.

Every service technician at Ankeny Auto Body also receives ongoing training and is certified in the use of specific repair equipment. All team members are trained in the following programs: Acoat Selected®, CHIEF®, Automotive Systems, Hunter® Engineering Company, Sikkens®, I-Car®, and ASE®.

Complete Collision Repair Service

Knowledgeable staff, modern facilities and the most advanced repair techniques in the industry make Ankeny Auto Body a premier collision repair provider.

Safety and Reliability

Over the years, thousands of vehicles have been repaired by the experts at Ankeny Auto Body, yielding a reputation for quality, safety-minded repairs that people have come to seek and rely upon. Ankeny Auto Body is also a Better Business Bureau® certified service provider and a member of the Ankeny Chamber of Commerce, offering added peace of mind in selecting a collision repair facility.

Contact Us Today!

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