



SHOP: RPM Autoworx **LOCATION:** Savannah, Ga. **OWNER:** Rick Broussard

- 1)** Owner Rick Broussard says customers often describe the waiting area as a coffee shop or lounge, where they can unwind while their car is repaired. They offer complimentary coffee, soft drinks and Wi-Fi.
- 2)** Adding to the coffee shop ambiance is the furniture. It's sleek, modern, comfortable and, most importantly, inexpensive. The items were purchased from IKEA and Pier 1, and they've been a hit among customers.
- 3)** Broussard wants his shop procedures to be transparent. The window overlooking the shop floor allows customers to monitor their repairs from the waiting area.
- 4)** The children's play area is hugely popular, keeping the kids entertained while Mom or Dad relaxes, or works at the counter.
- 5)** The shop is a Leadership in Energy and Environmental Design (LEED) registered facility. Much of the décor fits into its green status, including the rug, which is made from recycled plastic.
- 6)** Artwork from a local artist sets the waiting area apart from other shops. All of the pieces are car-related, depicting Savannah street scenes.

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