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Story last updated at 12:45 a.m. Monday, August 4, 2003

Pros at Jim Potts Auto Glass ask, 'Where has all the service gone?'

"Where has all the service gone?" is a question Jim Potts, owner of Jim Potts Auto Glass, is asking, and he is probably not alone. Odds are this is a question that many other Lubbock residents are asking as well.

"Technology is being used to eliminate people." Jim says. "And, in my opinion good people are the hallmark of good service. But, more and more companies every day are moving in the other direction by routinely replacing service with do-it-yourself."

Jim shares a recent experience a friend of his had. "He lives up north in Ohio. He said he and his wife went to the grocery store and noticed they had replaced several of the check out lines with do it yourself scanners that have a computer voice sounding like something right out of '1984' giving you instructions. So, you not only have to still bag up your own groceries like before, you now have to stand there and scan them yourself as well! Where has all the service gone?"

Jim continues, "Personally I'm tired of pumping my own gas, ordering on-line and leaving everyone voicemails. How about those automated operators you call at those so-called service centers? 'Please listen carefully to the whole message because the menu has changed.' Menus belong in restaurants! I just want to talk to a human being."

Well, one place where service has not been lost is at Jim Potts Auto Glass. When you come to his shop with your auto glass problem, they will personally help you every step of the way. They can help you with your insurance claim, and they can help by making that "1-800" phone call for you. They also help you by replacing your broken windshield with a new one at a time that is convenient with your schedule.

Their personal service includes taking the time to do the job right. Their certified installation professionals preserve your car's value and warranty and protect you and your family by following the vehicle manufacturer's strict specifications and using only the finest original grade windshields and adhesives. Plus, all their work is guaranteed for life and you never pay one penny more than your deductible.

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Miss a day?

Jim Potts believes outstanding auto glass service means "no short cuts and no compromises," and he wants everyone to know, "If you are wondering where all the service has gone, call Jim Potts Auto Glass and talk to our real people — people who really do care about you and your car."

Jim Potts Auto Glass is open from 8 a.m. to 5:30 p.m. weekdays and Saturday 8 a.m. to noon. Call Jim at 765-7877, or go to his 24/7 website service at www.jimpottsauto-glass.com. You can listen for Jim daily on KFYO-AM.

Jim Potts Auto Glass... Proud To Be Lubbock's Leader In Consumer Safety And Trust... Every Day For Over 24 Years!

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