



MADDINGTON TOYOTA IMPROVES FLOOR SAFETY, APPEARANCE AND CLEANLINESS

Overview

Maddington Toyota is a combined showroom and workshop in Perth, Western Australia. They offer an end-to-end experience for customers, with a dealership, servicing, and spare parts.

Their focus is on building long-term relationships with customers by providing the best possible experience from purchase to servicing, consistent with Toyota's high quality that Australians know and trust.

Situation

Keeping a busy automotive workshop floor clean is a challenging task. There's dirt and spills from oil, grease, chemicals, and general traffic, plus tyre marks and stains.

Maddington Toyota operates one of WA's largest new car servicing, maintenance, and repair workshops, servicing thousands of customers every year. With such a large volume of cars through the workshop, a mop and bucket wasn't cutting it. The service team needed a robust floor cleaning system that could help them ensure safety for staff and customers, plus the high-quality customer experience they pride themselves on.

They needed a way to keep the floors clean and safe while still operating the workshop and minimising disruption to the servicing schedule.

Solution

So they could clean their workshop floors more efficiently and effectively, Maddington Toyota ordered Tennant's T12 ride-on scrubber with conventional scrubbing. This included the TOUCH-N-GO™ Control Module to ensure ease of operation, with cleaning controls fixed in the centre of the steering wheel.

The T12 Ride-on Scrubbing machine is compact, battery-operated, and comes with a scrubbing side-brush - ideal for maneuvering in busy workshops with tight corners.

"It is important that we provide our team with a safe working environment and to present our customers with a professional image that reflects the level of service we provide."

— Warwick Caston
Service Manager

CASE STUDY

Rather than ec-H2O™ (chemical-free cleaning), Maddington Toyota opted for the conventional scrubbing mode. This means they add a suitable Tennant-approved cleaning detergent to their tank that's effective on grease and stains.

“At Maddington Toyota, it is important that we provide our team with a safe working environment and to present our customers with a professional image that reflects the level of service we provide. It was an easy choice to choose Tennant products to provide that solution,” said Warwick Caston, Service Manager at Maddington Toyota.

Tennant aligned perfectly with Maddington Toyota's values, including high standards, the use of advanced technologies, and outstanding customer service.

Outcome

Since Maddington Toyota received their machine in late June, 2019, their staff have already noticed a difference. They've improved the workshop floor appearance, increased safety within the workshop, and boosted morale and productivity.

Now the service team can provide customers with the same polished experience and high standard of cleanliness they get on the dealership floor. Dirt and spills are sorted quickly, keeping the floors safe throughout the workday (not just at close) while minimising disruption to the servicing team.

“It is always exciting to partner with professional businesses such as Maddington Toyota to provide solutions to help them achieve their image, safety, and productivity goals,” said Peter Stephens, Tennant's Sales Territory Manager for Maddington Toyota.

We're proud to supply Tennant products to Maddington Toyota and look forward to providing ongoing support and service to their machines, ensuring a great experience - just as they do with their customers.



"It is important that we provide our team with a safe working environment and to present our customers with a professional image that reflects the level of service we provide."

— Warwick Caston
Service Manager