



Courtesy photo

**EXTRA MILE:** The staff at Clegg Auto go the extra mile to take care of their customers, from dependable service to drinks and snacks in the lobby.

# Clegg focuses on quality, honesty

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STAFF WRITER

Clegg Auto Service won best auto

repair in Spanish Fork again, making this their fourth consecutive win. Owner Steve Clegg said their focus is on quality and honesty, and he and

his staff work hard to make sure their customers feel comfortable.

“Once people come in and get to know us, they learn they can trust us, and they come back again. We have a lot of repeat customers, and much of our new business comes from referrals,” he said.

Clegg Auto Service has been around for 12 years. Clegg himself has been in the business of fixing cars since he was 17 years old, when he went to work for his uncle in the north end of the valley. He worked there for 10 years, even becoming a business partner with his cousin when his uncle retired. But Clegg lived in Spanish Fork, and saw a need for an auto repair shop here. He sold his end of the family business, and started Clegg Auto Service at 1447 North Main in Spanish Fork. From there it has continued to grow and expand.

“At one point we had 21 bays, and that was too many,” Clegg said, “But we learned right away that was not the way to go, so we scaled back.”

Still Clegg continues to keep top-of-the-line equipment and the latest technology to ensure that he can provide the best quality of service to his customers.

“I just bought a new tire balancer and alignment machine. We’re

always upgrading to keep up with technology changes,” he said.

At Clegg Auto Service, they do everything but body work, and recently have even brought in a few vehicles for sale.

“People will tell me exactly what they want in a car, and we’ll go to the auctions and find what they need,” Clegg said.

Clegg said part of why his business stands apart from the others is the quality of his staff.

“I’m very particular about who I hire,” he said. “I have three guys who have been with me since the day we opened, and that is very rare. In this business the turnover is extremely high.”

At Clegg’s, they offer free drinks and snacks in the lobby while their customers wait, and they put air fresheners in the cars when they are done working on them.

Clegg said, “We just want to take good care of people. Nobody wants their car to break down so they have to come here, and we understand that. We try to make the experience as pleasant as possible. We love to give away free things like pizzas, anything that will help take the sting out of it. We treat them honest and fair, and we feel that makes all the difference.”



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