



CHOICE AWARD LSH AUTO

21 January 2020



Airlie Flavell-Towie

*Service Advisor
Mercedes-Benz Melbourne*

LSH Auto Choice Award – 4th Quarter 2019

We are excited to announce Mercedes-Benz Melbourne's fourth quarter recipient of the LSH Auto Choice Award; Airlie Flavell-Towie – Service Advisor.

Joining Mercedes-Benz Melbourne in May 2017, Airlie has displayed dedication and resourcefulness when it comes to providing the best service for our customers. "Airlie is customer focused and dedicated to providing what the customer requires in a timely and efficient manner."

Ivana sat down with Airlie to discuss her time with Mercedes-Benz Melbourne and her nomination for the Choice Awards.

What do you enjoy the most about your role?

Working with our guests is the best part of my role. They're so diverse, I feel lucky to have the opportunity to help them and service their vehicles.

When you were told that you had been nominated for the Choice Award what were your initial thoughts?

I was shocked! When I was informed of the nomination I was utterly flattered, I never considered the possibility that I would be nominated.



Why do you think people feel you're a positive influence on the culture at MBM?

I really enjoy helping people and trying to ensure a positive outcome for our guests. I've never considered this an influential attribute, but I guess it's an important part of any role and I admire the same attitude in others. Also, I'm very funny. Just ask me!

What is it that motivates you to get out of bed every day?

The team of people I work with! We're such a diverse team, from our runners in service to our managers, we all work together to get the best result for our guests and MBM. It makes the long days, sweat, (the very occasional) tears worthwhile.

What do you get up to outside work?

I recently purchased my first home so a lot of my time has been dedicated to setting that up and settling in with my cat (Sid), dog (Jimmy) and my partner Steve.

You've nominated Red Cross Bushfire Appeal, why did you choose this charity?

The Red Cross hold a very special place in my heart. After my uncle perished in the Black Saturday Fires in 2009, I saw firsthand the work they did in those communities to rebuild and rehabilitate. I've also had the opportunity to volunteer with them and they are an outstanding organization.



**the
power of
humanity**

The Red Cross Bushfire Appeal is currently supporting thousands of people affected by the bushfires in evacuation centres across Victoria, New South Wales and South Australia. As a trusted partner in disaster response, the Red Cross has been vital in helping these people recover from the devastation that has affected so many, whether it's providing shelter, relief supplies, psychological first aid or clean up efforts the Red Cross continues to be a champion, caring for people affected by earthquakes, cyclones, floods, storms, drought, fire and other emergencies.

If you would like to donate, get involved or seek information on the programs and resources offered by Australian Red Cross Bushfire Appeal, you contact them at;

- Online Donations: <https://fundraise.redcross.org.au/drr>
- Get Involved: <https://www.redcross.org.au/get-involved/connect/volunteer>
- Contact number: 1800 733 276

With Airlie's selection she and her guest will receive an invitation to the Choice Award Benefit where she will be recognised for her contributions and will have the chance to be



awarded the Annual Choice Award which will be presented to the person who has continued to exhibit the noted attributes and influenced their work and/or local community in a positive way.

Thank you to all managers who submitted nominations, we truly appreciate your support.



John Good
Managing Director



Charles McComb
Head of Human Resources