

Mechanic values service over cash

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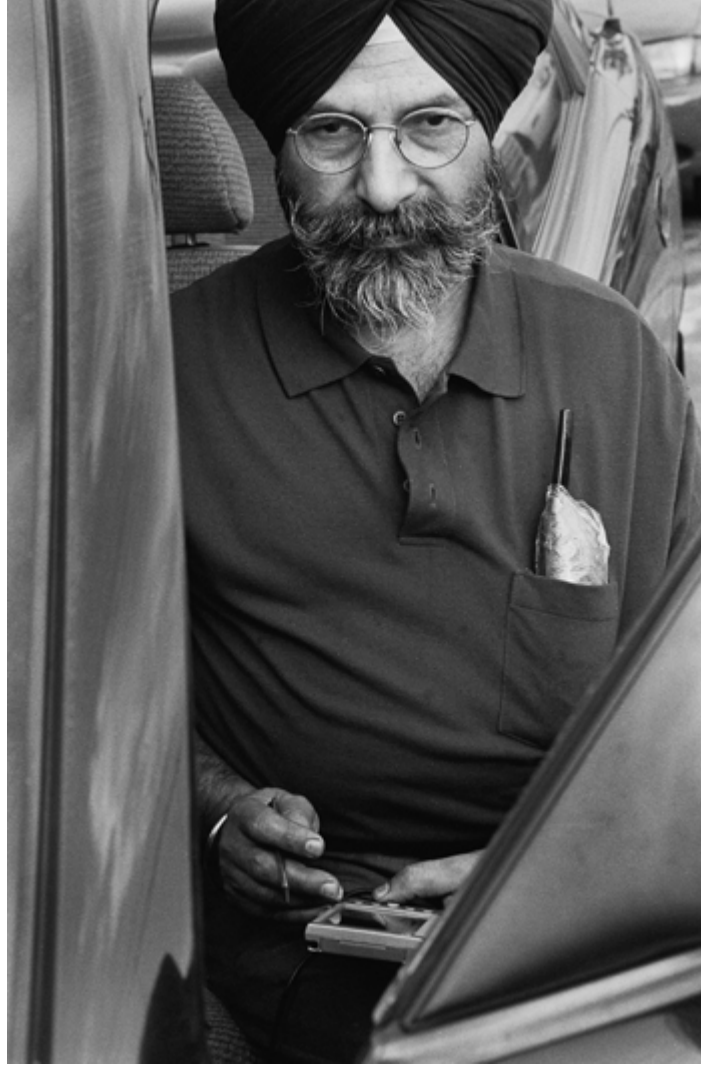


photo by [Yelena Ovcharenko](#)

With the goal of fixing the cars and pleasing every customer, Jaskanwarbar Singh Randhawa said: “I don’t care for money.” Randhawa has been operating the Performance Auto Center, an auto repair shop, at E Street and Arrow Highway in La Verne, since 1992. His philosophy, he said, is to work according to his family morals and religion.

Nicole Knight
Sports Editor

Jas Singh, owner of Performance Auto in La Verne, breaks the mold of auto mechanics

with his honest and relationship-centered style of business.

Finding an auto shop offering fair and honest service can be rare, considering the endless chances mechanics possess to overcharge vulnerable customers. Singh goes beyond a typical auto mechanic by becoming someone a customer can trust with his or her car and money.

Singh, native of India, received his mechanical engineering degrees across the sea in the East. Apprenticeships in Europe, including companies such as Jaguar and Mercedes, make up his knowledgeable experience in the auto repair business.

In 1982, Singh came to the United States working for several other companies before opening his own business 10 years later.

With nearly 12 years of business, Singh has developed a loyal clientele.

“I still have people from 11 years ago coming to my business,” Singh said. Even locals who have moved from the area return for Singh’s services.

Customers traveling from locations such as Perris, Redlands, Fresno and La Cañada have returned to Performance Auto for the excellent service. Singh even mentioned a previous customer calling from Texas for his honest advice.

“We don’t sell any extra work to anybody,” Singh said. “I’m very straightforward and tell the customer what needs to be done.”

Singh’s honest approach to business is the heart of Performance Auto’s excellent customer service. He possesses strong beliefs in fair and equal treatment for all, keeping confidence, making the customer feel comfortable and maintaining respect.

“It is very easy to make an enemy, it is very hard to make a friend,” Singh said. “I don’t want to take the chance and break someone’s confidence in me.”

In Singh’s line of work, dishonesty and deception is not uncommon.

Singh said his motive in life does not rely on money. Helping others and keeping peace of mind contains higher importance in life.

“I don’t want to take advantage of a customer, because I would not want to be taken advantage of,” Singh said. “The customer deserves to not be disrespected.”

Singh’s character displays a unique quality of compassion and understanding for those in need.

Singh has cared for and aided customers in financial difficulty or with devastating

situations. Singh said honesty shines through people and reflects off of those in contact with it.

“It is so valuable to find an auto mechanic that you can trust,” said Matt Paulson, senior journalism major and regular customer at Performance Auto.

Singh simply offers the customer the needed work, with no added pressure for additional repairs.

“He tells me what I need to do and what I could do, but also that I don’t have to do any of it,” Paulson said.

Another honest aspect of Singh’s business approach is that Singh offers complimentary redos of unsatisfactory work, not charging for a mistake his mechanics or he made.

Some of the best personal rewards for Singh come from his customer relationships.

By giving respect to his customers, they in return show the same kindness toward him. Knowing the customer and their family by name and the exchanged kindhearted gestures makes Performance Auto a genuine, customer satisfaction, oriented business.

Singh said his honest customers have made his business successful.

Singh said his mechanics are paid off salary versus commission. Employees, therefore, do not need to worry about making money, because of a set rate. Singh has made sure his mechanics maintain his philosophies of honesty.

“It is a good experience working with Jas, I have learned a lot,” said Javier Bondsani, Performance Auto mechanic. “We always try to keep the customer happy.”

Across from the University of La Verne, on the corner of E Street and Arrow Highway, Performance Auto offers convenient, fair auto services for its neighboring college students.

“He treats everybody the same,” Paulson said. “His business is great for college kids, because he is close to campus and easy to afford.”

Having children in school himself, Singh understands the pressures of college students. He keeps in mind their financial responsibilities and treats them fairly, like he does with all his customers.

“Singh is definitely an honest business man,” senior accounting major Dwayne Wibeto said. “He does quick, good work.”

Singh’s honest business philosophy derives from his positive outlook on life.

He said negativity passes from person to person, if people remain peaceful, that will also carry on.

Singh does not just take care of the customer's car, but is genuinely concerned with the well being of others.

“We are the only species who can help ourselves and other people,” Singh said. “It is up to us to keep the peace.”

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