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gettingacquainted



Folsom Car Care

520 Natoma Station Drive, Folsom
 916-355-0490

Folsom Car Care owners Elton and Claire Carlomagno just knew that they could make a difference in the full-service car care business. "All you have to do is treat customers fairly and it's easy to be above the norm for the industry." Their four business objectives exemplify the extent of their customer focus - to present an attractive place of business, to communicate effectively at the front desk, to complete the job correctly the first time, and to recover if a mistake should happen.

What more could a customer ask for? With three Master Technicians (who hold the highest level of certification) on staff, Folsom Car Care offers extensive services ranging from simple oil changes to sophisticated diagnostics. They are also the only Bureau of Automotive Repair registered CAP (Consumer Assistance Program) station in Folsom. This program provides financial assistance if your vehicle needs SMOG Check repairs. The service center has eight bays, where six technicians service about 30 cars per day. Although they advertise extensively, their customers are referred to them mostly by word of mouth. They have heard more than once that they are "the only auto repair shop to go to!"

In 2000, the Carlomagnos evaluated Roseville and Rocklin as possible sites for their business, but chose Folsom because they "fell in love with the community." Having owned a car care franchise in Sacramento, they brought with them quite a few years of experience. They loved Folsom so much that they moved here from Granite Bay and now plan on staying for life. Claire started working at Folsom Car Care a year ago and now provides that feminine touch and perspective so often lacking from a typically "manly" type of business. The Carlomagnos are a wonderful, caring family whose standards and values apply to their business as well. Go check them out!

—E.M.

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