

Bob Arlotta's Acceptance Speech for NAPA/ASE Technician of the Year

Good evening. Let me begin by saying what a true honor it is for me to be here in Atlanta accepting this award in front of my family and peers.

Being named The 2008 NAPA/ASE Technician of the Year is a goal that I have been striving for my whole career in the automotive industry. While growing up, my parents taught me to give 100% of yourself in everything you do during your life. In the 23 years that I have been in business I have always strived to give my customers the best possible service, expertise and quality work that I, and my business, could provide. With the help of the NAPA program and the recognition of the National Institute for Automotive Service Excellence, I have been rewarded with the highest level of success in this service industry.

I would like to start off by thanking my family, my wife Tammy and our three children, Nicholas, Vincent and Gabrielle who have for many years, allowed me to work many long hours, six days a week, to build and grow my business into the success that it is today. Thank you, to my staff at Long Hill Auto for providing our customers with premium service. Also, I would like to thank my extended family at Chatham NAPA who has continually submitted my nomination for 11 years. A special thank you sent out to Liz Malisa, who was the first person from Chatham NAPA to nominate me for this award and now works at Genuine Auto Parts. Recognition is in order to Charlie Read, owner of Read Auto Parts, who took me on as a young man, just starting out in business, only 21 years old and has been with me ever since.

Thank you to the National Institute for Automotive Service Excellence. They have given us, the professional technician, a nationally recognized standard for maintaining our skills, which ultimately benefits our customers. This leads me to the last and finally most important group I would like to thank, my loyal customers. They put their faith in Long Hill Auto for many years and have depended on us to provide them with honest work and unsurpassed quality. Without them, there would be no Long Hill Auto. They are why I take great pleasure in giving back to the community that has supported my business for so long.

In closing, I would like to thank the NAPA organization for giving the opportunity to a man like myself, who knew very early on in life, as a young boy, that all I ever wanted to do was work on cars, open my own auto repair business and be the very best there was. I have made a profession out of doing something that I truly love.. This recognition means more to me than words could ever convey.

I am Happy to accept this award and will display it proudly.

Thank you!