

Family-owned and operated since 1985, Shima Limousine is a one-stop transportation company for all occasions. They provide over 20,000 rides per year, using a large fleet of late model limousines, vans and coaches.

"Our success is tied to our people," says George Shima, president and owner. "Our dedicated customer service staff is available 24 hours per day, 365 days per year. You can ALWAYS talk to us personally."

Another "people" factor that separates Shima from its competitors is its chauffeurs. George explains: "Our drivers are employees. We do not use independent contractors, as half of our competition does. Our drivers are screened, insured and are trained. They are dressed in dark suits, shirts and ties. Our drivers are taught to respect a customer's privacy. That's the mark of professionalism."

George Shima recognizes the importance of trained, dedicated and professional employees. Therefore, it's no surprise that he looks for the same values when choosing a company to service and maintain his prized fleet of vehicles.

For the past nine years Shima Limousine Service has participated in the Lube Stop Fleet Account Program, which is available to companies with 10 or more vehicles. Fleet customers are billed on a monthly basis and can service their vehicles at numerous locations throughout Greater Cleveland during extended business hours. Shima's 20,000 annual rides put 80-90,000 miles on each vehicle every year. That's over 2.25 million miles a year!

"There's much more to Lube Stop than changing oil. They look out for us. I trust them"

***-George Shima
President
Shima Limousine***

It's not uncommon for Shima to put 300,000 miles on a vehicle. "Time is money. Regular maintenance is how my vehicles last so long. Lube Stop has locations all over Northeast Ohio and I can get in and out of there quickly. We can get it done when it's convenient for us."

It's not just the oil changes that keeps Shima a loyal customer. Shima explains: "They look out for us. I trust them. They look the vehicles over from top to bottom. If they see a bad tire or tie rod that needs replacing, they'll bring it to our attention. They look at it underneath. It's the people that make a difference. At Lube Stop I feel they are looking out for me, for my welfare and the welfare of the vehicle. I tell my drivers that if a Lube Stop technician recommends that something needs to be fixed or replaced, then get it done. They aren't trying to oversell us."

While cost is a factor, it's not a deal breaker. Shima explains: "price is important to some degree. Lube Stop is competitively priced. However, it's their expertise that's important to me. You get what you pay for. For example, our limousines have a u-joint in the rear because of the extended drive shaft, so there's a lube fitting back there. Most places wouldn't know that. As a result, they wouldn't know anything about weight loads and those things. To me it's not all about the money."

Shima is very satisfied with Lube Stop. "I get pretty good care from them," says Shima. "They're pretty cognizant of what we do, and treat their other customers the same way. They always explain what they're doing, the cost and how much time it takes. What more can you ask?"

