

# DEALER OF THE MONTH

The series aimed at celebrating the great work done by dealerships up and down the country

## JOHN OSMAN GROUND CARE LTD

### Franchises held:

Ransomes, Jacobsen, E-Z-GO, Iseki, Ryan, Turfco, Wiedenmann, Kawasaki, Polaris, Wolf, Sanli, Mountfield.

### Location:

Oswestry, Shropshire

### Employees:

10 employees, 12000 sq ft

### Number of service vans:

4

### Brief history:

John Osman Groundcare was formed in 1992 in Oswestry, the company has expanded and moved on two occasions finally into its current site on Oswestry Industrial Estate.

Remaining a family owned business has allowed them to retain a strong, reliable, highly trained and conscientious work force.

Their skills and knowledge along with the proactive approach to customer care has helped them to be one of the most highly respected dealers in the Shropshire, North, Mid and West Wales area.

The core of the business is supplying sales, service and parts to the commercial sectors including local authorities, golf courses, contractors and caravan parks, as well as a well stocked 3,500 sq ft showroom for domestic sales.

Strong franchises such as Ransomes Jacobsen have been the key to continued growth, there has also been great success in the golf car hire market.

Hire is another growing sector of the business not just with golf cars but turf machinery, tractors, mowers and specialist aeration equipment.

The company puts its continued success and growth down to over 80 years of combined industry experience from its staff aligned with great products fantastic parts, service support and great partnerships with its growing customer base.



### Key services offered:

Parts and Service support, on site servicing and repairs, cylinder grinding, machinery sales and demonstrations.

### Specialist Services:

Machinery hire, contract spraying and aeration work.

### How has the dealership changed over the years:

Customer Care is still the main priority for the company, with investment in better systems and staff training to accommodate this, along with diversification into the Agricultural vehicle market and the contract/hire market.

### What would you like to see changed:

A more sensible pricing structure across the industry allowing for more sustainable business and investment going forward.

### Do you support customers who have in house service facilities?

Absolutely yes we do, we appreciate that our customers all have different service requirements and we support these customers with training, impress stock and in many cases the more specialist work such as cylinder/bottom blade grinding, hydraulic testing and repair.

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To nominate a GI Dealer of the Month contact Scott MacCallum with your reasons why the dealer of your choice should be featured...  
Email [scott@bigga.co.uk](mailto:scott@bigga.co.uk)