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**BODY SHOP** 

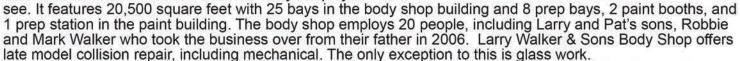
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## LOCAL BODY SHOP OWNERS THRIVING DESPITE COVID-19 PANDEMIC

Larry and Pat Walker probably never imagined their business facing a worldwide pandemic when they opened their body shop doors in 1972. But 48 years later that is exactly what their sons, Robbie and Mark, are dealing with as they continue to manage the day to day operations of Larry Walker & Sons Body Shop in High Point. This family-run business has seen a lot over the years, including moving and expanding the business several times to meet the ever-changing needs of customers and the vehicle repair business.

Their shop, located at 5915 Surrett Drive in High Point, is often described as one of the most beautiful body shops you'll ever



Robbie says they have built their business on quality, which their father instilled in them from the beginning. Insurance carriers have become more involved in dictating how a vehicle will be repaired, and while 90% of the work they do is insurance work, they have developed a reputation for doing what is in the best interest of the customer, not the insurance carrier.

When asked how COVID 19 has affected their business, Robbie shared that they have had trouble getting the parts they need from the manufacturers, along with the paint supply chains which have been affected by



employee furloughs. They have also had to take extra steps internally to ensure the safety of their employees and their customers. He said, "We're taking extra precautions including sanitizing vehicles before the customers pick them up. There's an added cost to this, and it takes time, but it's a necessity now." Their employees are also more conscious of safety concerns and are practicing social distancing both in the office and in the body shop.

Through it all, Larry Walker & Sons has managed to keep their doors open, operating business as usual to the best of their ability. Because more people are staying home, and fewer

people are driving, business has slowed. Instead of booking customers four weeks out as usual, they are now booking them one week out. Regardless, they are staying busy and fortunately have not had to lay off any of their employees. He credits their reputation for keeping them afloat. "If a customer has a vehicle that needs to be fixed, they think of us."

Extra communication with customers has been required to make them feel safe about the process. Customers can drop their vehicle off with the keys and never step inside the body shop. The same goes for picking up their vehicles.

Body shops like Larry Walker & Sons rely on their great partnership with the Modern Parts Center, even during the pandemic. Robbie commented, "Modern extended a hand to me when another vendor could no longer extend credit to us. They also have the parts inventory and the ability to get us the parts we need the same or next day." He also appreciates his Parts Specialist, Ernie Lunsford. "Ernie understands our expectations, and he has a lot of parts knowledge. He never lets us down and takes good care of us."

As an essential business, we continue to provide the same great service and inventory customers have always relied on. Whether you are a new or existing customer, Modern Parts Center is here to help!

# MODERN HIRES WAREHOUSE FLEET MANAGER/DISPATCHER



## **RICK PEARCE**

In February of this year, Rick Pearce officially joined the Modern Parts Center as the Fleet Manager and Dispatcher. This is a new role that was created to help meet the needs of the company's growing wholesale parts division.

Rick comes to us with 20 plus years as a mechanic, coupled with experience in fleet management. He previously worked for both Mack and Volvo Trucks. He starts his day at 4:30am in the Parts Center warehouse, where he is responsible for scheduling and managing 35 delivery drivers and delivery routes, making sure the trucks are loaded

with the correct parts, and keeping up with truck maintenance. With the onset of COVID 19, that has also meant making sure the trucks are sanitized and the drivers have the necessary personal protection devices needed to safely do their job.

Rick, his wife Lee, and their 15-year-old son, Ryan, live in Lewisville. The other member of their family is a mixed breed rescue dog named Delaney. After a busy week in the warehouse, Rick enjoys camping in Maggie Valley where you will likely find him firing up a good steak on the grill. Rick is a basketball fan and enjoys watching his favorite team, the North Carolina Tar Heels.

Having Rick on board means the parts center can continue to meet the increasing needs of our parts customers, and ensures the warehouse runs more efficiently so that our customers can continue to expect their parts to be delivered on time and correctly. We are happy to have him on our team!

# MEET YOUR MODERN PARTS CENTER DRIVERS!



## **CHARLEY HAGAN**

Charley Hagan is a familiar face to customers on nearly all Modern Parts delivery routes. He has been sharing his great smile with our customers for 20 years and says one of his favorite things about the job is the people he gets to meet. Charley is a widow and has 3 children, 11 grandchildren, and 6 great-grandchildren. He is originally from the Asheville area, but moved to Winston-Salem in 1955. His past work experience includes being a policeman in Winston-Salem for 10 years, working in several area dealerships, and the Modern Automotive Body Shop. He's known around the parts center for his great hugs, and for not needing GPS to find his way around on his routes!



#### TONY BOWEN

Tony Bowen has been a Modern Parts driver for 24 years and is probably best known for his attention to detail and accuracy when organizing his truck and making deliveries. He also really enjoys interacting with customers. He has been married to his wife, Elaine, for 51 years and has 2 daughters, 2 son-in-laws, and 6 grandchildren. In his spare time, he enjoys traveling and attending his grandchildren's sporting events.



# New Faces at the Modern Parts Center Parts Specialists



### MONTY GRANDFIELD

Monty Grandfield joined Modern in December 2019, after moving to North Carolina from Vermont with his wife, Cora. He is enjoying the milder climate North Carolina offers as it gives him more opportunities to ride his motorcycle, which is one of his favorite pastimes. Monty has two stepsons, ages 26 and 24, and four dogs - a golden retriever mix, a beagle, and two papillons. His favorite food is surf and turf, and his favorite sports team is the Washington Redskins. Monty brings 29 years of parts experience to Modern.



### CARL MOSTELLER

Carl Mosteller enjoys fixing things around his home and spending time with his friends and family when he is not working. He joined the staff in January 2020 and has 22 years of experience working in automotive parts. He lives in Clemmons with his wife, Brooke, and their two dogs, Pepper and Wally. Something most people may not know about Carl is that he is an only child. He loves Japanese food and is an avid North Carolina Tar Heels fan. His favorite destinations are warm, sunny locations. His favorite vacation was a cruise to the Caribbean.



## MIKE WILLARD

Mike Willard brings 30 years of parts experience to Modern. His background includes working with Ford and GM, and he is very knowledgeable about both. He came to work at the Parts Center in February 2020. He and his wife live in Welcome, and when he's not working, he enjoys yard work, going to the golf range, and hanging out with his buddies. His favorite food is pizza.



#### DAVE PAGLIERONI

Dave Paglieroni is the newest face in the Parts Center. He moved to North Carolina from Massachusetts with his wife, Gina, bringing 42 years of wholesale parts experience with him. His background includes Ford and Subaru. They have six children, and two dogs - a chocolate lab named Bruin, and an Australian Sheppard named Chara. Dave is an avid drag racer, and in his spare time enjoys traveling and visiting family. He loves eating anything Italian.



## - HERE'S WHAT'S HAPPENING AT THE WAREHOUSE

The Modern Parts Center serves as the main hub for distributing parts to our customers. It covers 80,000 square feet, and there are 65 employees carrying out the day to day operations in the facility. During the COVID 19 Pandemic these employees have worked using additional safety measures that include wearing gloves and masks, social distancing. separate breakroom facilities, and the addition of an isolated customer pick-up area.

The Parts Center has a reputation for having one of the largest parts inventories in the state, and services not only North Carolina, but several surrounding states as well. "As the automotive parts business grows and body shop needs are evolving, it has become important to continuously improve upon what we do," said Terri Cooke, the Modern Parts Center Warehouse Manager.

In February of this year Modern made the decision to no longer carry aftermarket parts. Terri explained, "Maintaining the inventory for aftermarket parts required a lot of space in our warehouse, which meant housing less factory-made original equipment (OE) parts inventory. Since Modern is known for its inventory, we felt it best to increase our OE stock in order to continue giving the best service to our customers."

Over the past several months, we have gradually been increasing the OE inventory to allow for a 90-day supply of the most sought-after parts, including fascia/grill and crash part truckload orders. "Having the additional space in our warehouse ensures the Parts Center will have the most frequently requested parts in stock. That means there is less likelihood our customers must wait longer for parts they need today," Terri said.

Plans are also currently in place to upgrade the parts scanning and tracking system in the warehouse. The new system will provide multiple verifications. Terri stated, "It will allow the warehouse to identify where a part is located from the time it arrives in the warehouse until it is placed on the truck for delivery to the customer." This new system, which is scheduled to be implemented by early fall, will help do away with lost or misplaced parts, and will cut the time needed to process parts in half. Terri also commented, "Overall, this new system will make our whole operation run more efficiently and with fewer errors, which will definitely make our parts customers happy!"











As an essential business during the COVID 19 Pandemic, the Modern Parts Center has worked day and night to keep vehicle parts moving to our valued customers. From the Parts Specialists taking orders, to the employees in the warehouse picking parts and loading trucks, to the drivers delivering the parts, the goal has remained to fill orders as quickly as possible.

Also, enhanced safety measures have been implemented as part of our commitment to keeping both our employees and our customers safe. This includes:

- Daily and nightly sanitizing of our facility and delivery trucks.
- Employees wearing PPE including masks and gloves and practicing social distancing.
- Parts delivery drop-off outside customer locations.

In addition, we have worked hard to meet our customer's changing needs during this time by:

- · Increasing inventory to allow for a 90-day supply of the most sought-after parts, including fascia/grill and crash part truckload orders.
- Sourcing of parts from other dealers/vendors as needed to help overcome extended wait times due to manufacturer delays.
- Continually seeking opportunities to add to our \$7.5 million dollar OE inventory.

The Modern Parts Center is here and ready to help with your parts needs with the same level of service and commitment we have always given our customers!















