



Riverside Panelbeaters is the best of the best

Matthys Ferreira

Riverside Panelbeaters has been voted the best panelbeaters in Mpumalanga. It also finished in the top 10 in both the

category "friendliest staff" and "the most likely to provide a quality service".

Lightstone Consumer, a company specialising in analysing consumer behaviour, has for the past 15 years

been measuring customer satisfaction.

The company says it processes about 40 000 vehicle records every month.

Buying tyres is a grudge purchase, as is having to take your car for panelbeating.

"A panelbeaters' job is to get the job done, get it right the first time, on time and in a courteous and friendly manner," it says.

Wayne Wagner, who bought Riverside Panelbeaters 10 years ago, and who told his staff at the time, "We will become the best panelbeaters in Mbombela", was stunned on receiving the news.

"The past 10 years have been severely challenging at times. Covid-19 touched all of us. The business did not have any OEM accreditation to speak about when I bought it. Obtaining this is an extremely

time-consuming, expensive process, but worthy and necessary."

"Our success has been, and is built on three pillars: speed of repair, quality and customer satisfaction," said Wagner. It is driven by a passionate and dedicated staff and management team.

This is supplemented by copious amounts of guidance and appreciation where and when required and although our volumes

have decreased, the value of our repairs has increased.

"We worked hard to become the best. We are committed to an even greater effort to stay at the top and continue to do it right the first time," he concluded.

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