

A Q&A with West Road Haulage.

West Road Haulage, based in Burton on Trent, specialise in cost effective and convenient transport covering all of the UK.

They pride themselves on offering excellent customer service through flexibility, support and competitive rates.

We caught up with Sally West, Owner and Director of West Road Haulage for a quick question and answer session...



What made you decide to invest in MAN?

We had experience with other brands in the past and had spent a lot of time doing comparable quotes, MAN appealed to us because of the all-round package; it was just what we were looking for. We were very impressed at the time, and continue to be, with both the dealer and brand support we receive.

Why did you decide to use MAN Financial Services?

The rates provided by MAN Financial Services were very competitive. The team were so positive; we felt right from the start, that we would be looked after by them. They were supportive of our venture and fully understood our business needs; they spoke to us like actual people, not just numbers on a page.

The customer service from Bryan Kinson was excellent, we cannot rate him highly enough. He has been a constant support to us every step of the way (and then some!). Bryan keeps in regular contact and never fails to give us reliable information and support.

Where is West Road Haulage heading next?

We are aiming to become FORS Silver and ultimately, FORS Gold in the future.

In addition to this, by the end of 2017 our goal is to fill our O Licence – 10 vehicles and 15 trailers.

Our aspiration is to continue to grow by meeting our business needs and requirements (With MAN of course!), all whilst maintaining our current high standards and values which ultimately our customers benefit from.