

Alana comes back to D&G in an exciting new role

Thanks to specialist training from D&G Autocare, one of Scotland's largest independent autocare firms, a Fife woman says she is blazing a trail for women in the fleet services sector.

Alana Mitusch (30) is the only female Fleet Services Manager within a team of four based at D&G Autocare's Kirkcaldy Head Office. Its Garages in East Kilbride, Airdrie, Edinburgh and Musselburgh are used to look after fleet customers which include well known names such as BT and Mitre.

"I'm really enjoying my role," said Alana. "I'm so glad I decided to go for it and take on a fresh challenge."

Alana explained that she had originally started at D&G Head Office doing administration work, before leaving to pursue other avenues.

She said: "D&G is a great firm to work for, I missed everyone, and decided to come back, but I felt I was most definitely looking to do something other than administration.

"It was suggested that I train in Fleet Services, and this is what I've now been doing for the past nine months. I'm so glad I gave it a go, as it's been really interesting, no two days are ever the same, which is one of the main things I really like about it."

Buddying up with a fellow Fleet Services colleague, Alana was given training on the specialist RSC & ARI platforms and networks used to book fleet service work into the four different garages. Fleet work can cover Class 4 or Class 7 MOT, servicing and repair work.

Alana said: “A large part of what I do is coordination, looking at the diaries of the fleet garages to see when they can carry out the crucial jobs and servicing required by our fleet customers to keep them on the road – time literally is money for these businesses.

“Depending on the size of the vehicles, our garages covering fleet can carry out three fleet services a day, but we have to leave room for our retail clients too, so it’s a careful juggling act.

“It very much depends on what is needing done.

“There is lots to learn and take on board – pricing, information on a huge array of specialist parts, and so on – but it’s all so interesting. My male colleagues have been nothing but supportive.

“I have all the advantages of working in the autocare industry, which is fast paced and varied, but without having to do anything dirty or physical.”

Pete Wood, Operations Director for D&G Autocare, said: “Well done to Alana – she is doing absolutely brilliantly, and proving every day that this job can be done just as ably by a woman as a man. We are getting positive feedback from our fleet clients on her professional manner and efficiency.

“We would be happy to see more female Fleet Service Managers in the industry for sure.”

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