



50 YEARS OF CONTINUOUS COLLISION REPAIR SERVICE



December, 2007 — DOUGLAS AUTO BODY NEWS & VIEWS

A Periodical Publication of Douglas Auto Body & Paint --
2463 E. Colorado Blvd., Pasadena, CA 91107— (626) 795-7577

HOLIDAY GREETINGS FROM OUR FRONT DESK LADIES



Holiday greetings from Sossie, Aznive, Elizabeth, Shannon & Nazeli



The holiday season isn't a time when we want to think about automobile accidents or collision repair, but the sad truth is there are often more accidents during the holidays. Unfortunately, there are more drivers on the road who have been drinking, so we have to be even more alert than usual.

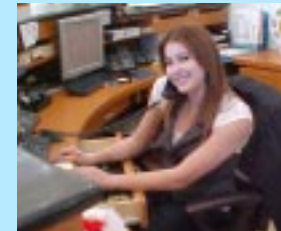
Here at *Douglas Auto Body*, we hope you have a safe holiday season and the only reason you have to come see us is to join us in a cup of holiday cheer. If you do come by, you will have a chance to see our attractive drive-through capability. Ever since McDonald's introduced drive-through fast food, we have seen a proliferation of drive-through banking, dry-cleaning, photo processing, and dairy products.

Now you can add "Drive-Through Accident Claims Processing," available here at *Douglas Auto Body*. In addition to complete body and paint repairs, we help every customer handle communications with his or her insurance company. And our drive-through capability helps speed up that process greatly.

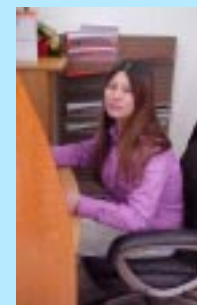
If you plan to leave a car for repairs, you will have to get out of the car, but only to get into your rental car right here at our facility. Either Hertz or Enterprise will have a car waiting for you right at our drive-through window. And you can also return your rental car right here at *Douglas Auto Body*, when you pick up your own newly repaired and refinished car.

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AT DOUGLAS WE SPEAK MANY LANGUAGES



Elizabeth Sanchez answers questions for our Spanish-speaking customers



Tiffany answers questions and provides estimates for our Chinese and other Asian customers



Sossie Kalayjian and some of our other desk people answer questions in Armenian, Russian, Farsi, and Arabic with Lebanese and Syrian dialects.



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AN INTERNATIONAL FACILITY

Customers in the vicinity of Douglas Auto Body speak many different languages. All nationalities are welcome. Come by. We may have someone who speaks your language.



DOUGLAS BEGINS THE HOLIDAY SEASON WITH AN INFLATED TURKEY



General Manager Armen Daghla with a turkey filled with hot air.

As we move into the holiday season, no one seems to enjoy it more at Douglas Auto Body than General Manager Armen Daghla. While Armen likes the traditional decorations, he also likes to include a bit of humor -- As you can see from his pose with an inflatable turkey!

Armen says he enjoys being located here on Colorado Blvd. in the heart of Pasadena. It gives him an opportunity to add to the holiday spirit all along this section of the street from Eloise almost to Altadena Drive.

Gradually the shop has grown from its original 12,000 square feet to nearly 50,000 square feet, encompassing almost the entire block. Originally there were quite a variety of stores and businesses including a restaurant. Douglas now has a uniform look all along the block, but Armen strives to retain the character of Old Pasadena.



Douglas Autobody & Paint

Honesty, Quality & Express Service
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BRING THIS NEWSLETTER ALONG FOR YOUR NEXT REPAIR & GET UP TO A \$100 DISCOUNT

(626) 795-7577

DOUGLAS WISHES YOU THE HAPPIEST OF HOLIDAY SEASONS!

(Continued from Page One)

It's nice to give a gift during the holiday season, but there is one gift we give all year round. As always, we continue to provide a free rental car



Every year Hagop Avedisian puts up the traditional holiday decorations.

for at least three days and sometimes more, if the driver's policy doesn't have rental car coverage.

And, of course, we always hope to give the gift of unconditional service and courtesy. It's a gift everyone loves to receive.

HOLIDAY DECORATIONS HERE



Once again Douglas Auto Body is following a long tradition of putting up holiday decorations to brighten our stretch of Colorado Blvd. Come by and enjoy them along with us!

Current customers rate Douglas Auto Body

"Thank you! My car looks beautiful! And you had it ready three days early! Your shop is as good as Progressive told me it would be. I will always refer people to you."
L.M. -- Pasadena

"Your service was much better than we expected. Our estimator was very careful to be certain right parts were ordered and installed. We are very happy with the work you performed."
P.C. -- San Gabriel

At Douglas, technicians are ASE certified or I-Car Gold Class certified for the ultimate in workmanship excellence.



California Autobody Association

