



J.P. Miller Jr. & Ford CEO Alan Mulally

Paul Miller Ford-Mazda

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BBB Accredited since 1973

"In business since 1953...Because we treat our customers right." So reads an advertisement for Paul Miller Ford-Mazda, which was founded in 1953 by Paul E. Miller. The dealership was originally located on Main Street in downtown Lexington until it moved to its current location, where it sells a line of new and pre-owned vehicles. Paul Miller Ford has since added the Mazda franchise to their lineup along with 3 Fortune Collision Centres in Lexington, Georgetown and Nicholasville. Even though Paul Miller has had a pre-owned department for many years, the newest addition to the property would be the opening of the pre-owned Auto Outlet building in 2007.

General Manager and Vice President J.P. Miller, Jr. believes strongly in Better Business Bureau Accreditation, which is why the company has continued to stay Accredited for the past 36 years. "The BBB is a great network for the consumer when it comes time to make a large purchase, because it allows them to have a resource to fall back on when making important decisions like where to buy a vehicle."

Miller says the BBB is a great tool for local communities and businesses, too. "The BBB can act as a mediator to reinforce ethical behavior, and give customers peace of mind. We also use the BBB program as a way to help make our business stronger. We use the past customer criticisms in our training to help prevent problems in the future. We try to help our employees understand that we can prevent future occurrences through personnel training."

Paul Miller Ford is also proud to have been the recipients of the Presidents Award, a highly regarded recognition. "We appreciate the fact that our customers have a reliable source in the BBB to find out more about our family business and our commitment to ethical business practices," Miller says.