

Scott Birtles

General Manager at The Herb Chambers Companies...Herb Chambers Honda of Seekonk
scott@herbchambers.com

Summary

Herb Chambers Companies

Goal is to become a Automotive Dealer with multiple franchises.

Specialties

Functions: Customer Relations, Interdepartmental Relations, Operations, Supervision, Profit Management.

Management Skills:

Leadership (delegation and supervision), organizing and planning, interpersonal skills including conflict resolution, oral communication, and interpersonal sensitivity.

Ability to respond with empathy and interest to the customer and to engender that interest and empathy into delivery of services throughout the entire dealership.

Experience

Honda General Manager at Herb Chambers Honda of Seekonk

January 1992 - Present (18 years 1 month)

Herb Chambers is an automotive dealership group based out of Somerville Massachusetts, we care about creating a positive car buying experience. For decades Herb Chambers has provided New England car buyers with high quality automobiles including those from BMW, Porsche, Ford, Lexus, MINI, Chrysler, Scion, Honda, and many more.

Herb Chambers serves the greater metropolitan areas of Boston Massachusetts and Providence Rhode Island. Dealerships in the Herb Chambers Companies include Audi, Bentley, BMW, Buick, Cadillac, Chevrolet, Chevy, Chrysler, Dodge, Ford, Honda, Hummer, Hyundai, Infiniti, Jeep, Land Rover, Lexus, Maybach, Mercedes, Mercedes Benz, Mini, Pontiac, Porsche, Rolls Royce, Saab, Saturn, Scion, Smart, Toyota, Vespa and preowned vehicles.

7 recommendations available upon request

General Manager at The Herb Chambers Companies

1985 - 2008 (23 years)

Functions: Customer Relations, Interdepartmental Relations, Operations, Supervision, Profit Management, Communication with External Sources.

Management Skills:

Leadership (delegation and supervision), organizing and planning, interpersonal skills including

conflict resolution, oral communication, and interpersonal sensitivity.

Ability to respond with empathy and interest to the customer and to engender that interest and empathy into delivery of services throughout the entire dealership.

Ability to conduct trend analysis, working knowledge of bank and insurance terminology and processes. Knowledge of computer systems including spreadsheets, networking and software applications.

8 recommendations available upon request

Sales Manager at Herb Chambers Cadillac

January 1985 - January 1989 (4 years 1 month)

Cadillac Sales Consultant/ Sales Manager

Education

Nada Academy

Automotive Management, 1995 - 1998

East Catholic

1978 - 1980

Honors and Awards

Nada Dealer Candidate 1996. Herb Chambers General Manager of The Year 2000. Honda Presidents Award 2001,2003,2005,2006. Honda Service Award 2007 and 2008.

Interests

Family, business, computers, boating.

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15 people have recommended Scott

"I needed to purchase a vehicle for my fiance's business We got our car from Scott and his people and they could not have been more upfront and professional. It was a great experience and we will never forget it. I highly recommend Scott and his team of people."

— **Dennis Saint Aubin**, was Scott's client

"I worked for Scott for 5 years and enjoyed the time I spent working for him. Scott is a very good leader, motivator and businessman. He did a nice job of keeping his employees focused and would often hold positive meetings to keep everyone's head in the game of both sales and customer service. The fact that Scott himself liked to shop didn't hurt. He would always have a story to tell about the service he received, whether he was out buying a gallon of milk, a new suit or something else. We'd hear about what good examples of customer service were and what poor ones were. The message about how to treat the dealership guests properly was a constant theme with Scott. Scott is really passionate about his work and this makes him a great person to work for and a great person to buy a car from. I'd also like to comment on Scott as a host. Anyone who has visited his dealership will agree. Just try saying "no" to Scott after he has offered you a soda. He'll run down the list, how about a coffee, juice, water? Eventually you're going to say yes and Scott will make sure you are nothing less than completely satisfied with him and his dealership."

— **Jason Potrzeba**, *Sales and Leasing Consultant, Herb Chambers Honda of Seekonk*, reported to Scott at The Herb Chambers Companies

"I have know Scott as a fellow entrepreneurial spirit in for well over a decade now~all the while, Scott's passion for ethical leadership coupled with a concern for growth of his organization and people has been forefront. As I work with business leaders national, design entrepreneurial leadership courses, train, I am mindful of the many "live lessons learned" that I can link to folks I have me along the journey. Scott has proven to be one of those nice example setters."

— **Dennis Rebelo**, *President, University Business Consultants (a TMS Company)*, worked directly with Scott at The Herb Chambers Companies

"Working with Scott was nothing less the extrdnary. Motivating and very passionate about his career. Scott help me learn and grow and did it with pleasure not just to get by. If any one needs more feel free to contact me I would be glad to respond. Thank you John Rico"

— **John Rico**, *General Sales Manager, Herb Chambers Companies*, reported to Scott at The Herb Chambers Companies

"Scott was an exceptionally professional and enthusiastic manager to work for. His work ethic and concern for his employees and customers was true to his personality of being a genuinely caring person. He always kept an upbeat and healthy environment within the dealership and maintained both personal and business relationships with his employees. He is a great asset to the Herb Chambers companies and it is no surprise that he was awarded manager of the year and has been with the organization as long as he has. It was truly an honor to have worked for such a dedicated leader."

— **Tejal Santoro**, *Sales and Leasing Consultant, Herb Chambers Honda*, reported to Scott at The Herb Chambers Companies

"There are a number of things that most impress me about Scott. His dedication, loyalty, and engagement in all of the responsibilities that goes with being the general manager for one of the most successful auto dealers in the country, Herb Chambers, is something we should all aspire to. He is a true leader in all aspects of the word. His staff not only respect him, but follow his footsteps to learn, lead and most importantly, engage themselves in taking care of the customer. He sets the bar and the goal that everyone tries to achieve by his example. Some managers in organizations "talk the talk"; Scott, in fact "walks the talk". His willingness to learn new tools, like interactive marketing, allows him to leverage these skills to grow his business. That is just one sign of a true leader. His excitement and passion for the work he does is a true inspiration for the "team" he's built. What better leader can you have, then one whose "team" will follow him up the proverbial hill without question. These are just some of the traits that make Scott a true asset to the Herb Chambers Companies."

— **Neal Bocian**, *President, Neal Advertising*, was with another company when working with Scott at The Herb Chambers Companies

"I have known Scott for many years first as an auto dealer manager and eventually as a friend. When I met Scott back in 96', he was incredibly outgoing, personable, highly knowledgeable about the products, and always willing to go the extra mile. Through the years, because of his attentiveness and willingness to please, I returned as a customer and bought several cars from him. He was fair, honest, and above all of good character. I always will remember..... one morning in the cold of winter when I was traveling by commuter rail to Boston from Providence, I pulled into the parking lot with only a few minutes to catch the train and my right front tire was going flat. I only had enough time to call Scott and asked if he could repair it since I was running late. Well that's all I had to say because when I returned later that evening in the dark..... the tire was fixed and I was ready to go. This story represents the way Scott treats people. I give him high marks. My only disappointment is that now I live in California and can no longer buy a car from him. H's the BEST !!!!!!!"

— **Robert Marshall**, was Scott's client

"Scott is the absolute best dealer & I feel confident recommending my family & friends to him. I've purchased many vehicles in the past & always experience the best service & value when working with Scott Birtles."

— **Suzanne Caldeira**, was Scott's client

"Scott is one of those guys that seemed to get the tough assignment- the one that no one else wanted because there appeared to be no way to win. His executive abilities stood out as he made things happen in the most difficult of circumstances and he never ever complained to anyone. His carbide optimism is the only thing I could think of that could have motivated him to start working at 6am and stay till 4am the next day. These qualities make Scott a coveted and most valuable executive and it was no surprise that Scott Birtles was General Manager of The Year."

— **Kerry Castonguay**, *Corporate Management, Jennings Road Management*, worked with Scott at Herb Chambers Honda of Seekonk

"I work in advertising and called on Scott Birtles at Herb Chambers. During that time Scott was certainly a valued client, but more than that he was one of the brightest individuals I called on. He had great vision in the marketing and business as a whole. He offered us great ideas and input in all of our sales calls. He certainly is someone in the business world I respect and admire."

— **Paul Borges**, *Marketing, The Providence Journal*, was a consultant or contractor to Scott at The Herb Chambers Companies

"Scott was an extremely dedicated GM in a highly demanding industry where it was commonplace to work 6-7 days a week. He always maintained a positive attitude and solid work ethic. Scott possessed exceptional leadership skills and always motivated his employees and dealerships' to consistently perform in the top percentiles. As a fellow associate of mine he was always quick to respond to any requests, help out when needed and we always worked well together."

— **Jordan Wolfe**, *Advertising Production Manager, The Herb Chambers Companies*, worked with Scott at The Herb Chambers Companies

"Scott Birtles, is not your ordinary General Manager/Dealer Manager. Scott is always on the cutting edge for increasing profitability, sales, market share and making sure his employees/customers are happy and have everything they need both professionally and personally. It's great having Scott on my team (Honda), his competitiveness and passion for always being at the top is great to be around."

— **Nick Mohler**, *District Sales Manager, American Honda Motor Co., Inc.*, was with another company when working with Scott at Herb Chambers Honda of Seekonk

"I have the pleasure of working alongside Scott at The Herb Chambers Companies and find him to have a work ethic that is rarely seen these days. His integrity is refreshing at a time when political correctness is more in demand than honesty. I would recommend Scott to anyone looking for someone to trust."

— **Jay Gubala**, *E-Commerce General Manager, The Herb Chambers Companies*, worked directly with Scott at Herb Chambers Honda of Seekonk

"Scott Birles is without a doubt one of the most professional people in the automobile business. His commitment to the customer is unequalled. I refer everyone to Scott because I know how they will be treated. We have purchased our last 3 Hondas from Scott and in 2 years we will be back for our next one. I have also had the opportunity to work with Scott. He has the commitment and dedication to his business and employees that is rare in the world. I think of Scott not only as a friend but also a mentor. If you have an opportunity to deal with him in a business transaction you will certainly be satisfied with your experience. If you have the opportunity to work for Scott, he will teach and motivate you to do great things."

— **John Lake**, *Owner, landmark mortgage*, worked directly with Scott at Herb Chambers Honda of Seekonk

"Scott is an excellent leader of people, in that he provides the support and encouragement they need, as well as detailed oversight, yet allows them the freedom to function as leaders and entrepreneurs themselves. He is very good with customers and routinely goes out of his way to interact with them. He has the unique combination of strong people skills and strong analytical/numerical skills. He is candid and direct, but always fair and reasonable. I no longer work with Scott but would welcome another opportunity to do so, as I feel I personally benefitted from my interactions with him, and observations of him in action."

— **Marty Crocker**, *District Sales & Service Manager, General Motors*, was a consultant or contractor to Scott at Herb Chambers Honda of Seekonk

[Contact Scott on LinkedIn](#)