

## **Phillips Chevrolet Certified as a J.D. Power 2020 Dealer of Excellence**

Certification Based on J.D. Power U.S. Sales Satisfaction Index Study and Dealership Best Practices

**(Frankfort, IL;) 4 June 2020** — Demonstrating its commitment to exceeding customer expectations, Phillips Chevrolet has been certified in the J.D. Power 2020 Dealer of Excellence Program<sup>SM</sup> for the second year in a row. This program recognizes a select number of vehicle dealerships throughout the United States that provide exceptional customer service.

“Phillips Chevrolet is the first and only Chevrolet dealer in Illinois to earn this distinction,” said Curtis Pascarella, President of Phillips Chevrolet. “In one way or another, everyone in this dealership contributes to making our customers happy, and every member of our team shares in this achievement.”

Known for its “Voice of the Customer” research for 50 years, J.D. Power and, subsequently, its Dealer of Excellence Program help consumers identify leading retailers that will go the extra mile.

According to J.D. Power, buying a vehicle is a significant financial transaction and can be stressful because there’s so much information to digest. The Dealer of Excellence Program assists auto buyers who are looking for an exceptional dealership where they can confidently buy a vehicle. Certified dealers also benefit by leveraging the J.D. Power brand and promoting their dealership’s commitment to an outstanding customer purchase experience.

Dealer of Excellence is an exclusive program and not all dealerships can qualify. Phillips Chevrolet earned this distinction by ranking among Chevrolet’s top performers in key customer satisfaction areas, listing vehicle inventory and pricing on the dealership website, negotiating in an efficient and transparent manner, offering a fair trade-in value, and presenting a clear and easy-to-understand menu of finance and insurance products.

Phillips Chevrolet has provided award-winning customer service to the Chicagoland area for over 50 years, with three locations in Frankfort, Lansing, and Bradley, Illinois.

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