

Phillips Chevrolet Certified as a J.D. Power 2019 Dealer of Excellence

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

(Frankfort, IL,;) 9 July 2019 — Demonstrating its commitment to exceeding customer expectations, Phillips Chevrolet has been certified in the J.D. Power 2019 Dealer of Excellence Program,SM which recognizes a select number of vehicle dealerships throughout the United States that provide exceptional customer service.

"We are the first and only Chevrolet dealership in Illinois ever to achieve this award," Phillips Chevrolet President Curtis Pascarella said. "Only six Chevrolet dealers in the United States have been awarded this honor this year."

The award recognizes leading dealerships with sales teams just as committed to providing an exceptional customer experience as they are to selling a vehicle, and who will go the extra mile.

"This certification sets us apart, especially coming from such an authority as J.D. Power," Pascarella said. "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. We would like to thank J.D. Power for this honor, but our deepest gratitude goes out to our customers who have helped us earn a reputation for exceptional customer service."

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 provide exemplary customer service.

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.

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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