



8080 Corporate Blvd.
Plain City, Ohio 43064
www.csicomplete.com

FOR IMMEDIATE RELEASE

Date Today's Date

Contact: Your Name
Your Phone Number
Your E-mail Address

Your Facility receives Certificate of Customer Satisfaction

Your Facility was recently honored by CSi Complete, an independent third party market research company, for participating in an ongoing customer satisfaction program and maintaining a high level of results.

"Achieving a high level of customer satisfaction is a driving force of what we do here at Your Facility," said Your Name, Your Title of Your Facility. "We are committed to our customers and our community, and we appreciate being recognized," he said.

CSi Complete surveys customers after the repair process and provides reporting to Your Facility based on the survey results. Your Facility uses the results to continually monitor, measure and improve performance.

"Facilities that care enough to invest in a program like CSi Complete are in a class by themselves," said John Webb, Sr. Vice President of Marketing for CSi Complete. "They are on the leading edge of best business practices. You can be sure that if they care this much about customer satisfaction, other aspects of their business are run with great attention to detail and efficiency," he added.

Over the course of the last year, Your Facility maintained a XXX% CSI, or Customer Satisfaction Index. This translates into XXX% of all customers are willing to recommend Your Facility to family and friends based on their experience.



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“Repeat customers and referrals mean that we are doing a good job,” said Your Name. “That’s what it’s all about.”

For more information on Your Facility, visit xxxxxxxxxxxxxxxxxxxxxx

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