



Customized Solutions - Proven Performance



15 Freedom Way
Franklin MA 02038
Tel: 508-553-8800
Fax: 508-590-8599

Best Buy Delivery Operation #1 In Customer Satisfaction By Linda Skrzat, Supervisor Best Buy DC

Best Buy Distribution officially kicked off a new initiative on March 1, 2004. The initiative is a Customer Loyalty / Satisfaction Survey used to gather customer information about recent Best Buy purchases.

For the month of March, Barrett/Best Buy was the highest rated operation in the country!! Barrett/Best Buy Home Delivery is now serving as the benchmark for other home delivery services.

The survey seeks to gather information spanning from the buying experience at the store to the home delivery experience. Barrett is especially interested in the results, since we provide call center services for all of Best Buy's New England deliveries.

Customers rate Barrett/Best Buy Home Delivery using the following ratings:

- Overall, how satisfied are you with Best Buy's Delivery service.
- How likely you to use Best Buy's Delivery service in the future.
- How likely are you to recommend Best Buy's Delivery service to others.

Points / Scores are awarded to each respective call center provider only when customers answered all 3 questions.

Comments from some satisfied New England customers: "My entire Best Buy purchase has been superb. I have already made numerous recommendations to my friends to make their HDTV and large equipment purchases at Best Buy for this reason".

"Your delivery men were the BEST... just like your name BEST Buy! Keep up the good work and good reputation. Delivery was very smooth. Received a call the night before and the truck was prompt. Delivery personnel were quick and neat. Good job!"

If your company is in need of a premier call center provider please contact Mark Sotir, Director of Customer Relations at 508-553-8800.

Barrett Bugle, July 2004