

ROLF's Zvezda Stolitsi dealership to receive 3 awards for its outstanding level of customer service

According to the results of the annual CSI research made by Mercedes-Benz Russia, Zvezda Stolitsi dealership was recognized as providing the best customer service in Moscow and also won 2nd place in Russia.

This award is not the first one for Zvezda Stolitsi and confirms the highest level of customer service the dealership provides to its clients. ROLF's dealership won 1st place in Russia in 2009 and was 1st among Mercedes-Benz dealerships in Moscow in 2008. This year, the team of Mercedes-Benz Russia made a special mention of the ROLF team's consistency in its efforts and founded a special "Stability" award for Zvezda Stolitsi.

The third award given to ROLF's Mercedes-Benz dealership was a diploma for "The Best Organization of Aftersales Business Processes". As a consequence, Zvezda Stolitsi won more awards than any other Mercedes-Benz dealers.

"I would like to thank all of our customers for the highest evaluation of our everyday work and say to them that we always appreciate any feedback about the level of our customer service", - says Alexey Golubyatnikov, Director of Zvezda Stolitsi. – This is the very thing that allows us to improve our skills and processes and, consequently, to win such a great awards, thank you".

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