



Best of the Best Service Center Spotlight

Michael's Technical Service, Coeur d'Alene, ID

LG is exceptionally proud of Michael Purta of Michael's Technical Service for excelling in all four performance areas: QOS, FRFT, EFR, and RTAT. He has excellent scores across the board!

Michael says, "My company is a one man operation, which gives me tight control of the quality and pricing of my services." He believes in being on time for customers' appointments and handling economically repairable products in a timely manner at a fair price. When asked about his success, Michael replied, "I treat my customers like my extended family, and in return, they refer me to others. I'm a firm believer in word-of-mouth advertising."

"I'm not surprised at all that Michael has an overall excellent performance score because he is a very conscientious person and just an all around good guy," stated RSM, Dave Stiltz. Michael averages twenty LG service calls a month.

LG appreciates the 4 years of extraordinary overall performance Michael's Technical Service provides to LG customers. We hope that Michael's dedication and hard work inspires everyone to excel in ALL four performance areas as well.



EFR Service Center Spotlight

Mercer TV Service, Knoxville, TN

Mercer TV Service began servicing LG and Zenith products in 1969! Harold Jeffers (right) is the owner and operator of Mercer TV service. Larry Jeffers (left) has been in the service industry since 1980. Harold and Larry continue to believe that LG products "are the finest on the market." Their goal is to sell everyone on LG products.

The duo averages 30 claims per month and have a very low EFR%. They call each customer to pre-diagnose the problem and know exactly what parts are needed to complete the repair.

LG would like to thank Harold and Larry of Mercer TV Service for providing prompt and superior customer service.

