

Subject: BSH Names Abt Electronics the Winner of National Service Partner of the Year

The world-leading home appliance manufacturer [BSH Hausgeräte GmbH](#) (BSH) awarded [Abt Electronics and Appliances](#) with the “National Service Partner of the Year.” Abt, the largest independent, single-store electronics and appliance retailer in the country, ranked highest in five categories measuring customer experience among a list of industry titans.

So, what sets Abt apart from the nation’s other retailers? Abt was named the top BSH partner in the following categories:

- **Turnaround Time for Service Visits** – Abt employees understand that the only thing more frustrating than a brand new product breaking, is waiting for it to be fixed.
- **Best Average Quality of Parts Used** – At Abt, only the best will do. There’s no cutting corners when replacing parts.
- **Lowest Average Cost per Call** – Customer service training is paramount at Abt. Knowledgeable staff gets the job done more quickly and that saves both time and money.
- **Least Repeat Service Visits** – Well-trained service providers aim to get the job done right the first time.
- **Winning Customer Surveys** – Abt is a family owned and operated business that aims to treat all customers as “one of the family.” And it shows by Abt’s consistently positive feedback.

Please let me know if you are interested in learning more about how Abt Electronics impressively became the nation’s number one BSH service partner above all of the nation’s retail chains, or if you would like to speak with co-president Jon Abt about this exciting recognition.

Abt Electronics and Appliances

Founded in 1936, Abt is the largest independent, single-store retailer of electronics and appliances in the country. This third-generation family-run business provides unparalleled customer service with its team of 1,200 expert staff members at its Glenview, Illinois-based store which boasts a 107,000 square-foot showroom on 37 acres. The company has been recognized by *Chicago Tribune* as one of the Top Workplaces in Chicago for five consecutive years, taking the #1 position in 2012 and 2011. Abt services customers nationwide through its ecommerce website, where customers can receive advice and customer support through the site's live chat feature, email and toll-free phone number. Abt has its own 12,000 square-foot recycling center and features an atrium where customers gain access to its boutique stores-within-a-store such as The Apple Boutique. For more information, visit www.Abt.com.

