



12 October 2023

Nautic + Technic AG Awarded Mercury Marine Service Award

Mercury Marine has presented Nautic + Technic AG of Vallamand, Switzerland its prestigious Service Customer Satisfaction Index (CSI) Award for 2023.

Mercury Marine's Service CSI Program measures the satisfaction of consumers after having service work done on their Mercury outboard or MerCruiser product. Nautic + Technic AG won the Service CSI Award for its ongoing commitment to providing exemplary customer service based on the responses of customers who had warranty work performed at the dealership during the past year.

The CSI score for each dealer is measured and monitored by Mercury Marine. After warranty work has been completed, Mercury sends out a Service CSI survey to the consumer, asking him or her to rate the service received. To be eligible for the Service CSI Award, a dealer must maintain a score of 94 or better out of 100 in the Service CSI survey. These surveys ask consumers to rate their overall service satisfaction with the dealership and also indicate if they would revisit the dealership again in the future.

Tracking Service CSI scores is a way Mercury evaluates the effectiveness of its individual dealers and of its own policies and training programs. Dealerships that score high in Mercury's Service CSI surveys are recognized through the awards program.