



Verified Customer  
Grand Prairie, TX  
2017 Hyundai Santa Fe  
 Verified Customer

**ReScore Review™**  
★★★★★ 03/14/2019 Category: Service

**Excellent Customer Service!**

I have been so impressed with the customer service at A & J Auto! I had some concerns after my last service and they reached out right away to make sure I was happy and my SUV was taken care of. I had several people reach out and they even followed up to let me know that they implemented a new process. Their immediate response and their continued follow up has proven to me that I can count on A & J Auto for future service needs.

 Recommended

---

**Original Review**  
★☆☆☆☆ 03/14/2019 Category: Service

**Service Center is going downhill**

I have a service package with A & J Auto otherwise I'd probably go somewhere else. They used to be amazing but the past two times I have gone they have overlooked services or tried to get me to overpay for things my car needed.

# ReScore™

SureCritic's ReScore allows consumers reading SureCritic reviews see the whole story, from the initial review to a final resolution. When businesses receive negative feedback from a customer, it is always in their best interest to talk to the customer and attempt to resolve their concerns. With ReScore, once a customer's concern is resolved, they have the option to provide a new star rating and review based on that resolution activity. This interaction demonstrates to your potential customers that your business is dedicated to their experience and that you will go lengths to ensure it is a positive one. Customers who have had a less-than-positive experience can actually be your most loyal customers.

## HOW RESCORE TRANSFORMS:

When businesses receive negative feedback from a customer, it is always in their best interest to talk to the customer and attempt to resolve their concerns. If they resolve the customer's concern and would like to ask the customer to give them a follow up review based on their attempt to resolve their concerns, the client just hits the "ReScore" button. Once "ReScore" is selected, we automatically recontact the customer and ask for a new star rating and new comments based on the follow up done to resolve the customer's concern. The ReScore star rating and review will be appended directly to the original review along with the business's comments about the review. The business's SureCritic Business Review Page will also display a star rating improvement number for both individual ReScores and an average for all ReScores.

SureCritic did a massive study analyzing positive and negative reviews and the negative reviews that went through our concern resolution process called ReScore. We found that by resolving a customer concern through ReScore, customer loyalty increases by 64.6% in the first year. We also found that customers with a resolved issue are actually 22% more loyal than customers who have never had any issues. That is why you should embrace concern resolution and turn unhappy customers into loyal followers.

Businesses get upset customers. How they are handled is the true measuring stick of a business that cares. With SureCritic's ReScore, now you can show the world you care.

*For more information or to sign-up for a demo go to [learn.surecritic.com](http://learn.surecritic.com).*

SureCritic, Inc. | [sales@surecritic.com](mailto:sales@surecritic.com) | [learn.surecritic.com](http://learn.surecritic.com) | 900 1st Ave S, Suite 304, Seattle, WA 98134