

FEEDBACK REPORT *for* Kieffer's Appliances (Trade Partners)



Customer Feedback Summary

Of 176 surveys sent, 80 were responded to

Budget Recommendation **100%**

Follow Up **99%**

785 SUMNEYTOWN PIKE
Lansdale , PA 19446
(215) 699-3522

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Kieffer's Appliances (Trade Partners) relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Kieffer's Appliances (Trade Partners) in Philadelphia, PA; Media, PA; Spring House, PA; Wayne, PA; Bryn Mawr, PA; Ardmore, PA; Doylestown, PA; Exton, PA; Pottstown, PA; Malvern, PA; and 72 other cities in Pennsylvania, New Jersey, Delaware, Maryland and District of Columbia.

Recent Reviews & Published Comments

REVIEW

Michael M.
Pottstown, PA
Jun 14, 2017
★★★★★

They are the best appliance company in the area. I have worked with them for years and they have never been anything but the professional.

REVIEW

Kim G.
Doylestown, PA
May 22, 2017
★★★★★

Katie and all of the staff at Kieffer's are amazing to work with!

REVIEW

Paul M.
New Hope, PA
May 17, 2017
★★★★★

Very professional and courteous!

REVIEW

Polly C.
Wayne, PA
May 17, 2017
★★★★★

Great company to work with.

COMMENT

Additional Comment
May 02, 2017

As much as I love working with Katie I am even happier that Kieffer's delivery and install personnel are keeping our site supers happy.

COMMENT

Additional Comment
May 02, 2017

Dustin and Jace were marvelous.

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REVIEW

Marybeth D.
Spring House, PA
May 01, 2017



They are great to work with.

Comment from Kieffer's Appliances (Trade Partners)

Thank you- we think you're great to work with, too!

COMMENT

Additional Comment
Apr 28, 2017

I am most satisfied with follow ups and communication is always great.

REVIEW

John H.
Philadelphia, PA
Apr 28, 2017



We have been very pleased with the service given to us by Kieffer's appliances.

Comment from Kieffer's Appliances (Trade Partners)

Thank you John! We appreciate it.

REVIEW

Ann C.
Perkasie, PA
Apr 26, 2017



Kristen is very helpful. Kieffer's supplies with a wonderful selection package for my kitchen projects with customers.

REVIEW

Joe C.
Cherry Hill, NJ
Apr 21, 2017



We have been in business for over 40 years and used many appliance companies in the past, But since We started using Kieffers I have never had a bad experience with them, My contact is Katie she is very knowledgeable on old and the newest product and aware of codes her concern is not only in making a sale but what is best for the costumer and project .

Comment from Kieffer's Appliances (Trade Partners)

Thank you so much for the feedback Joe!

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COMMENT

Additional Comment
Apr 19, 2017

service before and after the sale

REVIEW

Pete C.
Spring House, PA
Apr 19, 2017



I have worked with Jace and Charlie for years. Kieffer's is a great trade partner for Bluebell. They provide us and our clients with competitive pricing and tremendous service.

Comment from Kieffer's Appliances (Trade Partners)

Thank you Pete!

COMMENT

Additional Comment
Apr 19, 2017

They were professional and friendly. I was also satisfied with their price and service.

REVIEW

Diane B.
Blue Bell, PA
Apr 19, 2017



Every aspect of my experience with Kieffer's was handled professionally.

Comment from Kieffer's Appliances (Trade Partners)

Thank you for the feedback Diane! We enjoy working with you too!

REVIEW

Barrett C.
Plymouth Meeting, PA
Apr 19, 2017



I have dealt with Kieffer's Appliances for many years and we now send all our customers directly to there showroom to make all of there new home appliance selections in person. This is a great advantage for the home buyer and builder. Kieffer's installation and service after the sale is second to none.

Comment from Kieffer's Appliances (Trade Partners)

Great to hear- thanks so much!

COMMENT

Additional Comment
Apr 18, 2017

I have been dealing with them for about 20 years and have known them for a long time.

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REVIEW

Pamela K.
Bryn Mawr, PA
Apr 18, 2017



We have enjoyed excellent service from Kristen Cossa and the team at Kieffer's for over five years now. We recommend all of our kitchen remodeling clients begin the design process with a meeting with Kristen at Kieffer's. We then build the kitchen plan around their selections. Kristen is extremely well trained in all aspects of appliance selections and is the utmost in professional.

Comment from Kieffer's Appliances (Trade Partners)

Great to hear- thank you!

COMMENT

Additional Comment
Apr 18, 2017

Periodically, when they line up my deliveries they won't call the right contact person. It always works out though!

REVIEW

Terry F.
Narvon, PA
Apr 18, 2017



We have had them supply appliances for my clients for years. They are the most knowledgeable group of people in our area for appliances.

Comment from Kieffer's Appliances (Trade Partners)

We love to hear this- thank you Terry!

COMMENT

Additional Comment
Apr 18, 2017

Working with our customers in the showroom.

COMMENT

Additional Comment
Apr 17, 2017

I was most satisfied with the customer support and Mike Kidd.

COMMENT

Additional Comment
Apr 17, 2017

There sales people are knowledgeable and they have very prompt service.

COMMENT

Additional Comment
Apr 17, 2017

I am a trade partner, a kitchen designer and have worked with them for years.

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COMMENT

Additional Comment
Apr 17, 2017

They are a big supporter of the National and Professional Remodelers Agency.

COMMENT

Additional Comment
Apr 17, 2017

They are organized and understand their products and handler their customers well and they install everything well.

COMMENT

Additional Comment
Apr 17, 2017

The quote presentation of pictures with listed features is always a benefit to me and my clients. The willingness to present multiple pricing options is also a huge benefit - that way the client doesn't feel like they have to go to multiple appliance sources themselves.

REVIEW

Paul M.
Narberth, PA
Apr 16, 2017



We only recommend suppliers and sales people that are knowledgeable professional and customer service oriented 100 percent of the time. Kieffer's and Kristin Cossa have never let us down while many other companies have for one reason or another. Kieffer's and Kristin make our work as designers easy and keep us in the loop with our customers decisions every time.

Comment from Kieffer's Appliances (Trade Partners)

Great to hear- thank you so much Paul!

REVIEW

Dennis G.
Harleysville, PA
Apr 14, 2017



Kristen Cossa is extremely professional and always with a bright smile. She is very knowledgeable and courteous in how she responds and follows up.

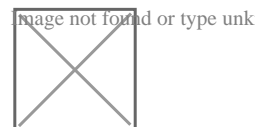
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REVIEW

Mark B.
Lancaster, PA
Apr 14, 2017



Kieffer's is always a pleasure to work with but I especially want to recognize Dustin Stehr. Dustin is not just another appliance sales rep he is also a Certified Kitchen Designer. I can confidently send my clients to Dustin and know that he will review our kitchen designs and offer our clients the best possible appliance solutions for that particular design.



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