The Key Guys Admit That Even the Best Auto Locksmiths Occasionally Receive a Klinker Review

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MINNEAPOLIS, MN - March 04, 2020 -
The Key Guys, a reputable Minneapolis and St. Paul area automotive locksmith, takes great pride in the large number of glowing reviews that they have received on their services over the years. They do, however, acknowledge that even they occasionally slip up. Evidence of this came in the form of a recent 1-star review that was left on the company on their Google Maps business listing. Although this review was surrounded by many other 5-star Google Reviews, the company still is concerned anytime a customer appears to be dissatisfied with their services.

Company owner, Bryan Nystrom, addressed this poor review by saying, ?Not sure I can explain this away as I honestly do not remember the fellow or the circumstance. We always strive to give excellent service to everyone who calls us and asks for vehicle lock and key assistance. Since we take so much pride in our service, it definitely frustrates us even when we get a single bad review like this one. We also admit that we are human at times and just like any other service-oriented business we occasionally under-perform. We pledge to do whatever it takes to keep this type of situation from ever happening again. It?s also worth noting that this one bad review stands in stark contrast to the hundreds of glowing reviews The Key Guys has received over the past few years. We even just recently were featured in a press release that centered on the

fact that we had passed the 400-review mark without getting a single review from someone that was extremely dissatisfied with our services. Other good news is that since this review was posted, we have quickly received another dozen or so very positive reviews.?

The company owner also wanted to make sure that people were aware this poor review had nothing to do with the service that the customer had received from The Key Guys. He says it appears that this person called looking for a price quote on a service. They not only felt the quoted price was too high but that person also felt the phone call was terminated too abruptly. Nystrom says this statement by the disgruntled customer surprised him because they always will match or beat any quotes from their competitors. He also went on to add that just as the company likes to point out the number of overwhelmingly positive reviews that they have received, they will take full ownership of any less than favorable reviews that comes their way. The company owner stated that they will always stand fully behind their customer satisfaction guarantee too. He says this means they will make any situation right if a customer comes forward and tells him that he or she is dissatisfied with the locksmith work that has been done for them.

Here is a more typical type of review that the company gets on a regular basis and it can also be found on the company?s Google Maps Review Page. In this highly positive 5-star review that was received shortly after the more negative review, Heather Blumer states, ?We needed a second key made for our car. I called Bryan at the key guys and he was able to come out the next day to our house to make a key for us. Saved us time going to the dealer and he was much less expensive than what the dealership quoted me. He was prompt and friendly. I would definitely recommend him!?

Nystrom also said this regarding how they try and approach every locksmith call that they take on, ?We serve the entire Twin Cities Metro area and offer exceptional ?Come to You Service?. We are a small company and that may mean we can be fully engaged with existing customers on occasion, but we constantly strive to meet our regularly scheduled and emergency automotive locksmith demands in as timely a manner as possible even on particularly busy days.?

The company owner also wants their customers to know that he closely monitors all their Google Posts and anytime he sees something out of the ordinary he will take concrete steps to resolve the issue.

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The Key Guys

24/7 service. Twin Cities Metro. Cut car keys from scratch, fix broken keys, key fobs, & program keys, remove keys stuck in the ignition, Quick, reliable, and costs less than dealers.

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