

Auto repair customer survey

Thanks for bringing your vehicle to us. Tick one box on each line; it takes about four minutes. Hand it back at the counter or leave it with your keys.

Date

Repair order number

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 What did we do on this visit?

- ☐ Maintenance ☐ A repair ☐ Tires ☐ Inspection ☐ Body or glass

2 Was your vehicle ready when we said it would be?

- ☐ Early ☐ On time ☐ Same day, late ☐ Days late ☐ No time given

3 How did the final bill compare with your estimate?

- ☐ Less ☐ Same ☐ More, I agreed ☐ More, I was not asked ☐ No estimate

4 Did we fix what you brought it in for?

- ☐ Yes, fully ☐ Partly ☐ No ☐ Too soon to tell ☐ Maintenance only

STATEMENT	STRONGLY DISAGREE			STRONGLY AGREE	
5 The advisor explained the work in words I understood.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 The price was fair for the work done.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 I got updates without having to call and ask.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 My vehicle came back as clean as I left it.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 I trust this shop to recommend only needed work.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
10 Booking and dropping off my vehicle was easy.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

11 Will you bring your vehicle back to us for its next service?

- ☐ Definitely ☐ Probably ☐ Not sure ☐ Probably not ☐ Definitely not

12 What is one thing we should do differently on your next visit?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Estimates, approvals and the bill

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
13 The estimate listed parts and labor before work began.	☐	☐	☐	☐	☐

14 When more work was needed, how did we ask you?

- ☐ Phone call ☐ Text with photos ☐ In person ☐ Did not ask ☐ None needed

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
15 I could say no to extra work without any pressure.	☐	☐	☐	☐	☐
16 I understood every line on my invoice.	☐	☐	☐	☐	☐

17 Did we offer to show you or return the old parts?

- ☐ Showed me ☐ Gave them back ☐ Offered, I said no ☐ Not offered

18 Did we explain the warranty on this work?

- ☐ Yes, in writing ☐ Yes, only verbally ☐ No ☐ Not sure

Updates, photos and the inspection report

19 How did you hear from us while your vehicle was here?

- ☐ Text message ☐ Phone call ☐ Email ☐ App or link ☐ I had to call

20 Did you get photos or video of what the technician found?

- ☐ Yes, it helped ☐ Yes, not needed ☐ No, I wanted them ☐ No, not needed

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
21 I could tell which inspection items were urgent.	☐	☐	☐	☐	☐

22 How would you like updates on your next visit? (tick all that apply)

- ☐ Text ☐ Phone call ☐ Email ☐ Photos or video ☐ Online status page

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Waiting, rides and loaner cars

23 Did you wait at the shop or leave your vehicle?

☐ Waited here ☐ Dropped it off ☐ Took a shuttle ☐ Had a loaner ☐ Valet pickup

24 If you waited, how long was it?

☐ Under 30 minutes ☐ 30 to 60 minutes ☐ 1 to 2 hours ☐ Over 2 hours ☐ I did not wait

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
25 The waiting area was clean and comfortable.	☐	☐	☐	☐	☐

26 Which one change would make your next visit easiest?

☐ Online booking ☐ Early drop-off ☐ Evening pickup ☐ A loaner car ☐ Pickup and delivery

Two weeks later

27 Since your visit, has the problem come back?

☐ No, it is fixed ☐ Yes, the same one ☐ A different problem ☐ Not a repair visit

28 Has anything seemed different since the visit?

☐ No, all normal ☐ A warning light ☐ A new noise ☐ A leak or smell ☐ A setting changed

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 My vehicle runs the way I expected after the work.	☐	☐	☐	☐	☐

30 If something is not right, how should we reach you?

☐ Call me ☐ Text me ☐ Email me ☐ No need

Thank you for trusting us with your vehicle.

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Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

About you and your vehicle

31 What do you drive?

☐ Car ☐ SUV ☐ Pickup truck ☐ Van ☐ Motorcycle or scooter

32 How old is the vehicle we worked on?

☐ Under 3 years ☐ 3 to 6 years ☐ 7 to 12 years ☐ Over 12 years

33 How many times have you used our shop?

☐ This was the first ☐ 2 to 5 times ☐ More than 5 times

34 How did you choose us for this visit?

☐ Been here before ☐ Friend or family ☐ Online search or reviews ☐ Dealer for my brand
☐ Close to home or work

Thank you for trusting us with your vehicle.

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