

Service survey results

Date _____

Repair order number _____

Number of answers _____

Tally how many customers ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

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

Did we fix what you brought it in for

YES, FULLY	PARTLY	NO	TOO SOON TO TELL	MAINTENANCE ONLY

Strengths

The two statements with the highest percent agree.

Fix next month

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

The change the shop will make, and when customers will notice it.
