



Garage Service Questionnaire

1) Please check the type of service/work performed at this visit: (Mark all that apply)

- Warranty repair Oil change / scheduled service
 Non-warranty repair
 Other _____

2) Please rate your satisfaction with the dealer service department on each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	N/A
Ease of booking your service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completion of your service in the time promised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear explanation of the work performed on your vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effort of the dealership to obtain factory parts for your car?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance of the person who took your service order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effort of the dealership to see that the service was done well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3) Was the job completed on your vehicle at your first visit?

- Yes No

4) After your service visit, did someone from the dealership contact you by phone or by post to see if you were satisfied with your overall service experience?

- Yes No

5) Would you recommend this dealership to a friend or relative as a place to have your car serviced?

- Definitely Probably Undecided Probably not Definitely not

6) For your next service would you return to this dealership for a service?

Definitely

Probably

Undecided

Probably not

Definitely not

7) What reasons can you give for choosing this dealership for your next service?

8) Please explain why you might not return to this dealership for your next service.

Thank you for your time.