

Survey Date: 7/24/2019 **Survey Method:** Phone

Participant Information

Service Information

Dealer: 61148 - COFFMAN ISUZU TRUCKS
RO Date: 6/26/2019
VIN: XXXXXXXXXXXXXXXXXXXX
Labor Op Code 1: QOILH - OIL CHANGE STANDARD 4HK

Business

First Name: XXXXXXXX
Last Name: XXXXXXXX
Company Name: XXX XXX XXXXXX
Address 1: XXX XXX XXXXXX
Address 2:
City: PLAINFIELD
State: IL
Zip: XXXXX
Phone: (XXX) XXX-XXXX
Email Address:

Survey

Q1. How satisfied are you that the service appointment met your business needs?

[10 - Very Satisfied √]

Q2. How well did the service consultant understand your truck service needs?

[10 - Very Satisfied √]

Q3. How well were you kept informed of the status of your truck while it was in the shop?

[10 - Very Satisfied √]

Q4. How well was the work explained after your service visit?

[10 - Very Satisfied √]

Q5. How satisfied are you that the service was completed within the time promised?

[10 - Very Satisfied √]

Q6. How satisfied are you that the truck was fixed right the first time?

[10 - Very Satisfied √]

Q7. How easy was it for you to obtain a copy of the invoice or repair order?

[10 - Very Satisfied √]

Q8. Please rate how well the charges on your final invoice matched what you were quoted when you took your truck in for service?

[10 - Very Satisfied ✓]

Q9. Based off of your most recent experience, how likely are you to return to this dealership for service in the future?

[10 - Very Likely ✓]

Q10. Please tell me more about your service experience and reasons for the ratings you chose.

Tom stated they provide great service and they never have any issues. He stated they bend over backwards to satisfy his service needs.

Q11. And finally, would you be available for Isuzu and/or the dealership to contact you for further information regarding this service experience?

[Yes ✓]

Survey Score

Customer Treatment:	100
Customer Expectations:	100
Scheduling Timing:	100
Documentation:	100
Overall Score:	100