

Survey Date: 2/16/2021 **Survey Method:** Phone

Participant Information

Service Information

Dealer: 61148 - COFFMAN ISUZU TRUCKS

RO Date: 11/24/2020

VIN: XXXXXXXXXXXXXXXXX

Labor Op Code 1: N6606 - WIRING AND/OR CONNECTOR, FUEL

Business

First Name: XXXXXX

Last Name: XXXXXX

Company Name: XXXXXXX XXXXX XXXXXXXXXXX

Address 1: XXX X XXX XXXX XX

Address 2:

City: AURORA

State: IL

Zip: XXXXX

Phone: (XXX) XXX-XXXX

Email Address: XXXXXXXXXXX@XXXXXXXX.COM

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?

[8 √]

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?

[8 √]

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.

Harold stated the service was good and done in a timely manner.

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:	87
Customer Expectations:	100
Scheduling Timing:	100
Documentation:	100
Overall Score:	97