

Service Department Satisfaction - Results

Published: 4/20/2004

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Survey Overview

Description

This survey is designed to gather information about our service department and how we are doing in serving our valued customers.

Instructions Provided To Respondents

Please take a moment and complete our "Service Department" survey so that we may better serve you and our other valued customers. Thank You in advance !!!

Respondent Metrics

Respondents:	6
First Response:	4/19/2004 01:37 AM
Last Response:	4/20/2004 03:58 PM

Respondents

Sorted By Name

0000000001 Anonymous

0000000005 Anonymous

Scott Jones
xyz@123.com
123-369-7896

Tom Jones
321@zxy.com
963-325-9874

Jim Smith
123@xyz.com

Glenn Wasserman

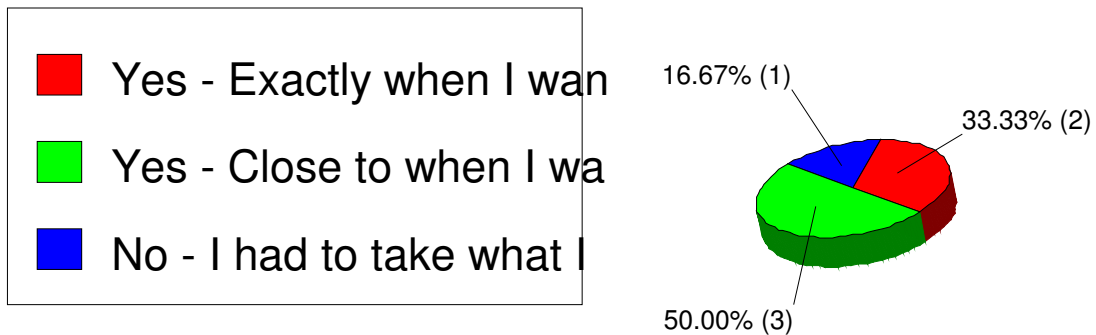
Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

Section - Your Service Appointment

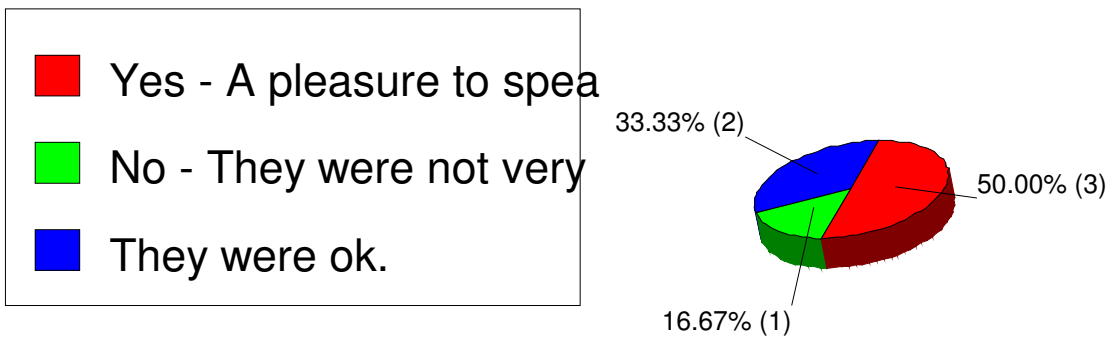
1. Were you able to get a convenient service appointment?

Mean: 1.83



2. Was the person who took your appointment easy to deal with?

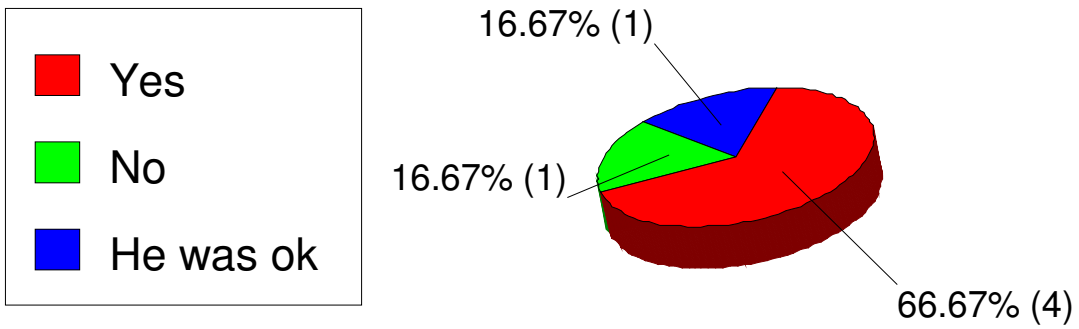
Mean: 1.83



Section - Your Service Advisor

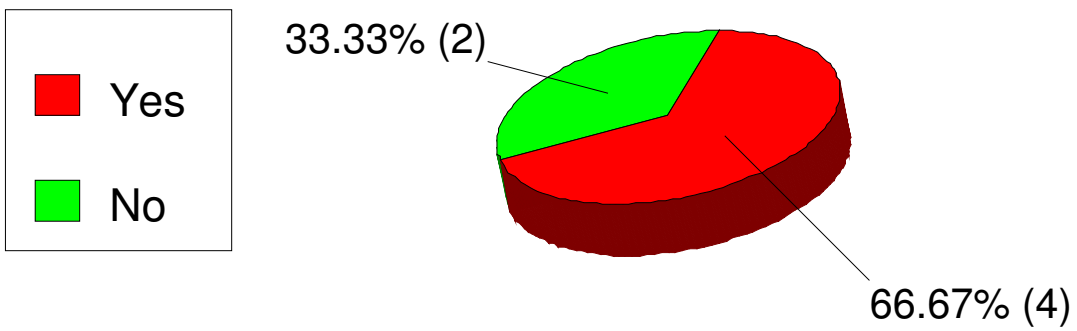
3. Was your service advisor polite?

Mean: 1.50



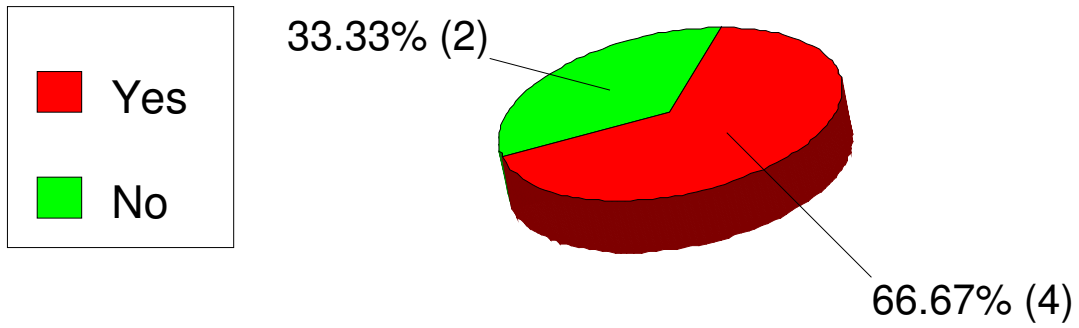
4. Was your service advisor knowledgeable?

Mean: 1.33



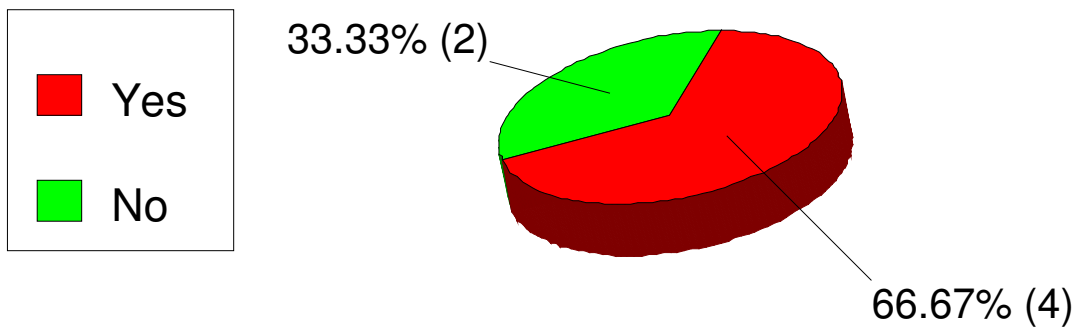
5. Did your service advisor explain what would happen while your car was in our service department?

Mean: 1.33



6. Overall, were you satisfied with your service advisor?

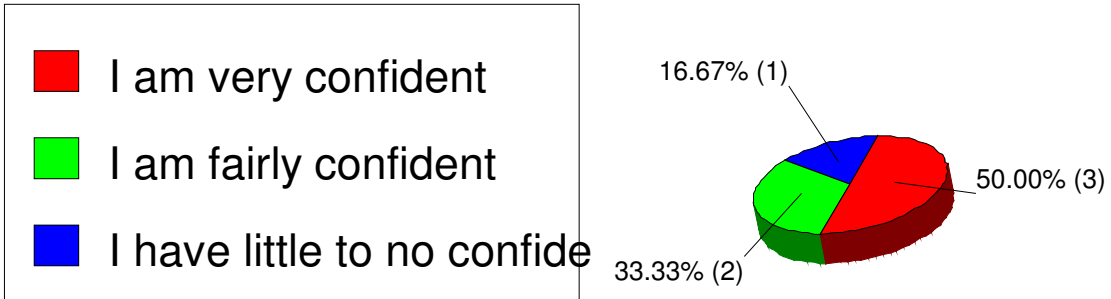
Mean: 1.33



Section - Our Service Department

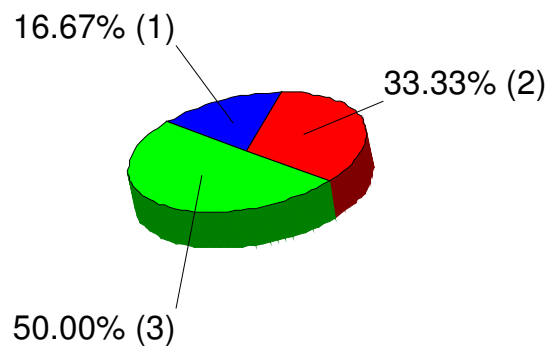
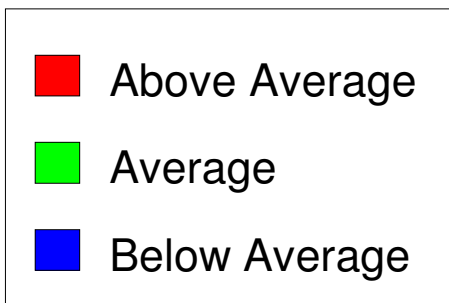
7. Do you feel confident that we will repair your car properly the first time?

Mean: 1.67



8. Regarding the cleanliness of our service department, would you say ...

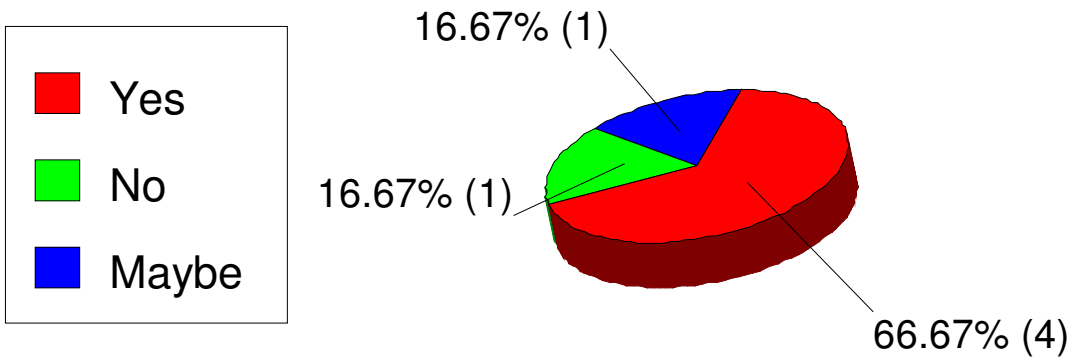
Mean: 1.83



Section - Our Dealership

9. Will you continue to patronize our dealership?

Mean: 1.50



10. Would you recommend our dealership to others?

Mean: 2.00

