

Customer Satisfaction Survey

On a scale of 1-10 (10 being completely satisfied), please rate us on the following items. We value your opinion and greatly appreciate your input and feedback.

How satisfied were you with the advisor's explanation of the repair process?

How satisfied were you with the quality of the repair?

How satisfied were you with the customer service you received from our employees?

Was your vehicle ready when promised?

How would you rate your satisfaction with the completion of the repairs in a timely manner?

Did your advisor keep you adequately informed during the repair process?

Using the scale (1-10), **how likely** are you to refer family and friend to Wiesner Collision Center?

Name of person completing survey _____

Insurance Company responsible for claim _____

Would you like to be contacted by a manager? ___yes ___no

Best number to be contacted at _____

Comments:

Due to our quest to be the best, I thank you for your time to complete this survey and look forward to serving you in the future. Wiesner Collision Center values your input and will continue to strive to make every experience the best.

You may receive a survey from the responsible insurance company for your claim. Your grade for us is extremely important. If the highest marks can't be given, I would like the opportunity to correct the issue.

Your complete satisfaction is important to me.

Regards,

Kris Jones

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