

AUTOHAUS STEBEL



AUTOHAUS STEBEL SERVICE SURVEY



We appreciate your assistance in our effort to improve and maintain the Quality of our Services. It is a well known saying; you can not fix things, if you don't know that they are broken. That does not mean that our service is broken but we want to tailor our services to our customers and we feel it is important to know what our Customers want and how you feel about your experience at AUTOHAUS STEBEL INC.

Name:

Address:

Phone #:

Vehicle Make and Model:

Your E-Mail address:

Date you picked up your Vehicle:

Invoice or Repair Order #:

(Optional)

When you dropped off your Car, did you feel you were treated professionally and did our Service Personnel take enough Time to answer all your questions?

Yes: ___ No: ___

If no, please explain:

Did you receive your Estimate in a reasonable Time?

Yes: ___ No: ___

If no, please explain:

Were the Estimate and the needed Repairs explained to your satisfaction?

Yes: ___ No: ___

If no, please explain:

Did we stay within our Estimate?

Yes: ___ No: ___

If no please explain:

Were Repairs done to your satisfaction?

Yes: ___ No: ___

If no, please explain:

How do you rate our Pricing?

Low: ___ Fair: ___ Expensive: ___

If expensive, please explain:

Do you feel that we finished your Vehicle in a timely manner?

Yes: ___ No: ___

If no please explain:

Did we get your Vehicle dirty?

Yes: ___ No: ___

If yes please explain:

Do you feel that your Phone calls were returned in a timely manner?

Yes: ____ No: ____

If no please explain:

If you had contact with a technician, did the technician behave in a professional manner and would you have a preference regarding which of our Technicians work on your Vehicle?

Yes: ____ No: ____

If no please explain:

Did you use our Shuttle Service?

Yes: ____ No: ____

If yes was it a pleasant experience?

Yes: ____ No: ____

If no please explain:

How do you rate our overall performance regarding your repairs? 1 being dissatisfactory, 6 being perfect.

Your rating: _____

Do you think that this survey is a benefit to you as the Customer?

Yes: _____ No: _____

If no please explain:

Do you plan to return to AUTOHAUS STEBEL for your future Car Repair and Service needs?

Yes: _____ No: _____

If no please explain:

Please enter the Date you filled this Survey out here: _____

Mail to: AUTOHAUS STEBEL INC. 885 East Washington Ave. El Cajon, CA 92020 or drop off at this Address at your convenience, in order to receive your future Discount, you must submit this Survey within 14 Days after you picked up your Vehicle. Please understand that there are no exceptions.

We at AUTOHAUS STEBEL thank you for your participation and want you to know that we appreciate your Business and we feel honored that you chose AUTOHAUS STEBEL for your vehicle Service Station.

Your AUTOHAUS STEBEL Management

