

CUSTOMER SATISFACTION SURVEY

We at the Tate Accident Repair Centre value your custom and want you to be completely satisfied. If you have any comments or suggestions regarding the repair or service we have provided you we would be very delighted to hear from you.

Richard Tate
Managing Director

Please indicate how satisfied you are with the following services:

Completely Satisfied Very Satisfied Fairly Satisfied Somewhat Dissatisfied Very Dissatisfied

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Telephones answered promptly & politely | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The premises created a favourable impression | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Helpfulness & politeness of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Assistance with the paperwork / claims process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Keeping you updated on the repair process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. The way your vehicle was handed back to you | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Your vehicle was returned clean | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. The vehicle was ready when promised | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Your overall impression of Tate Accident Repair Centre | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. Further comments :

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If you are not completely satisfied with this repair please telephone RICHARD TATE on 0113 207 1998

THANK YOU FOR YOUR HELP