



Whitkirk Motors

Driven by Service

# CUSTOMER SURVEY

At Whitkirk Motors your opinion is important to us. *Please complete this survey and you will be entered into our monthly draw for a £50 M&S voucher.*

1. What was your vehicle booked in for?

MOT  Service  Repair

2. The ease of contacting Whitkirk Motors to make an appointment

Excellent  Good  Average  Poor  NA

3. The Staff Member's understanding of the work required when you booked the appointment

Excellent  Good  Average  Poor  NA

4. The availability of an appointment to suit you

Excellent  Good  Average  Poor  NA

5. Communication during service/repairs to keep you updated on progress

Excellent  Good  Average  Poor  NA

6. Was your vehicle ready for collection at the agreed time?

Yes  No  NA

7. On collecting the vehicle, was the work that had been carried out fully explained to you?

Yes  No  NA

8. If you were advised that further work was required at a later date, were you fully informed of the reasons why and either booked in for that work, or advised that you would be contacted when the necessary parts arrived in stock?

Yes  No  NA

9. How would you rate the service you received from our staff in terms of them being knowledgeable, helpful and polite?

Excellent  Good  Average  Poor  NA

10. Overall how would you rate the quality of our service and our staff?

Excellent  Good  Average  Poor  NA

11. Would you recommend Whitkirk Motors to other people?

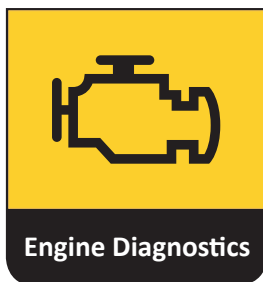
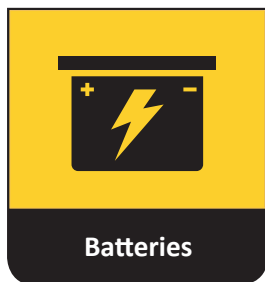
Yes  No  Maybe

Telephone: 0113 264 2923

[www.whitkirkmotors.co.uk](http://www.whitkirkmotors.co.uk)

Any additional comments or suggestions

## Choose Whitkirk Motors for:



*Thank you for completing our survey – your satisfaction is important to us*

Please enter your details

Registration No.

Name

Telephone

Email *(optional)*

# WM

Whitkirk Motors

Call now on: 0113 264 2923

[www.whitkirkmotors.co.uk](http://www.whitkirkmotors.co.uk)

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