



# Chevrolet Service Satisfaction Survey

## About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Were services available to you on both an appointment and non-appointment basis?.....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Does Not Apply/Not Required <input type="checkbox"/>	Don't Know <input type="checkbox"/>	
3. When arriving for service, were you greeted promptly?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?.....	Completely Satisfied <input checked="" type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>

## About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Were you <u>offered</u> transportation options?.....	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Does Not Apply/Not Required <input checked="" type="checkbox"/>	Don't Know <input type="checkbox"/>		
7. How satisfied were you that you were kept informed about the status of your service request?.....	Completely Satisfied <input checked="" type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>	Does Not Apply/Not Required <input type="checkbox"/>
8. Was your vehicle ready by the original time promised?.....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	No Time Promised <input type="checkbox"/>			
9. How satisfied were you with the explanation you were given of all services performed?.....	Completely Satisfied <input checked="" type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>	
10. Overall, how satisfied were you with your Service Consultant .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The ease of getting your vehicle?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The condition in which it was returned?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Name:** information available upon request      **VIN:**      **Survey Type:** SSS      **Event Date:** 04/03/08      **Survey Mail Date:** 04/29/08      **Receipt Date:** 05/15/08      **DealerPulse Post Date:** 05/20/08

12. Were ALL of your service concerns corrected on this service visit?      Yes       No

**IF NO, why not? (check all that apply)**

- Condition explained - repair not necessary
- Work performed did not correct the problem
- Service Department could not duplicate problem
- Service Department was too busy
- Parts not available
- I declined repair
- Other
- Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Were you given a copy of the completed repair order/invoice?..      Yes       No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?....

	Yes	No	Don't Know/ Not Sure
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Summing Up Your Experience**

16. **Based on this service visit, overall, how satisfied are you with NASH CHEVROLET ?**.....

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. **Would you recommend this dealership for service?**.....

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. **Overall, how satisfied are you with your vehicle?**.....

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Are you...       Male       Female

20. Your age...       Under 25       25-34       35-44       45-54       55-64       65 or older

21. May we include your name when providing this information to your dealership?      Yes       No

22. Do you have any other comments/recommendations about NASH CHEVROLET ?

**Scanned customer comments appear on the next page.**

Name:  
information available upon request

VIN:

Survey Type:  
SSS

Event Date:  
04/03/08

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04/29/08

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05/20/08

22. Do you have any other comments/recommendations about Nash Chevrolet?

You can't walk thru Nash Chevrolet without every single person saying  
hello & how can I help you & this includes service dept. most

companies brag about Customer Service, but they don't have a clue  
if you have an issue with your vehicle or a concern requiring immediate attention, we

encourage you to first contact your dealer. If further assistance is required, please call the  
Chevrolet Customer Assistance Center: 1-800-222-1020

~~should go to Nash Chevrolet & see what Customer Service~~  
Thank You!! & friendliness are about.

Your opinions will help us serve you better. I refer everyone I

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43682-4074

know to  
Nash.

2102

Thanks for your  
service

