



VAUXHALL

# Platinum Vauxhall

Following your visit to Platinum Vauxhall in Trowbridge, we would be grateful if you could review the questionnaire below in order to give us feedback on your service experience.

Please be assured that your opinion does count and will influence our strategy for improving the Platinum Vauxhall customer experience.

Yours sincerely



## Satisfaction survey for Platinum Vauxhall in Trowbridge

1) Based on your service and/or repair experience, how likely is it that you would recommend Platinum Vauxhall to a friend or colleague?

Extremely likely		Likely					Not likely			
10	9	8	7	6	5	4	3	2	1	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2) Overall, how satisfied were you with the attitude of the Platinum Vauxhall staff and the treatment you received?

Completely Satisfied		Satisfied				Not Satisfied			
10	9	8	7	6	5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3) How satisfied were you with the quality of the work carried out on your vehicle?

Completely Satisfied		Satisfied				Not Satisfied			
10	9	8	7	6	5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4) Were all of your issues resolved during this visit to Platinum Vauxhall? Yes  No

### Thank You

We want you to be **Completely Satisfied and Extremely Likely to recommend us** - **If you score us 8 or less please ask to speak to the Service Manager.**

**Please Note:** You will be contacted by both ourselves and Vauxhall following this visit to ensure that the work was performed to your satisfaction.