

**Please think only about your recent service experience at Volvo and GMC Truck Center of Carolina.**

1. What is your overall satisfaction with your service experience at Volvo and GMC Truck Center of Carolina on
2. Please select an option
  - a. Did you schedule an appointment for your service visit?

**Please rate your satisfaction with following:**

*If no opinion, select "No Opinion/Does Not Apply."*

1. Service Department's Hours
2. Ability to schedule a prompt appointment
3. Prompt write up time
4. Diagnostic Time
5. Service Advisor gave a clear estimate of charges
6. The courtesy of the Service Advisor
7. Service Advisor treats you like a valued customer
8. Service Advisor's product knowledge
9. Parts Availability  
*If parts were not required, please select "No Opinion/Does Not Apply."*
10. Received updates on repair status
11. Notified promptly of completed repair
12. Repair/service finished when promised
13. The invoice total as quoted
14. Answered all my questions
15. Ability to resolve the problems the first time
16. Offering assistance in understanding warranty coverage and resolving warranty questions

**If parts did not need to be ordered, please skip to Q19.**

18. If a part had to be ordered during this service experience, approximately how long did it take to arrive?  
(Record "0" if available, "0.5" for half day of wait time, 1 for a day, etc.)  
Days:
  - a. Was this acceptable to you?
19. What prompted this service visit?
  - a. What was the reason(s) for this visit? **Select all that apply.**

20. How likely would you be to return to Volvo and GMC Truck Center of Carolina?

21. How likely would you be to recommend the Service Department at Volvo and GMC Truck Center of Carolina?  
Very Likely    10    9    8    7    6    5    4    3    2    1    0    Very Unlikely

- a. Which of the following best describes your job responsibilities?
- b. *If other, please describe:*

Additional Comments:

**Volvo and GMC Truck Center of Carolina thanks you for your participation.**

Name (please print): \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_