

Date:

As a valued client we want to thank you for choosing Carrum Downs Accident Repair Centre, please help us evaluate our service to you by completing this short questionnaire. We will use your feedback to determine if our service needs improving.

	Unsatisfactory	Satisfactory	Good	Excellent
Initial Impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timely Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of Vehicle upon Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments/Improvements:

Thank you for taking the time to give us this important feedback. Please detach the slip below and return this survey in the enclosed postage paid envelope. (Vehicle Registration: _____)

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On the unfortunate occasion this vehicle requires any further work through any insurance claim, you will be entitled to receive a hire car at \$15 per day from Budget Car Rentals

(Vehicle Registration: _____)