



# Customer Service Survey

**Estimator :** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

Customer service is our # 1 priority. Please take a minute to rate our service. Your input matters.

On a scale of 1 through 10, with 1 being completely dissatisfied and 10 being completely satisfied, please rate your experience according to the service that was provided to you.

	DISSATISFIED							SATISFIED			
Rate your first impression of Shanahan's.	1	2	3	4	5	6	7	8	9	10	
Were you kept informed during the repair process?	Yes	/	No								
Were your questions answered to your satisfaction?	1	2	3	4	5	6	7	8	9	10	
How would you rate your service advisor?	1	2	3	4	5	6	7	8	9	10	
How would you rate the quality of the repairs?	1	2	3	4	5	6	7	8	9	10	
Would you recommend our shop to friends and/ or family?	Yes	/	No								
Did we meet your expectations?	Yes	/	No	/	Exceeded						
How do you feel your claim was handled by the insurance company.	1	2	3	4	5	6	7	8	9	10	

How can we serve you better in the future? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Shanahan's goal is to satisfy 100% of our customers 100% of the time. We appreciate your business and look forward to working with you again in the future.

**Thank you for your time.**

[shanahansautobody.com](http://shanahansautobody.com)

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