



KWIK KAR LUBE AND TUNE
2812 Central Drive
Bedford, Texas 76021
817-540-1913

My name is Vernon Dede. I own and operate your neighborhood automotive shop named Kwik Kar Lube and Tune. I deeply care about customer service and the quality of service my shop provides. In an effort to continuously improve my operations I would appreciate your feedback concerning your experience while you were here.

Please circle a number indicating your response. **DECEMBER RESULTS BELOW**

I was greeted promptly and in a friendly manner.

Disagree 1 2 3 4 **4.80** 5 Agree

The lobby was clean and inviting.

Disagree 1 2 3 4 **4.83** 5 Agree

The premises and technicians portrayed a professional atmosphere.

Disagree 1 2 3 4 **4.83** 5 Agree

Additional services (if required) were explained to my satisfaction.

Disagree 1 2 3 4 **4.71** 5 Agree

I felt pressured to have additional services performed.

Disagree 1 **1.53** 2 3 4 5 Agree

I was satisfied with the overall time that it took to perform the service.

Disagree 1 2 3 4 **4.83** 5 Agree

I will return and/or recommend this shop for automotive repairs/services.

Disagree 1 2 3 4 **4.77** 5 Agree

I SEND THIS SURVEY OUT TO 10% OF OUR DAILY CUSTOMERS. IF YOU ARE ONE OF THE 10% THAT RECIEVES OUR SURVEY, I WOULD GREATLY APPRECIATE THE FEEDBACK.

THIS IS MY SCORECARD TO SEE HOW I AM MEETING YOUR SERVICE EXPECTATIONS AND WHERE I NEED TO IMPROVE. I LOVE COMMENTS, SO PLEASE INCLUDE THEM IF YOU FEEL INCLINED.

Sincerely, Vernon L. Dede Jr.