



**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. **FEB. RESULTS BELOW**

I was greeted promptly and in a friendly manner.

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

The lobby was clean and inviting.

Disagree    1        2        3        4        **4.79**    5        Agree

The premises and technicians portrayed a professional atmosphere.

Disagree    1        2        3        4        **4.76**    5        Agree

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

Disagree    1        2        3        4        **4.92**    5        Agree

I felt pressured to have additional services performed.

Disagree    1        **1.50**    2        3        4        5        Agree

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

Disagree    1        2        3        4        **4.90**    5        Agree

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

Disagree    1        2        3        4        **4.83**    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.