Cooper Automotive Survey form

1. Which Cooper Automotive branch did you visit ?

☐ Howrah ☐ Moonah ☐ Lindisfarne ☐ Hobart ☐ Claremont

2. How would you rate the way you were greeted at the Cooper Automotive reception desk?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Comments:

3. Were the repairs and service that were done to your car fully explained in a way that you understood?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Comments:

4. Were there any surprises on the final invoice?

☐ Yes ☐ No

Comments:

5. Was your car ready at the agreed time?

☐ Yes ☐ No

Comments:

6. Is there anything that Cooper Automotive could do to provide either a better product or higher level of service? We really want to know, it helps us to improve what we do for you. (Write your answer in the box below)

7. The following questions evaluate your views of the branch you visited.
Please indicate your opinions about each of the following statements.

Cooper Automotive	Very Strongly Agree	Strongly Agree	Agree	Disagree	Strongly Disagree	Very Strongly Disagree
Cooper Automotive hours are convenient for my needs.	☐	☐	☐	☐	☐	☐
The service and repairs are of the highest quality.	☐	☐	☐	☐	☐	☐
The service and repairs are good value for money.	☐	☐	☐	☐	☐	☐
Overall, I am very satisfied with Cooper Automotive.	☐	☐	☐	☐	☐	☐
I am satisfied with the price I paid for what I received.	☐	☐	☐	☐	☐	☐

8.

☐ Optional question

Insert your rego number here if you are happy for us to know who is sending the feed back. Rego No.

Cooper automotive

Your alternative to dealership servicing

COOPER AUTOMOTIVE
CUSTOMER SATISFACTION
QUESTIONNAIRE

Fold here

Delivery Address:
PO Box 886
ROSNY PARK TAS 7018

No stamp required
if posted in Australia

Cooper Automotive
Reply Paid 886
ROSNY PARK TAS 7018

Fold here

Here at Cooper Automotive we strive to please our customers and we are always looking at ways to improve customer satisfaction.

If you find a spare minute of your time to fill out this questionnaire we would be very grateful.

Any further comments or suggestions can be left in the comments section provided on the questionnaire.

Please fill out the questionnaire, and return it to any Cooper Automotive outlet.

Thank you once again!

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