

Report Card For THEO'S AUTOMOTIVE

Dear Mr/Ms Lorensen

We are constantly seeking new ways to improve our quality of service.
Your honest input and opinion will be greatly appreciated.

- 1) Our front desk or phone service? ☒ Excellent ☐ Average ☐ Poor
- 2) Was our original estimate in line with final billing? ☒ Same ☐ A bit higher ☐ Lower
- 3) Were you satisfied with our work? ☒ Excellent ☐ Average ☐ Poor
- 4) Would you come back and tell your friends about us? ☒ Yes ☐ No

Comments Thanks for being someone we can trust!

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Dear Mr/Ms MURTAGH

We are constantly seeking new ways to improve our quality of service.
Your honest input and opinion will be greatly appreciated.

- 1) Our front desk or phone service? ☒ Excellent ☐ Average ☐ Poor
- 2) Was our original estimate in line with final billing? ☒ Same ☐ A bit higher ☐ Lower
- 3) Were you satisfied with our work? ☒ Excellent ☐ Average ☐ Poor
- 4) Would you come back and tell your friends about us? ☒ Yes ☐ No

Comments Great Service as Always. Took Time to explain services done and offered solutions/options to fix problems. Thanks Mike

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Dear Mr/Ms YOSHIKO YAMABE

We are constantly seeking new ways to improve our quality of service.
Your honest input and opinion will be greatly appreciated.

- 1) Our front desk or phone service? ☒ Excellent ☐ Average ☐ Poor
- 2) Was our original estimate in line with final billing? ☒ Same ☐ A bit higher ☐ Lower
- 3) Were you satisfied with our work? ☒ Excellent ☐ Average ☐ Poor
- 4) Would you come back and tell your friends about us? ☒ Yes ☐ No

Comments I liked the fact that you showed me the damaged part and explained what you did. If there is another repair before I sell this car, I will