

Report Card For THEO'S AUTOMOTIVE

Dear Mr/Ms Burnett

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 We appreciate the thoroughness of your work and knowing this was our daughter's car. Thank you for your good work and quick turn around time!

REFERRAL RECORD © 2006



Date: 1/25/06
 From: CATHY SLOSKY To: Theo
 Referral Name: KUDOS TO THEO - IN LAWS IN TOWN
 Voice: FROM PA CAR Email: BROKE DOWN, CALLED
 Details: AROUND TOWN, NO ONE WOULD LOOK @ CAR EXCEPT THEO

CONNECT

- Member to Member
 Member to Prospect
 Member to GateOpener
 Visitor to the Team

COORDINATE

- Today
 Tomorrow
 This Week
 PowerPercolator

COFFEE

Day: _____
 Time: _____
 Where: _____
 Bring: _____

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Comments Most of all, I appreciate your honesty and personal interest. Thanks for your assistance.
E. Sumner