

AAA Auto Club South

APPROVED AUTO REPAIR

QUESTIONNAIRE EVALUATION SHEET

APPLICANT: SUPERIOR COLLISION CENTER at 1580 NE 131 STREET, N. MIAMI, FL 33161

DATE: 08/12/03

RATING CATEGORIES	# YES	# NO	% YES
1. QUALITY OF REPAIR	38	2	95
2. CAR READY AROUND THE TIME FRAME ESTIMATED	37	3	93
3. CAR CLEAN WHEN RETURNED	39	1	98
4. REPAIR COST AS ESTIMATED	40	0	100
5. CLEAN FACILITY AREAS	40	0	100
6. KNOWLEDGABLE, COURTEOUS & EFFICIENT PERSONNEL	39	1	98
7. QUESTIONS, PROBLEMS & COMPLAINTS HANDLED WITH CARE	38	2	95
8. WOULD RECOMMEND TO FRIENDS FOR REPAIR SERVICE	37	3	93

OVERALL RATING:	Excellent	Good	Fair	Poor
	33	4	1	2

Each committee member should carefully evaluate the individual questionnaire comments. The "% Favorable" is based on the total number of "Yes" entries in an individual rating category, divided by the total number of "Yes" and "No" entries for that category. The acceptable standard for each rating category is 95% favorable or better.

COMMENTS BY COMMITTEE MEMBER:

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