



**Approved
Auto Repair**

Superior Collision

Customer Satisfaction Report - 2004

EVAAULTION CARD INFORMATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
CARDS RETURNED TO AAA	0	0	0	0	2	27	25	16	28	31	12	16	157
% SATISFIED WITH THE REPAIR WORK DONE					100%	100%	96%	100%		100%	100%	100%	99%
% SATISFIED WITH THE ESTIMATE					100%	100%	92%	94%		100%	100%	100%	98%
% SATISFIED WITH THE PERSONNEL					100%	100%	100%	100%		100%	100%	100%	100%
% SATISFIED THAT THE CAR WAS READY WHEN PROMISED					100%	100%	88%	100%		97%	100%	94%	97%
% WHO WOULD RETURN TO THE FACILITY FOR FUTURE WORK					100%	100%	100%	100%		100%	100%	100%	100%
% FIRST TIME CUSTOMERS					50%	74%	72%	81%		77%	83%	81%	74%
% WHO WERE AWARE FACILITY WAS AAR					50%	37%	28%	44%		45%	33%	31%	38%
% WHO ARE AAA CLUB MEMBERS					0%	0%	32%	0%		0%	0%	0%	5%