



# ROHRER

## Paint & Collision Customer Experience Survey

### Thank You for Choosing Rohrer Bus!

As a Rohrer Bus customer, our goal is to provide you with the exceptional customer service you deserve. We want you to be completely satisfied with our products and services. The following contacts are available to assist you with any questions you may have:

- Body Shop Foreman - William Bookwalter Jr., Ext. 1402, Email: [wbookwalter@rohrerbus.com](mailto:wbookwalter@rohrerbus.com)
- General Manager - Ryan Renninger Ext. 1406, Email: [rrenninger@rohrerbus.com](mailto:rrenninger@rohrerbus.com)
- Continuous Improvement Coordinator - Sebastian Paul Ext. 1415, Email: [spaul@rohrerbus.com](mailto:spaul@rohrerbus.com)

We want to know what you think about your customer experience with Rohrer Bus. Please help us by taking a few minutes to complete this survey. *If you received this survey by mail, we have included a self-addressed, stamped envelope for your convenience.*

### Please circle one of the following for each question:

- 5 = Completely Satisfied
- 4 = Very Satisfied
- 3 = Satisfied
- 2 = Somewhat Satisfied
- 1 = Not at all Satisfied

### About Our Dealership

Did you find our dealership personnel to be friendly, helpful, and professional?	5	4	3	2	1
Was the facility clean and orderly?	5	4	3	2	1
Were you greeted and helped in a timely matter?	5	4	3	2	1

Please indicate the names of any of the Body Shop personnel that you worked with.

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**About Your Experience**

- Were you provided a clear explanation of the work required?  Yes  No
- Were you given updates on the progress of the work?  Yes  No
- Was the work completed as promised?  Yes  No
- Was your total bill what you expected?  Yes  No
- Was all work completed authorized by you?  Yes  No
- Was there any difficulty in getting an appointment?  Yes  No
- Was the work completed on time?  Yes  No
- Was the vehicle clean and neat when picked up?  Yes  No
- Did the work meet your quality expectations?  Yes  No
- Are there any unresolved issues?  Yes  No

If "yes" please explain \_\_\_\_\_

**General**

Would you recommend Rohrer Bus to someone else needing our paint and/or collision Services?  Yes  No

Is there anything that you feel we could improve upon? Please let us know. Do not be hesitant to help us improve. Our goal is for continuous improvement to better serve our customers' needs.

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**Customer Name:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Completed by:** \_\_\_\_\_ **Phone (\_\_\_\_\_)** \_\_\_\_\_ - \_\_\_\_\_

**E-mail Address:** \_\_\_\_\_

**Send to:**

*[rrenninger@rohrerbus.com](mailto:rrenninger@rohrerbus.com)*

or

Rohrer Bus  
 Attn: Ryan Renninger  
 P. O. Box 100  
 1515 State Rd.  
 Duncannon Pa. 17020  
 1-800-735-6700

[www.rohrerbus.com](http://www.rohrerbus.com)

*Thank you!*