



ROHRER

Service 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:

- General Manager - Ryan Renninger Ext. 1406, Email: rrenninger@rohrerbus.com
- Service Office Manager - Sebastian Paul Ext. 1415, Email: spaul@rohrerbus.com
- Customer Support - Jay Hamilton Ext. 1408, Email: jhamilton@rohrerbus.com
- Service Advisor - Ryan Michael Ext. 1404, Email: rmichael@rohrerbus.com
- Service Advisor - Mike Beck Ext. 1401, Email: mbeck@rohrerbus.com
- Continuous Improvement Coordinator – Sebastian Paul Ext. 1415, Email: spaul@rohrerbus.com

Customer Experience Survey

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.*

Invoice # _____

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

		<u>Very Satisfied</u>			<u>Not Satisfied</u>
Did you find our dealership to be personal, 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 service personnel that you worked with

About Your Experience

Did you receive an estimate with the 24 hour of diagnosis performed? Yes No
Did you receive an update regarding the repairs? Yes No
Were the repairs completed as promised? Yes No
Was your total bill what you expected? Yes No
Was the repair done right the first time? Yes No
Did the service meet your quality expectations? Yes No
Are you aware that we have a state-of-the-art paint and collision repair shop with a heated bake oven for top quality body repairs? Yes No

General

Would you recommend Rohrer Bus to someone needing our products or 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.

Customer Name: _____ **Date** _____

Address: _____

Completed by: _____ **Phone (_____)** _____ - _____

E-mail Address: _____

Send to:

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

Thank you!