

# Fort Washington Auto Body

*April 2011*



## Customer Satisfaction Indexing Report

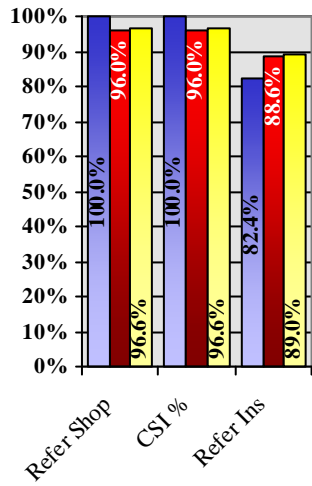
### CSI Complete Survey

- 1) Were you satisfied with the way you were greeted when you first arrived at the repair center?
- 2) Were you satisfied with the quality of the repair?
- 3) Were you satisfied with the cleanliness of your vehicle?
- 4) Were you satisfied with the way you were treated by the service representative?
- 5) Were you kept adequately informed during the repair process?
- 6) Was your vehicle ready when promised?
- 7) After the repair, was it necessary to return your vehicle for additional work?
- 8) As a result of this experience, would you refer the shop to family and friends?
- 9) On a scale of 0-10, 10 being the highest, how likely are you to refer the shop to family and friends?
- 10) Were you satisfied with the way your insurance company handled your claim?
- 11) As a result of this experience, would you recommend the insurance company to family and friends?
- 12) On a scale of 0-10, 10 being the highest, how likely are you to refer the Insurance company to family and friends?
- 13) How did you select the shop?

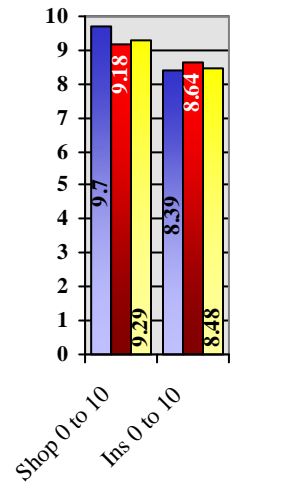


	Submitted	Completed	% Complete	Greeted	Body	Paint	Mech	Detail	Clean	Service	Informed	OnTime	Return Rate	Refer Shop	CSi	Rec Ins	Claim	Shop 0to10	Ins 0to10
May 10	151	44	29.1%	100.0%	93.2%	95.5%	93.2%	100.0%	93.2%	97.7%	93.2%	93.2%	25.0%	95.5%	95.5%	81.0%	88.1%	8.82	8.05
Jun 10	168	48	28.6%	100.0%	97.9%	95.8%	95.8%	95.8%	93.8%	97.9%	83.3%	77.1%	22.9%	93.8%	93.8%	89.1%	95.7%	8.79	8.59
Jul 10	156	40	25.6%	100.0%	92.5%	100.0%	97.5%	95.0%	95.0%	100.0%	72.5%	75.0%	30.0%	95.0%	95.0%	89.7%	89.7%	8.80	8.66
Aug 10	156	43	27.6%	100.0%	95.3%	100.0%	100.0%	100.0%	95.3%	97.7%	88.4%	79.1%	14.0%	95.3%	95.3%	81.6%	94.7%	8.95	8.18
Sep 10	133	40	30.1%	100.0%	100.0%	95.0%	92.5%	100.0%	95.0%	97.5%	92.5%	90.0%	20.0%	97.5%	97.5%	84.6%	92.3%	9.20	8.78
Oct 10	114	24	21.1%	100.0%	95.8%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	95.8%	20.8%	95.8%	95.8%	95.7%	95.7%	9.38	9.35
Nov 10	136	40	29.4%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	97.5%	92.5%	80.0%	12.5%	97.5%	97.5%	91.7%	94.4%	9.43	8.94
Dec 10	139	35	25.2%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	97.1%	100.0%	91.4%	14.3%	100.0%	100.0%	90.9%	90.9%	9.26	8.36
Jan 11	201	78	38.8%	98.7%	96.2%	96.2%	98.7%	100.0%	96.2%	100.0%	100.0%	92.3%	16.7%	93.6%	93.6%	95.7%	95.7%	9.23	9.00
Feb 11	264	42	15.9%	100.0%	97.6%	100.0%	100.0%	100.0%	97.6%	100.0%	95.2%	92.9%	16.7%	97.6%	97.6%	89.7%	89.7%	9.57	8.72
Mar 11	113	29	25.7%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.1%	13.8%	93.1%	93.1%	88.5%	96.2%	9.24	8.58
Apr 11	103	37	35.9%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	94.6%	97.3%	10.8%	100.0%	100.0%	82.4%	88.2%	9.70	8.39
12 months	1834	500	27.3%	99.8%	97.0%	98.2%	97.4%	99.2%	96.6%	98.8%	92.6%	87.8%	18.2%	96.0%	96.0%	88.6%	92.7%	9.18	8.64
Industry				99.3%	97.9%	98.9%	98.7%	99.3%	96.9%	98.3%	94.2%	90.9%	12.8%	96.6%	96.6%	89.0%	93.2%	9.29	8.48

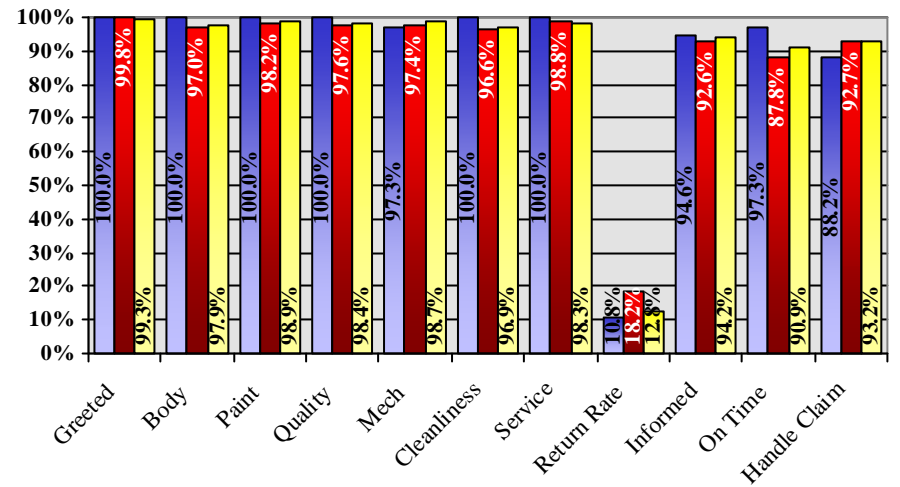
CSI



NPS Drivers



CSI + NPS Drivers



Apr 12M Industry

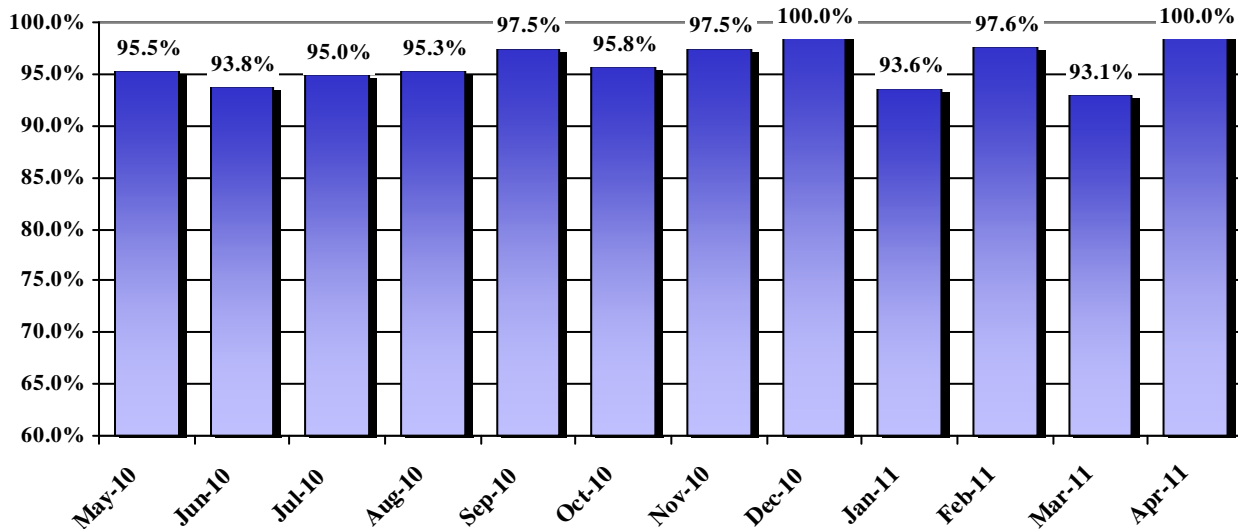
Apr 12M Industry

Apr 12M Industry

Congratulations,  
**Fort Washington Auto Body**  
on your outstanding commitment to total  
customer satisfaction!



**Total Customer Satisfaction for Past 12 Months**



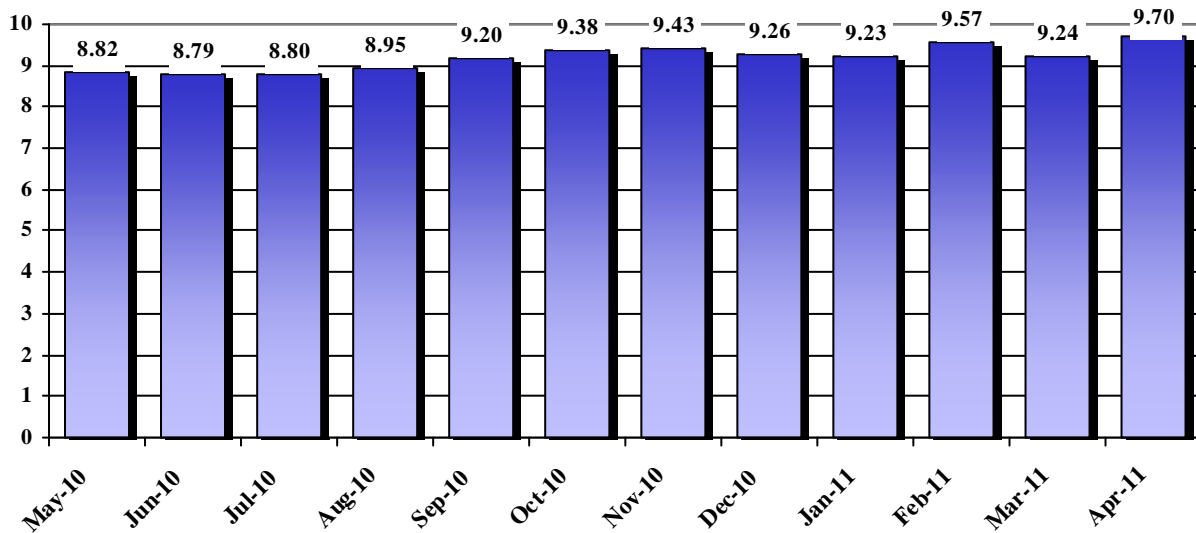
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On a scale of 0-10, 10 being the highest,  
how likely are you to refer  
**Fort Washington Auto Body**  
to family and friends?



### Shop 0 To 10 Score for Past 12 Months



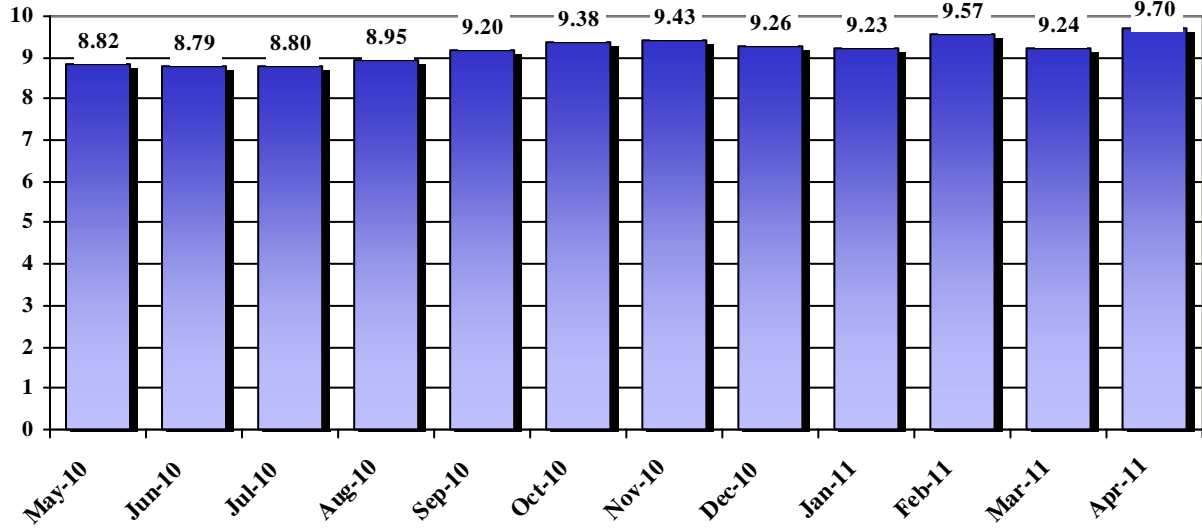
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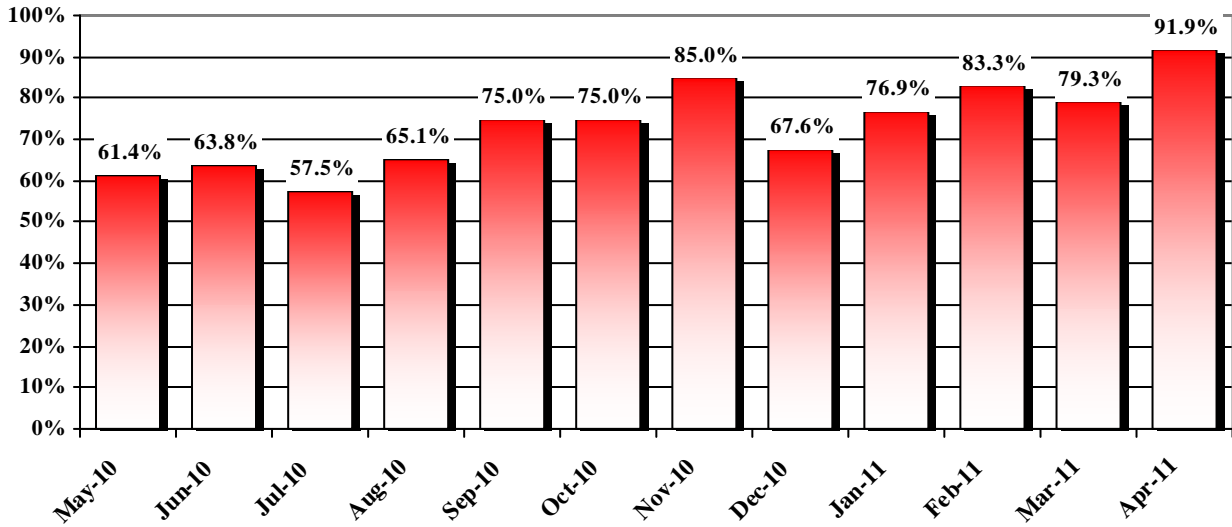
# Shop Net Promotor Score (NPS) Report

## Fort Washington Auto Body

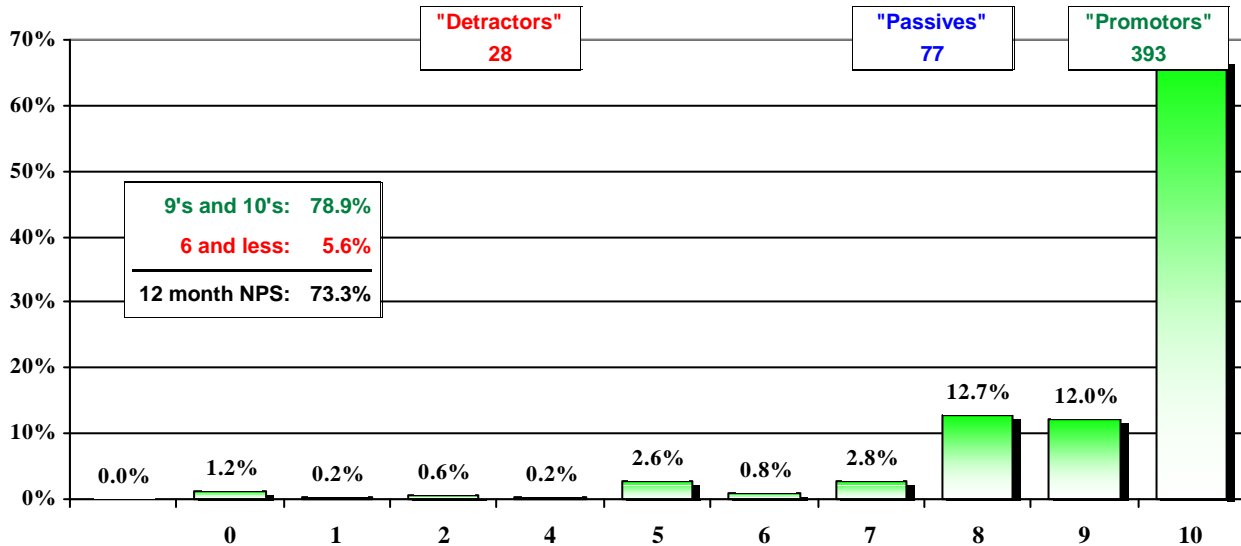
### 0 to 10 Refer Shop for Past 12 Months



**NPS for Past 12 Months**



**NPS (Scale Results) for Past 12 Months**



# Fort Washington Auto Body

## Customer Comments for April 2011

**It was a great experience!**

*T. - 10 Toyota*

*Team: Paint Shop, , Ricky*

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**Excellent shop, everyone was friendly  
and helpful!**

*1. - 9 Mercedes*

*Team: Paint Shop, , Tonya*

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# Repair Facility Marketing Report

We thank our valued business partners for recommending

**Fort Washington Auto Body**

We thought you should know:

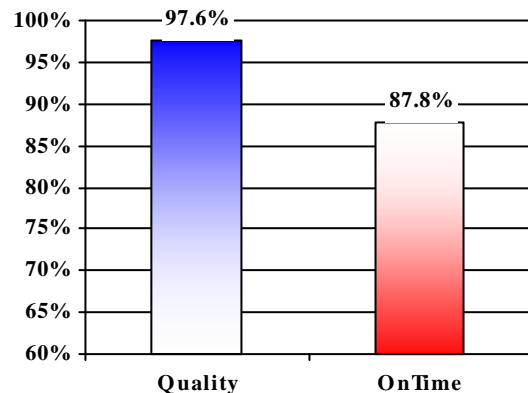
**Our overall customer satisfaction is high.**



**Insurers and agents who deal with us get high claims handling scores.**

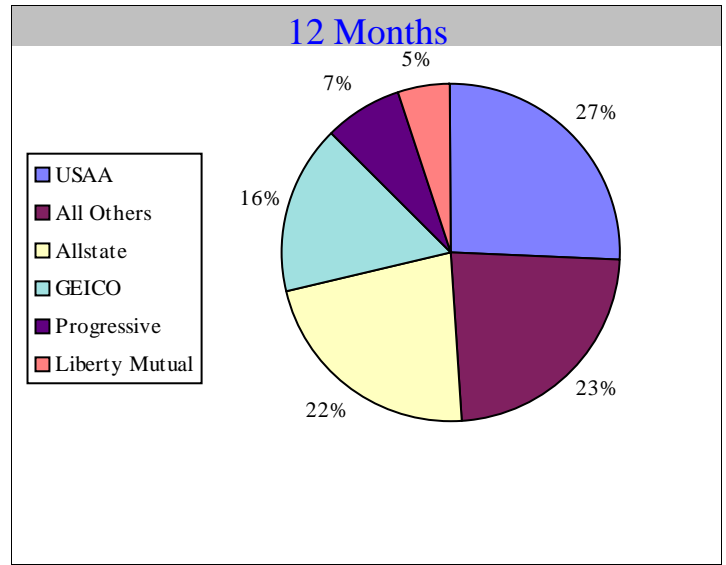
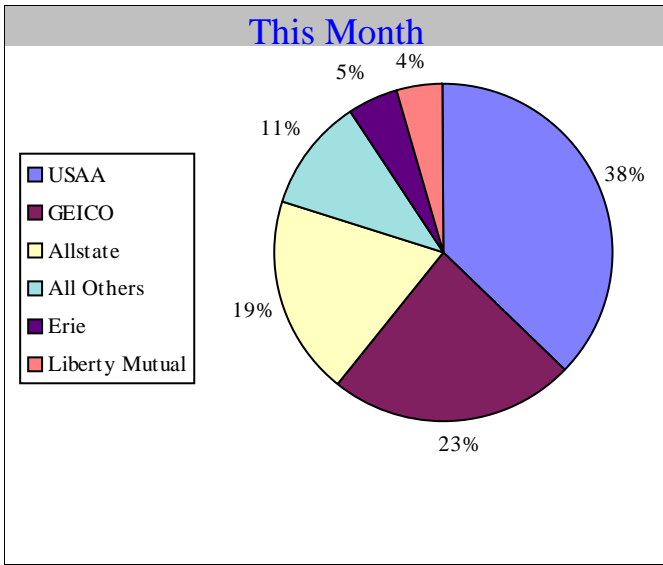


**We consistently score well in the key services of timely delivery and overall quality.**

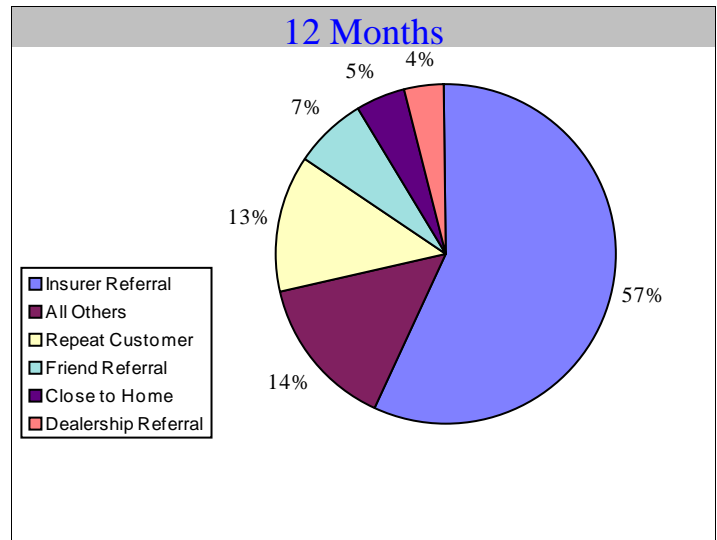
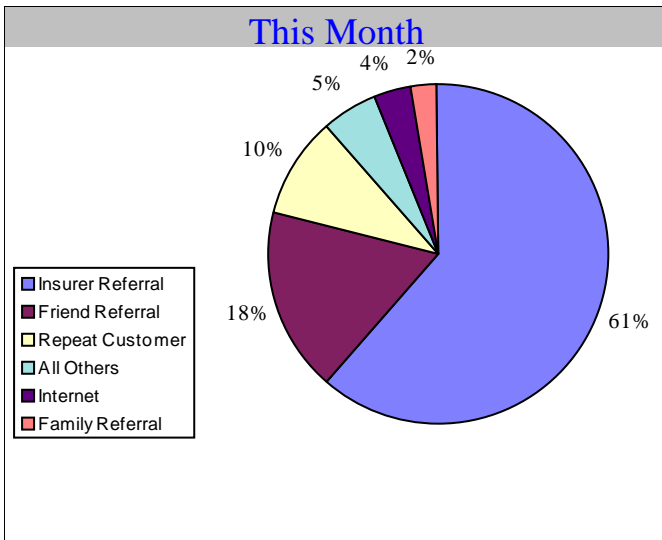


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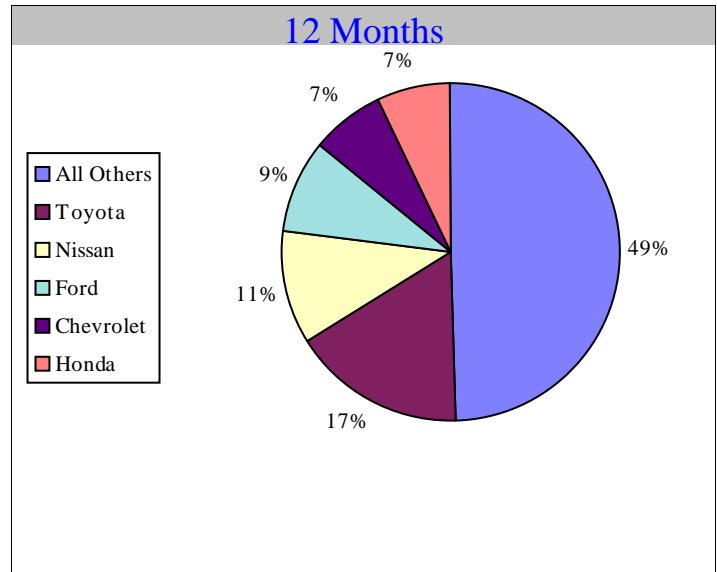
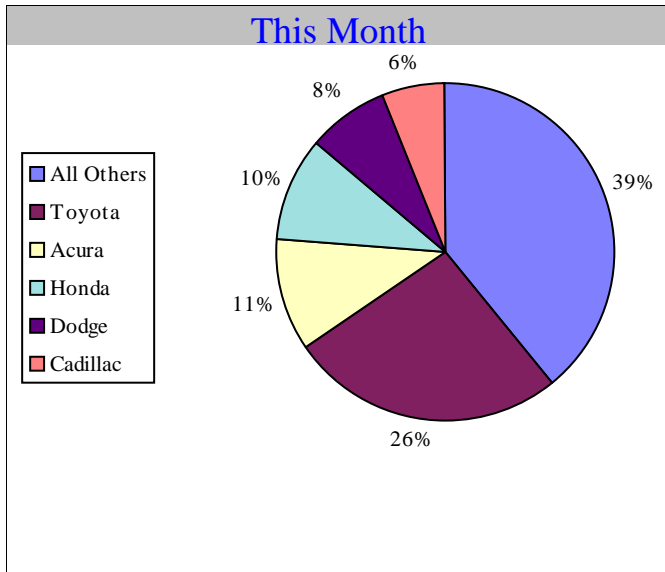


Insurance Company	Sales				CSI for Month						CSI for 12 Months					
	Month	%	12 Months	%	Surveys	Shop	Shop0-10	Insureds	Insurer	Ins 0-10	Surveys	Shop	Shop0-10	Insureds	Insurer	Ins 0-10
USAA	\$28,339	37.2%	\$314,975	25.9%	15	100.0%	9.53	9	100.0%	9.56	148	96.6%	9.29	121	95.8%	9.50
GEICO	\$17,763	23.3%	\$199,833	16.4%	3	100.0%	9.67	2	100.0%	9.50	85	92.9%	8.61	72	90.0%	8.70
Allstate	\$14,608	19.2%	\$270,769	22.3%	7	100.0%	10.00	6	100.0%	10.00	84	96.4%	9.36	61	98.4%	9.36
Erie	\$3,674	4.8%	\$57,629	4.7%	2	100.0%	10.00	2	100.0%	10.00	25	100.0%	9.67	19	100.0%	9.56
Liberty Mutual	\$3,372	4.4%	\$62,352	5.1%	3	100.0%	9.67	2	50.0%	7.00	32	96.9%	9.38	19	94.7%	9.22
Travelers	\$2,760	3.6%	\$4,804	0.4%	1	100.0%	10.00				3	100.0%	10.00	1	100.0%	8.00
Progressive	\$2,671	3.5%	\$87,986	7.2%	1	100.0%	10.00				30	100.0%	9.27	20	95.0%	9.25
Customer Pay	\$1,494	2.0%	\$47,305	3.9%	3	100.0%	9.33	3			32	100.0%	9.56	31		
Enterprise	\$1,212	1.6%	\$1,212	0.1%	1	100.0%	10.00				1	100.0%	10.00			
State Farm	\$236	0.3%	\$51,768	4.3%	1	100.0%	10.00	1	100.0%		14	100.0%	9.50	8	87.5%	8.57
Not Named			\$30,169	2.5%							17	94.1%	9.12	7	85.7%	8.43
AAA			\$14,071	1.2%							5	80.0%	8.40	4	100.0%	7.25
State Auto			\$10,516	0.9%							3	100.0%	8.67	2	100.0%	9.00
Metropolitan			\$8,192	0.7%							1	100.0%	10.00	1	0.0%	0.00
Nationwide			\$6,604	0.5%							2	100.0%	9.50			
21st			\$5,987	0.5%							1	0.0%	5.00			
Farmers			\$5,057	0.4%							1	100.0%	8.00			
Esurance			\$4,941	0.4%							1	0.0%	2.00	1	100.0%	10.00
Encompass			\$4,291	0.4%							2	100.0%	9.00	2	100.0%	8.50
Ameriprise			\$4,228	0.3%							1	100.0%	8.00	1	100.0%	9.00
Electric			\$3,962	0.3%							1	100.0%	10.00	1	100.0%	10.00
Hartford			\$3,555	0.3%							2	50.0%	7.50	1	100.0%	10.00
Budget			\$3,021	0.2%							1	100.0%	9.00			
General Casualty			\$2,326	0.2%							1	100.0%	10.00			
Hanover			\$2,037	0.2%							1	100.0%	10.00	1	100.0%	10.00
Miscellaneous			\$1,866	0.2%							1	100.0%	10.00			
Americredit			\$1,819	0.1%							1	100.0%	9.00			
American Agency			\$1,434	0.1%							1	100.0%	9.00			
Safeco			\$1,279	0.1%							1	100.0%	9.00			
Keystone			\$635	0.1%							1	100.0%	8.00	1	0.0%	
GEICO Express			\$461	0.0%							1	100.0%	8.00	1	100.0%	8.00
<b>Totals</b>	<b>\$76,128</b>		<b>\$1,215,084</b>		<b>37</b>	<b>100.0%</b>	<b>9.70</b>	<b>25</b>	<b>84.0%</b>	<b>9.43</b>	<b>500</b>	<b>96.0%</b>	<b>9.34</b>	<b>375</b>	<b>95.82%</b>	<b>9.30</b>



Referral Source	Sales				CSi for Month					CSi for 12 Months				
	Month	%	12 Months	%	Calls	Shop	Shop0-10	Insurer	Ins 0-10	Calls	Shop	Shop0-10	Insurer	Ins 0-10
Insurer Referral	\$46,552	61.1%	\$689,744.42	56.8%	25	100.00%	9.72	84.00%	8.71	290	95.52%	9.08	90.56%	8.80
Friend Referral	\$13,581	17.8%	\$84,618.54	7.0%	2	100.00%	9.50	100.00%	9.00	28	100.00%	9.79	76.19%	8.35
Repeat Customer	\$7,427	9.8%	\$160,773.71	13.2%	4	100.00%	9.75	100.00%	9.67	71	95.77%	9.44	86.89%	8.49
Internet	\$2,760	3.6%	\$7,147.88	0.6%	1	100.00%	10.00	0.00%	0.00	3	100.00%	9.67	0.00%	3.33
Family Referral	\$1,822	2.4%	\$28,964.44	2.4%	2	100.00%	9.00	0.00%	0.00	16	100.00%	9.50	91.67%	8.58
Agent Referral	\$1,459	1.9%	\$11,810.31	1.0%	1	100.00%	10.00	100.00%	10.00	5	100.00%	8.80	100.00%	9.40
DRP Referral	\$1,427	1.9%	\$31,382.82	2.6%	1	100.00%	10.00	100.00%	10.00	9	100.00%	9.22	77.78%	8.44
Close to Work	\$1,100	1.4%	\$5,156.01	0.4%	1	100.00%	10.00	100.00%	10.00	3	100.00%	9.33	100.00%	10.00
Close to Home			\$56,143.67	4.6%						20	95.00%	8.95	100.00%	8.84
Dealership Referral			\$48,238.78	4.0%						12	83.33%	8.17	72.73%	7.18
Word of Mouth			\$14,797.78	1.2%						5	100.00%	9.40	100.00%	8.00
Convenience/Location			\$9,959.05	0.8%						4	100.00%	10.00	100.00%	9.50
Yellow Pages			\$9,891.55	0.8%						3	100.00%	9.00	100.00%	9.33
Business Referral			\$9,294.31	0.8%						3	100.00%	9.33	100.00%	9.33
Shop Employee			\$9,198.96	0.8%						3	100.00%	10.00	33.33%	4.00
Reputation			\$8,983.50	0.7%						7	100.00%	9.71	80.00%	8.20
Towing			\$8,191.63	0.7%						1	100.00%	10.00	0.00%	0.00
Passed By			\$8,071.59	0.7%						7	100.00%	9.57	100.00%	9.17
Other			\$4,624.96	0.4%						5	100.00%	9.60	100.00%	9.75
Price/Cost			\$3,156.80	0.3%						1	0.00%	5.00	100.00%	10.00
Co-worker Referral			\$1,702.11	0.1%						1	100.00%	10.00	100.00%	10.00
Repair Scheduling			\$1,508.03	0.1%						1	100.00%	10.00	100.00%	10.00
			\$1,102.80	0.1%						1	100.00%	0.00		
Not Specified			\$619.97	0.1%						1	100.00%	9.00		
<b>Totals</b>	<b>\$76,128</b>		<b>\$1,215,084</b>		<b>37</b>	<b>100.0%</b>	<b>9.70</b>	<b>82.4%</b>	<b>8.39</b>	<b>500</b>	<b>96.0%</b>	<b>9.18</b>	<b>88.6%</b>	<b>8.64</b>

Vehicle Make CSi Report



Make	Sales				CSi for Month					CSi for 12 Months				
	Month	%	12 Months	%	Surveys	Shop	Shop0-10	Insurer	Ins 0-10	Surveys	Shop	Shop0-10	Insurer	Ins 0-10
Toyota	\$19,838	26.1%	\$202,183.40	16.6%	7	100.00%	9.57	80.00%	6.80	72	94.44%	8.99	84.85%	8.00
Acura	\$8,286	10.9%	\$12,098.75	1.0%	4	100.00%	10.00	100.00%	10.00	7	100.00%	10.00	100.00%	10.00
Honda	\$7,483	9.8%	\$85,523.67	7.0%	3	100.00%	9.33	66.67%	8.33	40	97.50%	8.98	91.89%	9.16
Dodge	\$6,059	8.0%	\$46,052.98	3.8%	2	100.00%	10.00	100.00%	9.00	27	96.30%	9.15	96.15%	9.15
Cadillac	\$4,550	6.0%	\$35,883.74	3.0%	1	100.00%	10.00	100.00%	10.00	11	100.00%	9.55	80.00%	9.10
Lexus	\$4,455	5.9%	\$47,064.15	3.9%	3	100.00%	10.00	66.67%	5.00	24	95.83%	9.38	90.91%	7.86
Mercedes	\$3,905	5.1%	\$22,741.77	1.9%	2	100.00%	10.00	100.00%	10.00	13	84.62%	8.46	100.00%	9.55
Chevrolet	\$3,822	5.0%	\$87,115.11	7.2%	2	100.00%	10.00	50.00%	5.00	34	100.00%	9.79	87.88%	8.82
Jaguar	\$3,100	4.1%	\$11,743.16	1.0%	1	100.00%	10.00	100.00%	10.00	5	100.00%	9.80	100.00%	10.00
Jeep	\$3,074	4.0%	\$18,813.13	1.5%	1	100.00%	8.00	100.00%	8.00	10	100.00%	9.20	75.00%	8.13
Chrysler	\$2,410	3.2%	\$54,528.39	4.5%	2	100.00%	10.00	100.00%	10.00	25	100.00%	9.40	90.91%	8.86
Nissan	\$2,362	3.1%	\$133,889.99	11.0%	2	100.00%	10.00	100.00%	10.00	44	90.91%	8.84	87.80%	8.63
Misc	\$2,106	2.8%	\$44,231.34	3.6%	2	100.00%	9.50	0.00%	8.00	25	96.00%	9.32	91.67%	9.04
GMC	\$1,477	1.9%	\$46,449.35	3.8%	1	100.00%	9.00	100.00%	9.00	15	100.00%	8.87	86.67%	8.33
Ford	\$1,088	1.4%	\$106,872.76	8.8%	1	100.00%	9.00	100.00%	8.00	44	97.73%	9.34	92.68%	8.53
Lincoln	\$1,086	1.4%	\$3,127.91	0.3%	1	100.00%	9.00	100.00%	9.00	3	100.00%	8.67	100.00%	8.50
Mazda	\$533	0.7%	\$24,057.99	2.0%	1	100.00%	10.00	100.00%	10.00	12	91.67%	8.75	70.00%	6.40
Saturn	\$492	0.6%	\$13,716.20	1.1%	1	100.00%	10.00	100.00%	10.00	7	100.00%	9.71	100.00%	9.86
Pontiac			\$47,774.85	3.9%						11	100.00%	9.36	77.78%	9.38
Hyundai			\$32,564.27	2.7%						13	100.00%	9.69	69.23%	7.08
Volkswagen			\$19,793.36	1.6%						8	75.00%	7.88	87.50%	9.29
Audi			\$17,257.97	1.4%						5	100.00%	9.60	80.00%	8.00
Mercury			\$15,620.35	1.3%						2	100.00%	9.00	100.00%	9.00
BMW			\$14,263.05	1.2%						8	100.00%	10.00	71.43%	7.00
Infiniti			\$13,935.44	1.1%						9	100.00%	9.33	100.00%	9.78
Mitsubishi			\$13,178.67	1.1%						6	83.33%	8.17	80.00%	9.00
Volvo			\$11,845.07	1.0%						4	100.00%	9.50	100.00%	9.75
Buick			\$8,161.79	0.7%						5	100.00%	9.20	100.00%	8.00
Hummer			\$5,318.26	0.4%						2	100.00%	10.00	100.00%	10.00
Scion			\$5,231.53	0.4%						2	100.00%	8.00	100.00%	10.00
Kia			\$4,690.26	0.4%						1	100.00%	9.00	100.00%	9.00
Mini			\$2,960.86	0.2%						1	100.00%	8.00	100.00%	10.00
Subaru			\$2,348.87	0.2%						2	100.00%	10.00	100.00%	10.00
Saab			\$2,298.63	0.2%						1	100.00%	10.00	100.00%	10.00

Make	Sales				CSi for Month					CSi for 12 Months				
	Month	%	12 Months	%	Surveys	Shop	Shop0-10	Insurer	Ins 0-10	Surveys	Shop	Shop0-10	Insurer	Ins 0-10
Suzuki			\$1,159.03	0.1%						1	0.00%	5.00	0.00%	6.00
Oldsmobile			\$587.57	0.0%						1	100.00%	10.00	100.00%	10.00
<b>Totals</b>	<b>\$76,128</b>		<b>\$1,215,084</b>		<b>37</b>	<b>100.0%</b>	<b>9.70</b>	<b>82.4%</b>	<b>8.39</b>	<b>500</b>	<b>96.0%</b>	<b>9.18</b>	<b>88.6%</b>	<b>8.64</b>

Loss Amount	Surveys Greeted	Body	Paint	Mech	Clean	Service	Return Rate	Comm	OnTime	CSi	Claim	Rec Ins	Shop 0to10	Ins 0to10	
<b>0-1500</b>															
Apr 11	23	100.0%	100.0%	100.0%	95.7%	100.0%	8.7%	100.0%	95.7%	100.0%	95.0%	85.0%	9.74	8.68	
12M	212	100.0%	98.1%	98.1%	96.7%	96.7%	99.1%	12.3%	94.8%	90.6%	96.7%	92.8%	88.9%	9.25	8.67
<b>1501-3000</b>															
Apr 11	5	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	80.0%	100.0%	100.0%	100.0%	60.0%	40.0%	9.60	5.20
12M	149	100.0%	96.6%	98.0%	98.0%	98.0%	99.3%	15.4%	91.3%	88.6%	96.0%	93.2%	88.4%	9.18	8.67
<b>3001-4500</b>															
Apr 11	6	100.0%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	9.67	9.50
12M	73	100.0%	97.3%	98.6%	98.6%	97.3%	98.6%	27.4%	93.2%	87.7%	95.9%	93.2%	89.0%	9.22	8.70
<b>4501-6000</b>															
Apr 11	2	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	10.00	10.00
12M	34	97.1%	94.1%	97.1%	94.1%	94.1%	94.1%	29.4%	85.3%	85.3%	88.2%	88.2%	85.3%	8.62	7.85
<b>6000+</b>															
Apr 11	1	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	9.00	9.00
12M	32	100.0%	93.8%	100.0%	100.0%	90.6%	100.0%	37.5%	90.6%	68.8%	100.0%	93.5%	90.3%	9.22	8.94
<b>Shop Total</b>															
Apr 11	37	100.0%	100.0%	100.0%	97.3%	100.0%	10.8%	94.6%	97.3%	100.0%	88.2%	82.4%	9.70	8.39	
12M	500	99.8%	97.0%	98.2%	97.4%	96.6%	98.8%	18.2%	92.6%	87.8%	96.0%	92.7%	88.6%	9.18	8.64
<b>CSiComplete Database</b>															
Apr 11		99.0%	97.4%	98.8%	98.3%	96.3%	98.0%	15.9%	93.3%	89.1%	95.7%	91.6%	85.6%	9.14	8.17
12M		99.3%	97.9%	98.9%	98.7%	96.9%	98.3%	12.8%	94.2%	90.9%	96.7%	93.2%	89.0%	9.29	8.48

Question	Bucket Detail		Current Month		12 Months	
			ROs	%	ROs	%
<b>Greeted</b>					<b>1</b>	
	c	waited			1	100.0%
<b>Body</b>					<b>15</b>	
	a	workmanship			4	26.7%
	d	assembly			9	60.0%
	o	other			2	13.3%
<b>Paint</b>					<b>9</b>	
	a	workmanship			2	22.2%
	b	overspray/paint			5	55.6%
	d	mismatched			1	11.1%
	o	other			1	11.1%
<b>Mechanical</b>			<b>1</b>		<b>13</b>	
	c	noise/rattle			1	7.7%
	d	electric			9	69.2%
	o	other	1	100.0%	3	23.1%
<b>Detail</b>					<b>4</b>	
	o	other			4	100.0%
<b>Cleanliness</b>					<b>17</b>	
	a	exterior dirty			5	29.4%
	b	interior dirty			11	64.7%
	o	other			1	5.9%
<b>Service</b>					<b>6</b>	
	b	discourteous			2	33.3%
	c	waiting			1	16.7%
	o	other			3	50.0%
<b>Informed</b>			<b>2</b>		<b>37</b>	
	a	return calls/did not call			18	48.6%
	b	inform changes/updates	2	100.0%	15	40.5%
	c	shop/insurance			1	2.7%
	d	shop/dealer			1	2.7%
	o	other			2	5.4%
<b>Timeliness</b>			<b>1</b>		<b>61</b>	
	a	Incomplete			2	3.3%
	b	1-3 days late	1	100.0%	34	55.7%
	c	4-6 days late			5	8.2%
	d	more than 7 days late			20	32.8%
<b>Return</b>			<b>4</b>		<b>51</b>	
	b	paint	1	25.0%	17	33.3%
	c	mechanical	2	50.0%	22	43.1%
	d	add'l repair/supplement	1	25.0%	12	23.5%

**Q2. Were you satisfied with the quality of the repair?**

	Surveys	Sales	Avg Sale	Body (Q2)	Paint (Q2)	Clean (Q3)	Service (Q4)	Informed (Q5)	On Time (Q6)	Return Rate (Q7)	Refer Shop (Q8)	CSi	Shop 0 to 10
<b>Shop Totals</b>													
12M	500	\$1,215,084	\$2,430	97.0%	98.2%	96.6%	98.8%	92.6%	87.8%	18.2%	96.0%	96.0%	9.18
Feb 11	42	\$80,612	\$1,919	97.6%	100.0%	97.6%	100.0%	95.2%	92.9%	16.7%	97.6%	97.6%	9.57
Mar 11	29	\$78,936	\$2,722	96.6%	100.0%	100.0%	100.0%	100.0%	93.1%	13.8%	93.1%	93.1%	9.24
Apr 11	37	\$76,128	\$2,058	100.0%	100.0%	100.0%	100.0%	94.6%	97.3%	10.8%	100.0%	100.0%	9.70
<b>Paint Shop</b>													
12M	32	\$65,253	\$2,039	100.0%	100.0%	100.0%	100.0%	93.8%	96.9%	12.5%	100.0%	100.0%	9.66
Apr 11	32	\$65,253	\$2,039	100.0%	100.0%	100.0%	100.0%	93.8%	96.9%	12.5%	100.0%	100.0%	9.66

**Q2. Were you satisfied with the quality of the repair?**

	Total Surveys	Problem Surveys		A Workmanship	B Mechanical	C Metal	D Assembly	E Electrical	F Rattles	G Leaks	O Other	
<b>Paint Shop</b>												
Apr 2011	32	0	0.0%									
12M	32	0	0.0%									
<b>Fort Washington Auto Body Tot</b>												
Apr 2011	37	0	0.0%	0	0	0	0	0	0	0	0	
12M	500	15	3.0%	4 26.7%	0	0	9 60.0%	0	0	0	2 13.3%	

**Q2. Were you satisfied with the quality of the repair?**

	Surveys	Sales	Avg Sale	Body (Q2)	Paint (Q2)	Clean (Q3)	Service (Q4)	Informed (Q5)	On Time (Q6)	Return Rate (Q7)	Refer Shop (Q8)	CSi	Shop 0 to 10
<b>Shop Totals</b>													
12M	500	\$1,215,084	\$2,430	97.0%	98.2%	96.6%	98.8%	92.6%	87.8%	18.2%	96.0%	96.0%	9.18
Feb 11	42	\$80,612	\$1,919	97.6%	100.0%	97.6%	100.0%	95.2%	92.9%	16.7%	97.6%	97.6%	9.57
Mar 11	29	\$78,936	\$2,722	96.6%	100.0%	100.0%	100.0%	100.0%	93.1%	13.8%	93.1%	93.1%	9.24
Apr 11	37	\$76,128	\$2,058	100.0%	100.0%	100.0%	100.0%	94.6%	97.3%	10.8%	100.0%	100.0%	9.70

**Q2. Were you satisfied with the quality of the repair?**

	Total Surveys	Problem Surveys	A Workmanship	B Paint	C Missed Detail	D Mismatched	E Runs	F Bubbles	G Fades	O Other
<b>Fort Washington Auto Body Tot</b>										
Apr 2011	37	0 0.0%	0	0	0	0	0	0	0	0
12M	500	9 1.8%	2 22.2%	5 55.6%	0	1 11.1%	0	0	0	1 11.1%

**Q2. Were you satisfied with the quality of the repair?**

	Surveys	Sales	Avg Sale	Mech (Q2)	Detail (Q2)	Clean (Q3)	Service (Q4)	Informed (Q5)	On Time (Q6)	Return Rate (Q7)	Refer Shop (Q8)	CSi	Shop 0 to 10
<b>Team Totals</b>													
12M	500	\$1,215,084	\$2,430	97.2%	99.2%	96.6%	98.8%	92.6%	87.8%	18.2%	96.0%	96.0%	9.18
Feb 11	42	\$80,612	\$1,919	98.8%	100.0%	97.6%	100.0%	95.2%	92.9%	16.7%	97.6%	97.6%	9.57
Mar 11	29	\$78,936	\$2,722	98.3%	100.0%	100.0%	100.0%	100.0%	93.1%	13.8%	93.1%	93.1%	9.24
Apr 11	37	\$76,128	\$2,058	98.6%	100.0%	100.0%	100.0%	94.6%	97.3%	10.8%	100.0%	100.0%	9.70

**Detail**

**Q2. Were you satisfied with the quality of the repair?**

	Total Surveys	Problem Surveys		A Workmanship	B Pinstripe	C Scratches	O Other
<b>Team Totals</b>							
Apr 2011	37	0 0.0%		0	0	0	0
12M	500	4 0.8%		0	0	0	4 100.0%

**Mechanical**

**Q2. Were you satisfied with the quality of the repair?**

	Total Surveys	Problem Surveys		A Alignment	B Brakes	C Noise/Rattle	D Electric	E Engine	F Leaks	O Other
<b>Team Totals</b>										
Apr 2011	37	1 2.7%		0	0	0	0	0	0	1 100.0%
12M	500	13 2.6%		0	0	1 7.7%	9 69.2%	0	0	3 23.1%

**Q4. Were you satisfied with the way you were treated by the service representative?**

	Surveys	Sales	Avg Sale	Body (Q2)	Paint (Q2)	Clean (Q3)	Service (Q4)	Informed (Q5)	On Time (Q6)	Return Rate (Q7)	Refer Shop (Q8)	CSi	Shop 0 to 10	NPS
<b>Shop Totals</b>														
12M	500	\$1,215,084	\$2,430	97.0%	98.2%	96.6%	98.8%	92.6%	87.8%	18.2%	96.0%	96.0%	9.18	73.29%
Feb 11	42	\$80,612	\$1,919	97.6%	100.0%	97.6%	100.0%	95.2%	92.9%	16.7%	97.6%	97.6%	9.57	83.33%
Mar 11	29	\$78,936	\$2,722	96.6%	100.0%	100.0%	100.0%	100.0%	93.1%	13.8%	93.1%	93.1%	9.24	79.31%
Apr 11	37	\$76,128	\$2,058	100.0%	100.0%	100.0%	100.0%	94.6%	97.3%	10.8%	100.0%	100.0%	9.70	91.89%
<b>Ricky</b>														
12M	177	\$408,525	\$2,308	97.2%	98.9%	97.2%	97.7%	91.0%	92.1%	15.3%	96.0%	96.0%	9.22	75.14%
Feb 11	19	\$29,012	\$1,527	94.7%	100.0%	100.0%	100.0%	94.7%	94.7%	15.8%	94.7%	94.7%	9.47	78.95%
Mar 11	9	\$21,228	\$2,359	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	11.1%	100.0%	100.0%	9.44	88.89%
Apr 11	11	\$32,201	\$2,927	100.0%	100.0%	100.0%	100.0%	90.9%	90.9%	18.2%	100.0%	100.0%	9.64	90.91%
<b>Shelton</b>														
12M	46	\$100,464	\$2,184	97.8%	97.8%	97.8%	100.0%	91.3%	89.1%	17.4%	100.0%	100.0%	9.20	
Feb 11	6	\$10,023	\$1,670	100.0%	100.0%	83.3%	100.0%	83.3%	66.7%	0.0%	100.0%	100.0%	9.50	83.33%
Mar 11	3	\$6,749	\$2,250	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	9.00	66.67%
Apr 11	6	\$5,536	\$923	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	16.7%	100.0%	100.0%	10.00	100.00%
<b>Tonya</b>														
12M	179	\$470,760	\$2,630	98.3%	98.9%	97.2%	100.0%	98.3%	88.3%	17.3%	96.6%	96.6%	9.38	80.34%
Feb 11	13	\$33,903	\$2,608	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	23.1%	100.0%	100.0%	9.62	84.62%
Mar 11	14	\$47,926	\$3,423	92.9%	100.0%	100.0%	100.0%	100.0%	85.7%	14.3%	85.7%	85.7%	9.00	71.43%
Apr 11	19	\$37,781	\$1,988	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	5.3%	100.0%	100.0%	9.74	94.74%

**Q4. Were you satisfied with the way you were treated by the service representative?**

	Total Surveys	Problem Surveys	A Didn't Explain	B Discourteous	C Waiting	D Other
<b>Ricky</b>						
Apr 2011	11	0 0.0%				
12M	177	4 2.3%			1 25.0%	3 75.0%
<b>Shelton</b>						
Apr 2011	6	0 0.0%				
12M	46	0 0.0%				
<b>Tonya</b>						
Apr 2011	19	0 0.0%				
12M	179	0 0.0%				
<b>Fort Washington Auto Body Tot</b>						
Apr 2011	37	0 0.0%	0	0	0	0
12M	500	6 1.2%	0	2 33.3%	1 16.7%	3 50.0%

**Isg Edward J Hur** 1. Greeted Yes 6. On Time Yes  
 RO: 2110627 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Ricky 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 8 Cadillac 4. Service Yes 12. Ins 0-10 10  
 Insurer: USAA Amt:\$4,550 5. Informed Yes

**100% Total CSi**

*I really appreciate the extra effort in getting and repairing my car!*

**Isg Johnnie F Pear** 1. Greeted Yes 6. On Time Yes  
 RO: 2110599 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 9 Mercedes 4. Service Yes 12. Ins 0-10 10  
 Insurer: USAA Amt:\$3,153 5. Informed Yes

**100% Total CSi**

*Excellent shop, everyone was friendly and helpful!*

**Alvesta Beard** 1. Greeted Yes 6. On Time Yes  
 RO: 2110611 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 2004 Acura 4. Service Yes 12. Ins 0-10 10  
 Insurer: Allstate Amt: \$618 5. Informed Yes

**100% Total CSi**

*They did the repairs timely!*

**Amelia Barber** 1. Greeted Yes 6. On Time Yes  
 RO: 2110566 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Close to Work Paint Yes 8. Refer Shop Yes  
 Body Tech: Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 8 Nissan 4. Service Yes 12. Ins 0-10 10  
 Insurer: Allstate Amt:\$1,100 5. Informed Yes

**100% Total CSi**

*Very excellent job, customer service made it a wonderful experience!*

**Andrew Ellis** 1. Greeted Yes 6. On Time Yes  
 RO: 2110433 Hot Sheet? 2. Body Yes 7. Return Visit No **Trunk does not stay up.**  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 8  
 Paint Tech: Detail Yes 10. Handle Claim No **Rental car issue.**  
 Service Tech: Ricky 3. Cleanliness Yes 11. Recom Ins. No **Rental car issue.**  
 Repair Info: 7 Honda 4. Service Yes 12. Ins 0-10 6  
 Insurer: USAA Amt:\$2,987 5. Informed Yes

**100% Total CSi**

<b>Angel West</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110540	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Insurer Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	No	
Service Tech: Shelton	3. Cleanliness	Yes	11. Recom Ins.	No	
Repair Info: 5 Chevrolet	4. Service	Yes	12. Ins 0-10	0	
Insurer: Progressive	Amt:\$2,671	5. Informed	No	Did not update me.	

They claimed they could not make all the repairs.  
They did not do what they promised did not fix all damage.

**100% Total CSi**

*They were really friendly and good customer service!*

<b>Anthony Mcilwain</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110483	Hot Sheet?	2. Body	Yes	7. Return Visit	Yes
Referral: Repeat Customer	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Shelton	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 6 Mercedes	4. Service	Yes	12. Ins 0-10		
Insurer: Customer Pay	Amt: \$752	5. Informed	Yes		

Paint and small dent.

**100% Total CSi**

*Very professional!*

<b>Bonnie Petrarca</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110604	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Insurer Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Ricky	3. Cleanliness	Yes	11. Recom Ins.	No	
Repair Info: 2003 Misc	4. Service	Yes	12. Ins 0-10	10	
Insurer: Liberty Mutual	Amt: \$942	5. Informed	Yes		

We have our own insurance.

**100% Total CSi**

<b>Brandy Airall</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110619	Hot Sheet?	2. Body	Yes	7. Return Visit	Yes
Referral: Insurer Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Ricky	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 2004 Acura	4. Service	Yes	12. Ins 0-10	10	
Insurer: GEICO	Amt:\$3,780	5. Informed	Yes		

Rear right suspension, knock. Needs looked at.

**100% Total CSi**

*Keep up the good work!*

<b>Brenda Sockwell</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110612	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Insurer Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech:	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Tonya	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 2001 Chrysler	4. Service	Yes	12. Ins 0-10	10	
Insurer: Allstate	Amt: \$195	5. Informed	Yes		

**100% Total CSi**

*They were very helpful, polite and I love him all!*

<b>Charlene Simmons</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110489	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Friend Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Shelton	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 9 Toyota	4. Service	Yes	12. Ins 0-10		
Insurer: Customer Pay	Amt: \$132	5. Informed	Yes		

**100% Total CSi**

*Excellent, very pleased, will go again!*

<b>Charles Gaines</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110510	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Repeat Customer	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	9	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Tonya	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 5 Lincoln	4. Service	Yes	12. Ins 0-10	9	
Insurer: USAA	Amt:\$1,086	5. Informed	Yes		

**100% Total CSi**

*I like the work!*

<b>Cmsgt Lenward Je</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110548	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Insurer Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	9	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Ricky	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 9 GMC	4. Service	Yes	12. Ins 0-10	9	
Insurer: USAA	Amt:\$1,477	5. Informed	Yes		

**100% Total CSi**

*Thank you for your outstanding service!*

<b>Col Ben H Swett</b>	1. Greeted	Yes	6. On Time	Yes	
RO: 2110501	Hot Sheet?	2. Body	Yes	7. Return Visit	No
Referral: Insurer Referral	Paint	Yes	8. Refer Shop	Yes	
Body Tech: Paint Shop	Mech	Yes	9. Shop 0-10	10	
Paint Tech:	Detail	Yes	10. Handle Claim	Yes	
Service Tech: Tonya	3. Cleanliness	Yes	11. Recom Ins.	Yes	
Repair Info: 2003 Toyota	4. Service	Yes	12. Ins 0-10	10	
Insurer: USAA	Amt:\$2,384	5. Informed	Yes		

**100% Total CSi**

*I was very pleased!*

**Col Gaye Broadwa** 1. Greeted Yes 6. On Time Yes  
 RO: 2110624 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 10 Acura 4. Service Yes 12. Ins 0-10 10  
 Insurer: USAA Amt: \$514 5. Informed Yes

**100% Total CSi**

*I give them a 10 for their service!*

**Constance Crayto** 1. Greeted Yes 6. On Time Yes  
 RO: 2110523 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Family Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim No  
 Service Tech: Shelton 3. Cleanliness Yes 11. Recom Ins. No  
 Repair Info: 2003 Toyota 4. Service Yes 12. Ins 0-10 0  
 Insurer: Enterprise Amt:\$1,212 5. Informed Yes

Unable to reach anyone for days at a time.  
How they handled this claim.

**100% Total CSi**

*They are first class, I was impressed with the follow through!*

**Courtney Harding** 1. Greeted Yes 6. On Time Yes  
 RO: 2110522 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 9  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 2002 Ford 4. Service Yes 12. Ins 0-10 8  
 Insurer: USAA Amt:\$1,088 5. Informed Yes

**100% Total CSi**

**Cpl Zachery Lope** 1. Greeted Yes 6. On Time Yes  
 RO: 2110467 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 8  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 2004 Jeep 4. Service Yes 12. Ins 0-10 8  
 Insurer: USAA Amt:\$3,074 5. Informed Yes

**100% Total CSi**

**Csm Mark D Quee** 1. Greeted Yes 6. On Time Yes  
 RO: 2110616 Hot Sheet? 2. Body Yes 7. Return Visit No  
 Referral: Insurer Referral Paint Yes 8. Refer Shop Yes  
 Body Tech: Paint Shop Mech Yes 9. Shop 0-10 10  
 Paint Tech: Detail Yes 10. Handle Claim Yes  
 Service Tech: Tonya 3. Cleanliness Yes 11. Recom Ins. Yes  
 Repair Info: 9 Nissan 4. Service Yes 12. Ins 0-10 10  
 Insurer: USAA Amt:\$1,261 5. Informed Yes

**100% Total CSi**

**Deborah Bishop**      1. Greeted    Yes      6. On Time    Yes  
 RO: 2110471    Hot Sheet?    2. Body      Yes      7. Return Visit    No  
 Referral: Internet                      Paint      Yes      8. Refer Shop    Yes  
 Body Tech: Paint Shop                      Mech      Yes      9. Shop 0-10    10  
 Paint Tech:                                      Detail      Yes      10. Handle Claim Yes  
 Service Tech: Tonya                      3. Cleanliness Yes      11. Recom Ins.    No    Didn't know.  
 Repair Info: 7 Lexus                      4. Service    Yes      12. Ins 0-10      0  
 Insurer: Travelers      Amt:\$2,760 5. Informed    Yes

**100% Total CSi**

**Delories King**      1. Greeted    Yes      6. On Time    Yes  
 RO: 2110518    Hot Sheet?    2. Body      Yes      7. Return Visit    No  
 Referral: Repeat Customer                      Paint      Yes      8. Refer Shop    Yes  
 Body Tech: Paint Shop                      Mech      Yes      9. Shop 0-10    10  
 Paint Tech:                                      Detail      Yes      10. Handle Claim Yes  
 Service Tech: Tonya                      3. Cleanliness Yes      11. Recom Ins.    Yes  
 Repair Info: 5 Chrysler                      4. Service    Yes      12. Ins 0-10      10  
 Insurer: Erie                      Amt:\$2,214 5. Informed    Yes

**100% Total CSi**  
*They are great!*

**Esther Butler**      1. Greeted    Yes      6. On Time    Yes  
 RO: 2110534    Hot Sheet?    05/19    2. Body      Yes      7. Return Visit    Yes    They broke the seat.  
 Referral: Insurer Referral                      Paint      Yes      8. Refer Shop    Yes  
 Body Tech: Paint Shop                      Mech      No      They broke the seat.    9. Shop 0-10    10  
 Paint Tech:                                      Detail      Yes      10. Handle Claim Yes  
 Service Tech: Ricky                      3. Cleanliness Yes      11. Recom Ins.    Yes  
 Repair Info: 8 Dodge                      4. Service    Yes      12. Ins 0-10      8  
 Insurer: Liberty Mutual      Amt:\$1,266 5. Informed    Yes

**100% Total CSi**

**Evelyn Hampton**      1. Greeted    Yes      6. On Time    Yes  
 RO: 2110574    Hot Sheet?    2. Body      Yes      7. Return Visit    No  
 Referral: Insurer Referral                      Paint      Yes      8. Refer Shop    Yes  
 Body Tech:                                      Mech      Yes      9. Shop 0-10    10  
 Paint Tech:                                      Detail      Yes      10. Handle Claim Yes  
 Service Tech: Shelton                      3. Cleanliness Yes      11. Recom Ins.    Yes  
 Repair Info: 7 Lexus                      4. Service    Yes      12. Ins 0-10  
 Insurer: State Farm      Amt: \$236 5. Informed    Yes

**100% Total CSi**      Didn't wish to rate insurance.

**George Walton**      1. Greeted    Yes      6. On Time    Yes  
 RO: 2110430    Hot Sheet?    2. Body      Yes      7. Return Visit    No  
 Referral: Friend Referral                      Paint      Yes      8. Refer Shop    Yes  
 Body Tech: Paint Shop                      Mech      Yes      9. Shop 0-10    9  
 Paint Tech:                                      Detail      Yes      10. Handle Claim Yes  
 Service Tech: Ricky                      3. Cleanliness Yes      11. Recom Ins.    Yes  
 Repair Info: 11 Toyota                      4. Service    Yes      12. Ins 0-10      9  
 Insurer: GEICO                      Amt:\$13,445 5. Informed    No    Was not kept informed.

**100% Total CSi**  
*They did good work, couldn't do any better!*

<b>Harry Sklaroff</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>No</i>	<b>One day/informed/don't know.</b>
<i>RO: 2110615</i>	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>	
<i>Referral: Agent Referral</i>		<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
<i>Body Tech: Paint Shop</i>		<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
<i>Paint Tech:</i>		<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
<i>Service Tech: Ricky</i>		<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
<i>Repair Info: 10 Lexus</i>		<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
<i>Insurer: Erie</i>	<i>Amt:\$1,459</i>	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**

*They did a good job!*

<b>Joshua Jones</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>	
<i>RO: 2110519</i>	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>	<i>No</i>
<i>Referral: Insurer Referral</i>		<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
<i>Body Tech: Paint Shop</i>		<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
<i>Paint Tech:</i>		<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
<i>Service Tech: Ricky</i>		<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
<i>Repair Info: 7 Chevrolet</i>		<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
<i>Insurer: USAA</i>	<i>Amt:\$1,151</i>	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**

*Great service and they even helped me when my gas was low!*

<b>Linden Williams</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>	
<i>RO: 2110583</i>	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>	<i>No</i>
<i>Referral: DRP Referral</i>		<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
<i>Body Tech: Paint Shop</i>		<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
<i>Paint Tech:</i>		<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
<i>Service Tech: Tonya</i>		<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
<i>Repair Info: 7 Honda</i>		<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
<i>Insurer: Allstate</i>	<i>Amt:\$1,427</i>	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**

**Samantha Williams, daughter, handled claim and completed survey.**

<b>Llewellyn L Llove</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>	
<i>RO: 2110545</i>	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>	<i>No</i>
<i>Referral: Insurer Referral</i>		<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
<i>Body Tech: Paint Shop</i>		<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
<i>Paint Tech:</i>		<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
<i>Service Tech: Ricky</i>		<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
<i>Repair Info: 97 Saturn</i>		<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
<i>Insurer: USAA</i>	<i>Amt: \$492</i>	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**

*They did excellent work!*

<b>Maj David P Mcp</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>	
<i>RO: 2110544</i>	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>	<i>No</i>
<i>Referral: Insurer Referral</i>		<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
<i>Body Tech: Paint Shop</i>		<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
<i>Paint Tech:</i>		<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>No</i>
<i>Service Tech: Tonya</i>		<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
<i>Repair Info: 2004 Jaguar</i>		<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
<i>Insurer: Allstate</i>	<i>Amt:\$3,100</i>	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**

**I think he was confused about the insurance answers don't coincide.**

**They gave me the run around.**

<b>Pamela Cooper</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>
RO: 2110577	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>
Referral: Repeat Customer	<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
Body Tech: Paint Shop	<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
Paint Tech:	<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
Service Tech: Tonya	<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
Repair Info: 2002 Acura	<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
Insurer: Allstate	<i>5. Informed</i>	<i>Yes</i>		

Air conditioner not working.

**100% Total CSi**

*Everybody is fantastic, exceptional service, would recommend them to anybody!*

<b>Patrick Palascak</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>
RO: 2110553	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>
Referral: Insurer Referral	<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
Body Tech: Paint Shop	<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
Paint Tech:	<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
Service Tech: Shelton	<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
Repair Info: 5 Mazda	<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
Insurer: GEICO	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**

We had to pick up the car by 6 and that was a challenge.

<b>Pricillia Bodger</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>
RO: 2110476	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>
Referral: Insurer Referral	<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
Body Tech: Paint Shop	<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>9</i>
Paint Tech:	<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
Service Tech: Tonya	<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>No</i>
Repair Info: 2001 Misc	<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>6</i>
Insurer: Liberty Mutual	<i>5. Informed</i>	<i>Yes</i>		

Can't answer, have been good but I've switched to USAA.

**100% Total CSi**

*I had a great experience!*

<b>Solomon Yankwitt</b>	<i>1. Greeted</i>	<i>Yes</i>	<i>6. On Time</i>	<i>Yes</i>
RO: 2110440	<i>Hot Sheet?</i>	<i>2. Body</i>	<i>Yes</i>	<i>7. Return Visit</i>
Referral: Insurer Referral	<i>Paint</i>	<i>Yes</i>	<i>8. Refer Shop</i>	<i>Yes</i>
Body Tech:	<i>Mech</i>	<i>Yes</i>	<i>9. Shop 0-10</i>	<i>10</i>
Paint Tech:	<i>Detail</i>	<i>Yes</i>	<i>10. Handle Claim</i>	<i>Yes</i>
Service Tech: Tonya	<i>3. Cleanliness</i>	<i>Yes</i>	<i>11. Recom Ins.</i>	<i>Yes</i>
Repair Info: 11 Dodge	<i>4. Service</i>	<i>Yes</i>	<i>12. Ins 0-10</i>	<i>10</i>
Insurer: Allstate	<i>5. Informed</i>	<i>Yes</i>		

**100% Total CSi**



Name	Home Phone	Work Phone	RO		Amount
Alfred Williams	3017876000		2110620	2001 Lexus	\$907.28
Alfred Williams	3017876000		2110602	2001 Lexus	\$1,101.65
Angela Simmons	3016937121	3016937121	2110405	6 Ford	\$1,697.78
Anita Boswell	3014666754		2110482	2004 Toyo	\$889.19
Author Brown		2025632174	2110591	2002 Q517	\$2,708.50
Bettie J Chatmon	3014497039		2110517	8 Lexu	\$762.06
Bob Holcomb	4432036068	2403757296X0000	2110470	5 Dodge	\$363.36
Brenda Sockwell	3012482736		2110586	2001 Chry	\$193.21
Bridget Mcchesney	2408822914		2110613	6 Chev	\$200.95
Cassandra Batie	3012484539		2110515	6 Dodg	\$1,623.43
Col Robin M Landry	3015745940	2403382214	2110537	10 Hond	\$852.84
Cpl Justin Wallace	4045564818	3017441006	2110559	6 Dodg	\$7,692.80
Cpl Zachery Lopez	9103885963		2110504	2004 Jeep	\$104.89
Cpt Richard A Myers	3012485134	7036810523	2110502	2004 Buic	\$1,354.89
Darryl Kelly	3012030468		2110507	5 Chevy	\$2,727.27
Deon Morton	2024980065		2110590	95 Volvo	\$123.76
Dobie Godbee	3012651868	3018391234X0000	2110441	6 Ford	\$5,336.14
Doris Lambert	2023973459		2110573	2001 Toyo	\$1,896.59
Eric Schermerhorn	2025646095		2110578	2004 Hond	\$1,329.15
Esther Bacon	3012922454	3014494900X0000	2110581	8 Lexus	\$1,162.88
Francine Dease		2025063260	2110493	5 U721	\$2,405.20
Gabriel Love	3015051976	2027024397X0000	2110451	2004 Mercury	\$330.88
Gerson Nespal Martin	2406251727		2110554	2004 Niss	\$2,008.88
Janelle Hutcherson	7037468296		2110459	8 Niss	\$6,488.22
Janelle Matthews		3018056195	2110564	2000 M260	\$1,376.44
John Kheav	3018397157	3019434249X0000	2110550	6 Ford	\$325.42
Jonathan P Hazen	3018391057		2110374	8 Hond	\$11,691.84
Joseph Jimason	7034725785		2110597	2003 Acur	\$144.57
Joseph Jimason	7034725785		2110535	2003 Acur	\$4,041.28
Karasam Gillis	2023287400		2110486	98 Jeep	\$1,480.99
Kelly Stith	3015671177		2110571	2003 Vw	\$236.44
Lakisha Gray	3012927249	3012927249	2110530	8 Hyun	\$681.01
Leilanie Purser	3012833525	2026011123X0000	2110512	2004 Jeep	\$4,056.16
Lesesne	<b>Brianna</b> 301-297-7221		2110477	8 Hyun	\$6,164.77
Lisa Relerford	3014528604		2110567	2003 Hond	\$2,181.75
Loreta Pereras	3012483783	2026855244X0000	2110603	2001 Mits	\$494.10
Marcus Clark	2404937909	2023863196X0000	2110528	7 Dodg	\$923.59
Maurice Byrd	2025835352		2110478	5 Jagu	\$1,158.94
Maurice Byrd	2025835352		2110479	5 Jagu	\$726.49
Melissa Gallahan	3012924603	3012924642	2110409	2004 Mazd	\$139.10
Nicole Pagnatta	6149756252		2110609	2004 Suzuki	\$549.37

Name	Home Phone	Work Phone	RO			Amount
Patricia Richardson	3016305489		2110414	98	Toyo	\$3,330.30
Philip Smith	4434045584	4436843493	2110560	7	Pont	\$1,462.88
Po2 Christina M Jaco	7576088903		2110539	10	Hond	\$1,982.13
Po3 Jana E Lemons	2028419653		2110463	7	Buic	\$175.60
Pv2 Briana A William	2023795272		2110623	8	Niss	\$2,458.19
Raymond E Butts Jr	3012832327		2110488	98	Hond	\$1,684.41
Reyna Veney	3015052969		2110526	5	Jeep	\$3,495.18
Ricky A Alcairo	2025317586		2110524	2004	Vw	\$3,003.20
Russell Bussard	3017539189	3017539665X0000	2110585	2002	Ford	\$1,561.99
Sgt Rheonna Rushing	5713545531		2110521	7	Hond	\$4,939.54
Sgt Tyrone Snowden	2025078828		2110541	7	Jeep	\$3,167.81
Shade Coleman	3014379136		2110632	2001	Kia	\$383.61
Sharon Gibson	2026100011		2110499	11	Hyundai	\$535.78
Sra Liconstance T Hay	2059013876	2027678185	2110461	8	Niss	\$1,010.30
Ssgt Rykeshia D Hayw	2408577405		2110610	11	Hond	\$1,290.09
Stephen Bowen	7034825029		2110630	11	Chev	\$984.89
Tanesia Slaughter	2404681197		2110570	8	Ford	\$147.52
Taurus Mcghee	2028896089		2110622	7	Nissan	\$711.97
Terrell Williams	2022460604		2110473	2004	Jaguar	\$7,356.12
Theodore Terrell	2024619592	2022719156	2110432	6	Dodge	\$7,035.93
Vernon Jackson		3018943797	2110444	5	P158	\$2,177.74
Vernon Jackson	3018943797		2110449	5	Ford	\$325.13
Vincent James	2023677218		2110532	6	Dodg	\$1,692.38
Wayne S Smith	2022323317	3012030099	2110543	6	Lexu	\$2,052.82
William Millett	2022557757	7035885021	2110572	2002	Toyo	\$3,035.82

ROs Transferred to Next Month