

Bosch Car Service

Customer Satisfaction



Return this survey to enter a free prize draw to win a free car service.
(competition notice overleaf.)

Feed back

We are committed to continuously improving standards within the Bosch Car Service network (BCS). We would very much appreciate it if you would spend a little bit of your time now, to complete the questions below so that we can ensure that in the future we do more of the things you like and less of the things you don't like. Thank you.

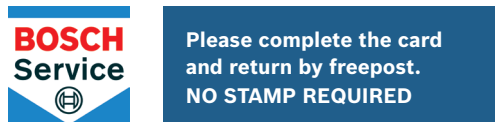
Your name: _____

Address: _____

Bosch Car Service visited?

Name: _____

Town: _____



By returning this Customer Satisfaction Survey to us you are deemed to have consented to the Competition notice overleaf.

<p>1. First Contact</p> <p>1.1 How would you rate the attitude of the staff you dealt with?</p> <p>If you would like to make additional comments please use the back of this card. Thank you.</p> <table border="1"> <thead> <tr> <th></th> <th>Excellent</th> <th>Good</th> <th>Poor</th> <th>Unsatisfactory</th> </tr> </thead> <tbody> <tr> <td>Helpfulness</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Efficiency</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Politeness</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>2. Booking Arrangements</p> <p>Did the Bosch Car Service garage:</p> <p>2.1 Clearly discuss your requirements and/or the work that was required? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>2.2 Give a clear estimate of costs including VAT? Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/></p> <p>2.3 Offer to provide the estimate in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/></p> <p>2.4 Give details of the warranty coverage? Yes <input type="checkbox"/> No <input type="checkbox"/></p>		Excellent	Good	Poor	Unsatisfactory	Helpfulness					Efficiency					Politeness					<p>3. Administration</p> <p>3.1 Was your vehicle ready for collection at the time agreed? Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/></p> <p>3.2 If additional work has been carried out, was your permission sought to do this extra work before it was completed. Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/></p> <p>3.3 Was the total cost of the work in line with the initial estimated cost? Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/></p> <p>3.4 Does the final invoice a clearly express the work done, costs and charges applied and details of the warranty coverage? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>3.5 Was your vehicle handed back to you in a satisfactory condition? Internally Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Externally Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/></p>	<p>4. Summary</p> <p>4.1 Overall how would you rate the service given?</p> <p>If you would like to make additional comments please use the back of this card. Thank you.</p> <table border="1"> <thead> <tr> <th></th> <th>Excellent</th> <th>Good</th> <th>Poor</th> <th>Unsatisfactory</th> </tr> </thead> <tbody> <tr> <td>Service given</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>4.2 Based on your overall experience, would you use this Bosch Car Service garage again? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If you have any comments or suggestions regarding your experience at this Bosch Car Service garage, please do not hesitate to contact us. We look forward to hearing from you.</p> <p>Phone: 01895 838309 Email: bcsqueries@uk.bosch.com</p>		Excellent	Good	Poor	Unsatisfactory	Service given				
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Efficiency																																
Politeness																																
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Service given																																

FREEPOST RRAY-AGAY-KYRT
Bosch Car Service
Customer Satisfaction Monitor
Blackburn
BB1 5QH



Comment...

Please feel free to make any other comments in the space below... (Please do not include any personal contact details.)



COMPETITION NOTICE

1. The specific rules set out in this Competition Notice shall be incorporated into the Competition Rules ("Rules") which shall apply to this Competition. A copy of the Rules can be obtained by following the link www.boschcarservice.co.uk/osCare/terms.asp or by sending a stamped addressed envelope to: Competition Rules, Robert Bosch Limited, P.O. Box 98, Uxbridge UB9 5HN stating the name of this free prize draw. By entering this free prize draw, entrants agree to be bound by this Competition Notice and the Rules. In the event of discrepancy between this Competition Notice and the Rules, this Competition Notice shall prevail.
2. The free prize draw will commence on 01/01/2010. The closing date for receipt of entries is 12 noon on 31/12/2010 in Great Britain.
3. The free prize draw is open to any UK resident over the age of 18.
4. No purchase is necessary to enter the free prize draw.
5. The Promoter (as defined in paragraph 1.3) assumes that by using the website and/or entering the free prize draw (and you warrant that) you are aged 18. The Promoter assumes that if you are entering the free prize draw as an employee of an organisation, that you have obtained the permission of your employer to do so.
6. The prize shall be up to the retail value of £200 excluding VAT and shall consist of a free car or van service together with any associated repairs and/or vehicle parts. The free service must be conducted by a participating Bosch Car Service Garage, a list of which can be found at www.boschcarservice.co.uk or obtained from the Promoter. The free service must be booked into the prize winner's nominated Bosch Car Service Garage prior to the free service being undertaken to enable the Bosch Car Service Garage to verify the prize winner's entitlement to a free service.
7. Only one entry per person per free prize draw is allowed. Only one prize will be awarded.
8. Prizes are non-transferable and there is no cash alternative. The Promoter reserves the right to substitute prizes of equal or greater value at any time.
9. The prize winner will be chosen at random from all qualifying Entries within 28 days of the closing date stated in paragraph 2. In all matters, the decision of the Judge(s) and the Promoter shall be final and no correspondence or discussion shall be entered into.
10. The prize winner will be notified in writing within 14 days of their selection (the "Notification Letter"). The Notification Letter will be sent to the address stated in the entry. The prize winners must then contact the Promoter within 14 days of the date of the Notification Letter to claim the prize.
11. The prize winner's name will be published on the Bosch Car Service website (www.boschcarservice.co.uk) within 3 months of the closing date set out in paragraph 2. The winner's name can also be obtained by writing to: Competition Prize Winners, Bosch Car Service Free Prize Draw, AA/SEU, Robert Bosch Limited, P.O. Box 98, Uxbridge UB9 5HN including a self-addressed stamped envelope.
12. The Promoter does not claim any rights of ownership in your Entry.
13. The Promoter is Robert Bosch Limited, P.O. Box 98, Uxbridge UB9 5HN.
14. The Promoter does not accept responsibility for the return of any Entries, including those consisting of artistic or other material.
15. The prize winner may be requested to take part in promotional activity and the Promoter reserves the right to use their name and address, their photographs and audio and/or visual recordings of them in any publicity.