

Date : 30 Nov 2011 Vehicle : BMW Mini One Name : Unknown

Your comments :

Very good all round service with a free loan car.

100%

Score 180 / 180

How old is your vehicle? 4-6 years

What work did the garage carry out? Service, MOT

Is your vehicle covered by a warranty? Extended warranty

Is this the first time you have used this garage? ✓

Did you choose the garage because of an advertisement? ✓

If yes - Did the service or repair comply with the advertisement? ✓

Were the parts supplied as agreed beforehand? ✓

Was the work completed within the agreed timescale? ✓

Did the garage successfully complete the work? ✓

Was additional work identified during the service or repair? ✓

If yes, were you satisfied that the garage had only carried out work that you were happy to pay for? ✓

Did the garage explain the urgency of the additional work and any safety related aspects? ✓

Staff assistance



Clarity of the estimate or quotation (if requested)



Explanation of work carried out to your vehicle



Explanation of technical jargon (if applicable)



Clarity and detail of the invoice (if applicable)



Where the work was not covered under a new car warranty, did the final invoice reflect the initial agreement and any additional authorised work? ✓

Would you recommend this garage to friends or family? ✓

Are you satisfied with the work carried out to your vehicle? ✓

Booking process



Quality of the service and/or repair



Level of information provided about the work and your bill



Level of customer service

