

Date : 21 Nov 2011 Vehicle : BMW 316i SE Name : Unknown

Score 149 / 180

83%

What work did the garage carry out? Repair, Service

Is your vehicle covered by a warranty? No

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 any additional work/charges (if applicable)



Explanation of the parts warranty and/or repair guarantee (if applicable)



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

