Customer Research, Inc.
WorldPac Service Department Follow-up Script and Daily Results

May I please speak with (first & last name). Good (evening / afternoon / morning), my name is (first name) calling for (business name). They really appreciate your business, and I'm following-up on your most recent service visit.

1. Were you completely satisfied with your overall service experience?
2. Was your vehicle ready when promised?
3. Were you completely satisfied with the courtesy of your service advisor?
4. Were you completely satisfied with the communication between you and your service advisor?
5. Were you completely satisfied with the quality of service work performed on your vehicle?
6. Would you recommend them for service?
7. How could they serve you better?

Daily Internet Follow-up Results

Customer Name Status CSI Score	Telephone Advisor Technician RO Date Interviewer RO # / INV # VIN # Labor Type Return Svy?	#1 Overall	#2 Ready	#3 Courtesy	#4 Comm.	#5 Quality	#6 Recom.	#7 Lead?
Lloyd Sill **REQUEST** **CSI:** 66.7% CTR	111-222-0021 302 00207 05/15/2003 RUTHYR 75455 1CA06989 Customer Pay	NO	YES	YES	YES	NO	YES	NO
Mr. Sill's car was returned with big footprints on the mat, and a glob of grease on the seat. He is very upset and would like someone to call him to take care of this.								

5\19\2004 Batch 1

Attempt Date, Time, And Code (All times are Pacific Standard Time)

5/16/2003 7:55:00 PM **A** 5/17/2003 2:27:00 PM **A** 5/17/2003 5:45:00 PM **S** 5/18/2003 10:10:00 AM **B**
5/19/2003 6:31:00 PM **B** 5/20/2003 11:46:00 AM **A** 5/21/2003 7:39:00 PM **C**

Attempt Codes: **A** = Answering Machine, **B** = Busy, **C** = CONTACT, **F** = Fax or Modem, **I** = Not Interested, **N** = No Answer, **O** = Operator Intercept, **R** = Remove, **S** = Skip, **W** = Wrong Number