

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 03, 2009

On a scale of 1 to 10 how would you rate your visit to Ricky Ratchets?	Is there any one thing that you can think of that would improve our service? Or Do You Know about our Loaner Cars?
10	Definitely, a well run company. Like a family. Customers for life.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 10, 2009

10	Wonderful, very happy with what they are doing. Said she has an odometer problem since the oil change.
5	Went to my dealer-ship after your shop and was told I did not need a lot of what you told me I needed. I do not like to be lied to. Will not be back
8	Everything was fine but the waiting, from 10am till 2:30pm. I feel better going there. Yes. OK, thank you, bye now.
10	Yes, thank you.
10	Alright. No, OK, bye.
8	Very good, yes. Yep, thank you.
8	Maybe a Loaner sooner. OK, thanks, bye.
10	NO, thanks bye.
10	Satisfied, no, perfect, bye.
8 - 9	Pretty good service. No I can't it is just my 1st time there. I like the atmosphere, yes. I will be back, you too, bye.
10	Yes, OK, thanks, bye.
8	No not off hand. Yes, Yah, you too.
8	OK, it was my 1st time in, No, OK, thank you.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 03, 2009

10

NO, I don't know. That's good to know. Thank you, do the same.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 17, 2009

10

OK, yes, thank you, bye.

8

Only thing loaner cars are not always available. Great thank you.

10

Great yes, OK, fine, bye.

10

Yes, OK, thanks, bye.

8

So busy, longer than expected waiting. OK, thanks bye.

8

Service was great just the cost. Good, OK, thank you.

10

Great, not a problem at all. I appreciate the call. Thanks for the oil change on the house.

10+

Awesome, great. We will be back. Thank you, you too my friend.

10

OK, I will be back. Thank you.

10

OK, thank you.

9 or 10

OK, you too, bye.

10

Happy, OK, thanks, bye.

9 or 10

Good. coolant light came on for a couple of minutes. Suggested he call the shop.

8

I don't know, no complaints. Thank you, bye.

7

Faster, had a two hour wait.

10

OK, you too, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 03, 2009

10	OK, thank you, you too, bye.
10	Pretty good, OK, you too, bye.
9	I don't know. OK, thank you.
10	Yes. Thank you, OK, bye
10	Katie took message. For service absolutely awesome, the van is running better than ever since we got it 18 months ago. Thank you, you too.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 24, 2009

10	Good, very good, excellent. OK, thank you very much, bye.
10	Fine, no problems. Thank you. I did not get it fixed there I had to take the lowest bid. Thank you, bye.
7	It took 2 ½ hours. OK, thank you.
10	For sure. A PS to the card I passed in. My car was stolen last Thursday. At least the thief will have a good running transmission. Ok thank you.
10	Great, OK, Thank you so much.
10	Thank you, bye.
8	Good, I don't know. It's OK, you too. Thank you very much.
10	Fine, OK, thank you.
7	Pretty good, no idea. Maybe a bigger waiting room. OK, yes.
10	Good, OK, thanks a lot, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 24, 2009

10

Ok, you too

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday January 31, 2009

10

Very good. Yes, thank you.

9 - 10

Rick is nice. He did not buy me a coffee. It's OK, bye.

10

Without question, superb. Alright you too, bye.

10

OK, thank you, you too.

10

Good, OH, very good. Thank you, bye.

10

No I don't, OK, thank you, bye.

10

Very happy with Ricky Ratchets. OK, bye.

10

Excellent, OK, thank you, bye.

10

Great, fine. Yes I do, OK, thank you.

10

As usual, yes I do. OK, thanks, bye.

10

Yes I do, OK, thanks, bye.

8

No idea, alright, thanks.

9 - 10

Had my daughter with me. OK, thank you, you too.

10

Very nice. No I don't, thank you, bye.

10

Fine, yes I do, you too.

10

Had a cassette in the player when I got home, will bring it in soon.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Great, good, good, yes, OK, you too bud, bye.
10	Really happy, OK, thank you ,bye.
10	It was OK, thank you.
10	Yes, OK, thank you, bye.
8	Free oil change. Told him to call for an appointment & tell them you are a new customer, you will get a free an oil change.
10	Fine, no problem, thank you, bye.
10	Definitely every-thing was great.
7	Very busy, there were no seats, I had to stand.
5 or 6	The cost was much higher than the estimate. I know he was looking out for my best interest but thought I should have been called. Response - Rick has called Ken Pickersgill already. Things are fine. Ken had asked for a quote from Rick off the top of his head - we did not work out a quote penny for penny. He is OK.
10	Excellent. Yes, OK, you too, thanks a lot, bye
10	Good, no, I am retired, so no computer, thanks.
10	Great follow up the oil is not leaking any more. OK, great bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 14, 2009

8 - 10	Fine, yes, no problem.
10	Everything was fine. Yes, thank you for calling, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Very happy, yes, thank you, bye.
10	Yes, thanks very much, EH, take care.
10	Yes, thank you very much, bye.
10	Always, good. Yes, bye, now.
9	Very pleased, quite pleased, I knew you would ask that. Yes, OK, thank you.
8	Good service. No one is perfect. Thank you.
9	Compared to all the shops I have been. Thank you.
10	Yes, OK, you too, bye.
10	Very satisfied. Yes thank you, bye.
10	NO. OK, thank you, bye.
10	Excellent, yes, thanks, you too, bye.
10	Very nice, yes, awesome, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday February 21, 2009

10	Of course, yes, perfect, bye.
10	Very good, No, OK, bye.
10	No it is a V8 not a V6.
10	Probably, you too, thanks a lot.
10	Wonderful, friendly. Yes, thank you, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Good, 100% satisfied, yes, thank you.
10	Good, fine, NO. Yes, OK, you too, bye
7	No, OK, thank you bye now.
8	No it went well, NO, thank you very much.
5	<p>                     Took too long didn't make provisions to call me about being late. No one called. Went In to take it home and it was done. Response, I reviewed the invoice and found the following: Robert Neilly came in from another shop where he had been told he had a major repair concern. He said up front that if it was a major repair the car was going to the junk yard. It was not his main vehicle and thus it was not treated as a priority - he was told how busy we were when he dropped it off. We did a cooling system pressure test and inspection - also a general vehicle inspection and gave him a list including timing cover to water pump leaking, fuel tank and strap rotten, hose at back of motor leaking coolant, steel tube going into water pump from rad hose leaking coolant, engine covered in oil, brake lines rotten and DANGEROUS * * *, trans side cover rotten. Timing cover requires disassembly to determine exact condition. Silicone currently all over timing cover (trying to stop leak) Suspect cover may be corroded.                 </p>
9	No nothing I can think of. Yes, OK, you too, bye.
10	Good visit, Yes, OK, you too, bye.
9	Excellent, no one is perfect. NO, not very good it is only a dial up service. Thank you very much.

## Two Question Phone Survey from Weekly Follow-up ending Saturday February 28, 2009

10	10 – Yes thanks.
8	Always good, very busy, not such a bad thing though. Yes thanks for the call.
10	Yes, but I am at work just now. Here is my home phone. Thank you, bye.
10	No, OK, thank you.
10	Good job. Yes, but I stay away from the computer. OK, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Amazing, yes occasionally. Thank you for calling.
9	Not charge me. No, you too, thanks.
10	No OK, thank you
10	Yes, OK, you too, bye.
100	Very good service. Very impressed. OK, thanks for the call.
9	I am receiving 2 newsletters one in my name and one for HM SMITH which is my Lic #.
9 - 10	Because of her experience with others. OK, thank you, bye, bye.
10	Excellent, no not just now, OK, thank you, bye.
10	David said happy she is coming back next week for further repairs.
10	Yes, OK, thanks you too.
10	Fine, only thing there was trouble getting a part. OK thank you bye.
10	Always. No not just now, thank you, bye.
10	Yes you too, bye

## Two Question Phone Survey from Weekly Follow-up ending Saturday March 07, 2009

8	Um, I don't know. Yes. He wondered about a brake inspection, suggested he call the Shop. Ok thanks.
6	Thank you very much. It took way too long. Very friendly, super staff. I will come back, really like the loaner cars.
10	Did what they said they would do. OK great, thank you.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

9	I don't know, yes OK, thank you
7	Service was really good, not just at this moment, yes, you too.
7	No I can't, thank you for calling. I have moved.
7 or 8	No, no I don't drive, OK, thank you.
20	Sandra said Very satisfied, Thank you, bye
8 to 9	Nick said No complaints, yes, thank you.
10	Yes thank you, OK, bye.
10	Always good, yes you too, bye, bye.
10	Very friendly. No, OK, bye, bye.
10	Very good, yes, thanks.
10	Very good, car runs well, a lot of work was done it makes a difference. Will be back again. Bye for now.
10	Yes, OK, thanks very much.
10	No problem, yes, OK, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday March 14, 2009

10	Excellent, yes, OK, thank you, bye.
9	Satisfied. Was not given a completion time. Yes, OK, bye
9	Everything is great, no problems. Yes, I deal with Ricky all the time, OK, thanks.
9	Good, Really good. No, good service. No, OK, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Very good service. Yes been to the web site many times. Thank you, bye.
10	Yes, OK, thank you, bye.
10	OK, fine, very good. Yes.
12	My privilege thoroughly satisfied. Yes I have already book-marked your web site. You can count on me coming back, thank you.
10	Yes, OK, thank you, bye.
9	Because I had to come back for warranty work. Yes, OK, bye.
10	No problem, yes, thank you, take care.
9	Maybe let me know how long it will take. Yes, thank you.
8 to 9	Very good, no, service is fine. OK, great & thanks for calling.
10	Yes, OK, thank you, you too, bye.
10	Without a doubt, beautiful service, you definitely have a customer for life, thanks.
8	Not that I can see. Yes, OK, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday March 21, 2009

10	Yes, OK, thanks, you too, bye.
8 or 9	No, I don't think so, it was OK for the 1st time visit, yes I do, OK, thank you.
10	Definitely, did everything needed, also free oil change for first time customer was great. Thank you very much.
10	Yes, OK, thanks, you too, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Absolutely, Yes, OK, thank you, bye.
10	Yes I do. I am going to set that up when I get a bit more money. Thank you, bye.
10	Very satisfied. No. I hope nothing else goes wrong, because it was a bit expensive. OK, bye.
8	Fine, No I give hard ratings. Yes, you too, bye. Yes.
7	Not really. Yes, OK, thanks, bye.
10	Great visit. No I don't, OK, thank you.
9 or 10	Yes, thank you for calling, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday March 28, 2009

9	I don't think so. OK, thank you.
10	Good, no, OK, bye.
10	Great, no, OK, thank you, bye.
8	No, I was very fortunate, I had an emergency and he took me in right away. Yes, OK, bye.
10	Real, real good. Yes, OK, bye.
9	Can't think of any-thing. No, not right now. OK, thank you.
8	No I can't. Good job. Phyllis went to our website when she was looking for a garage, bye.
8 – 8 ½	Not off hand you where so thorough. Yes, thank you, bye.
10	Great, yes, OK, thanks.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Wonderful, no problem at all. Everything was great. No, OK, thank you.
10+	No problems, Yes, OK, thank you so much.
4	Oil was not gold in colour, it was dark.
10	So far, yes, OK, the website is on his business card, right, yes.
9	No, very pleased with the service. Yes, thank you very much.
9	It took a long time for an oil change, no.
10	Great no problems, no, OK, bye.
10	Awesome, yes, alright, thanks.
10	No, OK, thank you very much.

## Two Question Phone Survey from Weekly Follow-up ending Saturday April 04, 2009

10	Great very impressed, picked up my car at work and brought it back. Yes, will do my business with you. Thank you, bye.
10	Yes service was a 10. Thank you, bye.
10	As usual. Not right now. OK, thanks.
10	Great. Yes, OK, thanks, neat, bye.
10	Very, very good. I am going to be coming back soon for some other repairs, OK, thanks.
5	Because you where very backed up and it took 3 to 4 hours. OK, thanks, bye.
10	Great, no, OK, thanks.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Fine, OK, thanks.
6 or 7	It was not your fault the part you put on was defective and you had to order an-other part, so it took longer. Yes, OK, bye.
10	Yes. You too, thank you, bye.
9.25	Yes, Thanks for the call.
9	No. Yes, OK, you too, bye.
10	All great, Yes. You are doing very well. Thank you very much.
10	No, thank you for calling, bye.
8	Lower your rates. Yes, OK, thanks a lot.
10	Good, yes. You too, bye, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday April 11, 2009

10	Yes. OK, thank you.
7 ½	Off hand no. My tire was flat when I got home. Yes, OK, bye.
10	Awesome. Yes, OK, thank you, bye.
9	Not that I can say, Quite happy. Yes, thanks, you too.
8	Not so much. No I don't know. Service was good, everyone was friendly. Yes, OK, you too, bye.
10	Excellent, yes I know the site. OK, thank you, bye.
10	Very good, no, OK, thank you, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Yes, OK, thank you, bye.
8	Diagnostic fee should be reduced if the repair is actually done there. Yes, OK, bye.
10	Yes, I gave it to Linda, thanks.
8	It took a long time. Cost was \$200 more than the quote. I was shocked, Yes OK, bye. Response: The cost for her diagnosis was not factored into her verbal quote. I did reduce my diagnosis in ½ to accommodate. I guess if I got that response from her I would re ask, did the workmanship, care, quality of product chosen, concern for an accurate diagnosis which she didn't get else where make up for it. She doesn't realize I cut diagnosis in ½ as I never told her.
9	No, not really. Yes OK, thanks for calling.
8 ½	No not really, yes, OK, bye

## Two Question Phone Survey from Weekly Follow-up ending Saturday April 18, 2009

10	Yes the Oil Changes will pay for the Membership Card alone. Thank you, bye
9 – 10	Very good, Oki, Doki, thanks you.
10	Oh, yea, yes, awesome. You too, bye.
10	Yes, OK, you too, bye.
10	Good, yes, great. Thanks a lot, bye.
10	Yes, great thank you now. Bye.
8	No actually, very good. Yes, thank you very much, bye.
10	Alright. Yes, right, bye.
10	Great but I am rushing out to work just now. Thank you, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

10	Pretty good, yes, OK, you bet you. Bye now.
9	Very good. He explained everything, yes, OK, bye.
7	Good, didn't call to let me know it was finished.
8	Not off hand. No I am in bed sick. Alright, bye.
9 ½	Yes, OK, thank you.
9 or 10	Good, yes, OK, bye.
8	Thanks for cleaning up my car that was great. No it was good, yes, OK, thanks.
9	No it was good. No, you too, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday April 25, 2009

10	Yes. OK that's easy to remember, OK, you too, thank you.
8	Not off hand. Yes, OK, thanks.
9 or 10	Quite pleased, yes, OK, ye.
10	Those guys are great. Yes, you too. Thank you very much for calling.
10	Yes, OK, great, easy to remember. You too, bye.
10	Very, very nice. Yes, OK, thank you, bye.
10	Excellent, OK thank you very much.
8	It took a little long to do the oil change. Yes, OK, thank you.
9 or 10	Very happy, yes, perfect, OK, bye.

## Two Question Phone Survey from 48 Hour Follow-up ending Saturday February 07, 2009

11

Greg took message. We really like it there. Yes, OK, thank you, bye.

10

No problems, NO, OK, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday May 02, 2009

10+

Quite pleased. Highly recommended. Yes, thanks a lot.

10

Across the board. Yes, thank you for calling.

10

No, OK, fine, thank you very much.

10

Great, yes, OK, bye.

9 ½ or 10

Yes, OK, you as well.

10

But my A/C is not working again. She is going to call the shop.

10

Rick and I get along just great. Quite happy. Yes, OK, thanks Roger, appreciate it.

10

Yes, thank you, bye.

10

Fantastic, everybody was great. No, I should be thanking you. Tell everyone about you. OK, bye.

8 ½

Great yes I have been talking you up, thank you.

10

Yes, OK, thanks, bye.

8 or 9

No not just now. No, thank you, you too.

10

Pretty good, service was real good. No, bye.

10

Yes OK, thanks, bye.

## Two Question Phone Survey from Weekly Follow-up ending Saturday May 09, 2009

10	Very good, yes, OK, you too.
10	Yes, but it is down just now, the board got cooked. OK, bye.
9 or 10	Really good, appreciate the customer service. No, OK, thank you.
10	Yes, right, thanks very much.
10	Pretty good, yes I have it stored, OK, thanks.
10	Yes, OK, bye.
10	Great, yes sure, thank you.
10	Second visit, what no \$20 off my next visit, OK, bye.
8	Give it away. No, OK,
8	Less money. No, OK, thanks for calling.
11	Good, thank you very much. You helped me in an emergency. Yes, OK, appreciate the call.