

		DEALERSHIP NAME	DATE	FOR ESCORTS USE ONLY			
Tractor Serviced From :							
Tractor Purchased From :							
Hours reading at the time of Feedback Card Fillingand Date.....							
SERVICE SATISFACTION INDEX				SATISFACTION WITH TRACTOR QUALITY			
PLEASE TICK (✓) AS PER SERVICE QUALITY OFFERED BY OUR DEALER				<input type="checkbox"/> EXCELLENT <input type="checkbox"/> VERY GOOD <input type="checkbox"/> GOOD <input type="checkbox"/> POOR			
SATISFACTION WITH WORKSHOP SERVICE				<input type="checkbox"/> EXCELLENT <input type="checkbox"/> VERY GOOD <input type="checkbox"/> GOOD <input type="checkbox"/> POOR			
S. No.	ATTRIBUTES	EXCELLENT	VERY GOOD	GOOD	POOR		
1.	Rate amount of time our service advisor took in attending to you & the whole process of getting your vehicle into service						
2.	Behavior of workshop staff						
3.	Understanding of problem with the tractor						
4.	Explanation of work to be done & charges at the time of receipt of tractor						
5.	How well you spent your time while service was being completed						
6.	Explanation of work done & charges at the time of delivery						
7.	Timely delivery of tractor						
8.	Cleanliness & appearance of tractor						
9.	Process of paying up for service						
10.	Was the work done right first time ?						
11.	Were all the demanded repairs completed?						
12.	Availability of spare parts for service						
13.	Were you contacted after service to check your satisfaction with the service done?						
14.	Fairness of charges						
15.	Were you notified when your tractor was due for service?						
16.	Trouble free operation						
17.	Nearness to authorised workshop						

Dear Sir,

We are thankful to you for becoming family member of Escorts. We hope that you are satisfied with our quality of the service offered by our dealer. I would, therefore, request you to kindly help us in our efforts by giving us your valuable feedback & suggestions in the feedback form given below. Please inform us of your observation about tractor that is relevant. We assure you that we would try to come up to your expectations.

With warm regards



Escorts Limited
Plot No. 115, Sector-24,
Faridabad - 121 005

Y.V. Anand Kumar
(Head Customer Service & Spare Parts Division)

COMMENTS / SUGGESTIONS :

DATE :

CUSTOMER'S SIGNATURE

FOLD HERE

Name

FOLD HERE

AddressTel./Mobile.....

Tractor Serial No.

Tractor Model No.

FOLD HERE

Business Reply INLAND

Postage
will be
paid by
Addressee

Permit No. **54**
P.O. SECTOR-22, FBD.



To,
CRM Cell (C.S.I.)
Escorts Ltd.
Customer Service & Spare Parts Division
Plot No. 115, Sector-24,
Faridabad -121 005



ESCORTS