

# WINCHESTER EQUIPMENT COMPANY

Agricultural, Construction, Material Handling Equipment

Since 1957

**Branch**

**Bobcat of N. Virginia**  
 13125 Arto Street  
 Bristow, VA 20136  
 Bus: 703-754-3300  
 Fax: 703-754-4400  
[bobcatofnvirginia.com](http://bobcatofnvirginia.com)

**HOME OFFICE**

**Winchester Equipment Co.**  
 121 Indian Hollow Road  
 Winchester, VA 22603  
 Bus: 540-667-2244  
 Fax: 540-665-3058  
[winchesterequipment.com](http://winchesterequipment.com)

**Branch**

**Bobcat of Frederick**  
 7649 Hayward Road  
 Frederick, MD 21702  
 Bus: 301-378-0491  
 Fax: 301-378-0537  
[bobcatoffrederick.com](http://bobcatoffrederick.com)

**Branch**

**Bobcat of Tidewater**  
 986 Bellmore Avenue  
 Norfolk, VA 23504  
 Bus: 757-625-4766  
 Fax: 757-625-6709  
[bobcatoftidewater.com](http://bobcatoftidewater.com)

## WECO "WE CARE" CUSTOMER SURVEY

We are constantly looking for ways to improve the quality of our products and services. To do that, we need to know what you think. We would greatly appreciate it if you would take a few moments to respond to the questions below. As a valued customer, how you rate our work is the most important information we can receive.

Please help us do the job you deserve – the *best* service possible!

- 1 How would you rate the overall knowledge of our service team?
- 2 How would you rate the friendliness and courtesy of our service team?
- 3 How would you rate the overall appearance of our Service Department?
- 4 How would you rate the overall cleanliness of the equipment repaired and returned to you?
- 5 How would you rate our ability to complete the repairs when promised?
- 6 How would you rate the communication received by you from service team during the repair process?
- 7 How would you rate our Service Department with regards to cost vs. value?
- 8 How would you rate the amount of time taken to complete the repairs?
- 9 How would you rate our ability to explain details of work performed?
- 10 How would you rate your overall level of satisfaction with our Service Department?
- 11 How likely are you to recommend our Service Department to a friend or relative?

Poor	Fair	Good	Very Good	Excellent

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Never	Not Likely	Some-time	Likely	Very Likely

**Additional Comments:**

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**OPTIONAL:**

- May we contact you regarding this survey?  YES  NO
- May we use your comments on our web page?  YES  NO

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_ PHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_