

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

HOME OFFICE

Winchester Equipment Co.
 121 Indian Hollow Road
 Winchester, VA 22603
 Bus: 540-667-2244
 Fax: 540-665-3058
winchesterequipment.com

Branch

Bobcat of Frederick
 7649 Hayward Road
 Frederick, MD 21702
 Bus: 301-378-0491
 Fax: 301-378-0537
bobcatoffrederick.com

Branch

Bobcat of Tidewater
 986 Bellmore Avenue
 Norfolk, VA 23504
 Bus: 757-625-4766
 Fax: 757-625-6709
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!

	Poor	Fair	Good	Very Good	Excellent
1 How would you rate the overall <u>knowledge</u> of our service team?					
2 How would you rate the <u>friendliness</u> and <u>courtesy</u> of our service team?					
3 How would you rate the overall <u>appearance</u> of our Service Department?					
4 How would you rate the overall <u>cleanliness of the equipment</u> repaired and returned to you?					
5 How would you rate our ability to complete the repairs when <u>promised</u> ?					
6 How would you rate the <u>communication</u> received by you from service team during the repair process?					
7 How would you rate our Service Department with regards to <u>cost vs. value</u> ?					
8 How would you rate the <u>amount of time</u> taken to complete the repairs?					
9 How would you rate our <u>ability to explain details of work performed</u> ?					
10 How would you rate your overall <u>level of satisfaction</u> with our Service Department?					
	Never	Not Likely	Some-time	Likely	Very Likely
11 How likely are you to recommend our Service Department to a friend or relative?					

Additional Comments:

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: _____