# Internal Customer Service Survey

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| Do workers in the Parts Department respond quickly to your request for parts? | Yes | No |

On average, about how long would you say it takes to get most parts from this department? [\_\_\_\_\_\_\_\_\_\_\_\_\_\_]

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| Are some parts more difficult to get than others? If so, which ones? |  |

When parts need to be ordered, are you able to provide the customer with accurate information about the order, including when the parts will be available?

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Does being unable to get parts when you need them affect your ability to complete a job on time? If so, please give some examples.

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Are team members in the Parts Department willing to help with your request for parts?

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## Please rate the following criteria on a scale of 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”.

Associates in the parts department are knowledgeable about the products they carry

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| 1 | 2 | 3 | 4 | 5 |

Parts are kept in an organized manner so they will be easy to find

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| 1 | 2 | 3 | 4 | 5 |

Workers in the parts department display a genuine enthusiasm for their job

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| 1 | 2 | 3 | 4 | 5 |

I am treated like an external customer rather than a co-worker in the same company

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| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Parts clerks understand the importance of getting parts to service bays in a timely manner, and work hard to

ensure this task is accomplished

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| 1 | 2 | 3 | 4 | 5 |

I never feel as though I am a bother to employees of the parts department

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| 1 | 2 | 3 | 4 | 5 |

The location of the parts department is easy to access from the service bay

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| 1 | 2 | 3 | 4 | 5 |

What changes could you recommend that would improve the level of customer service you receive from members of the parts department?

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What should stay the same for the parts department to continue providing outstanding service?

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