



SERVICE TIME EXPECTATION

CUSTOMER NAME:

SERVICE ADVISOR NAME:

New Service Customer Repeat Service Customer Appointment Non-Appointment

At Shottenkirk Automotive Group we understand that your time is very valuable. In an effort to show our respect for your time we are using this document to clearly communicate to you what we consider to be a valid time expectation to complete your service or repair visit with us today. We will do our best to deliver upon our agreed on time expectation or to communicate with you if additional time is required. We invite you to start the clock!

TIME IN:

____ : ____

TIME EXPECTATION GIVEN:

____ : ____

TIME OUT:

____ : ____

Did we achieve our communicated service time expectation? **YES** **NO**

REASON FOR DELAY:



Were you completely satisfied with your service experience? **YES** **NO**

Would you like to discuss anything with the service manager today? **YES** **NO**

Will you return for your future service, repair, or maintenance needs? **YES** **NO**

CUSTOMER SIGNATURE:

SERVICE ADVISOR SIGNATURE: