

**Dealer Stamp**

**About You**

Name .....

Email address .....

Make & model of caravan/motorhome .....

CRIS/Reg No .....

Did you buy the unit? New  Used

Is this the dealership where you bought your caravan/motorhome? Yes  No

Type of unit Single axle caravan  Twin axle caravan  Motorhome

Motorhome type Van Base  Luton Type/Cab Base  Coachbuilt

Work carried out Service  Warranty  Repair/Insurance  Accessory fitment

Your Experience (please tick)	Yes	No	n/a
1. Was the work completed on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the invoice match the price quoted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did a member of staff fully explain the repair/invoice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Was additional work identified during repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If Yes, did they seek your acceptance before proceeding?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Were you shown parts that had been replaced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. If an accessory was fitted, was this fully demonstrated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Was your vehicle handed back in a clean condition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Did you have a cause to complain?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. If yes, was this handled swiftly and amicably on the day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Approved Workshop**

Based on your comments, at the end of each year an Award will be given to the Approved Workshop that has achieved the best overall performance. This will allow the winning workshop or mobile technician the opportunity to display the award and use the Logo for advertising purposes.

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Please mark the following sections on a score of 1 to 5 by circling the number (5 being the highest)

11. Booking process	1	2	3	4	5
12. Was the pricing structure clear?	1	2	3	4	5
13. Level of information provided, (i.e: brochures, literature & knowledge of staff)	1	2	3	4	5
14. Explanation of work carried out	1	2	3	4	5
15. Explanation of additional work carried out	1	2	3	4	5
16. Clarity and detail of the invoice	1	2	3	4	5
17. Quality of the service/repair	1	2	3	4	5
18. Staff attitude & helpfulness	1	2	3	4	5
19. Has the Approved Workshop Scheme met your expectations?	1	2	3	4	5
20. How would you rate your overall experience?	1	2	3	4	5

Please give an overall mark for this workshop from 1 to 10 by circling the number (10 being the highest)

1 2 3 4 5 6 7 8 9 10

Would you recommend this workshop to a friend? Yes  No

I am happy to have my details shared with the three Workshop partners

**Please use this space to add any additional comments**

**Prize draw information**

Every quarter, the survey cards returned to us will be entered into a prize draw.

The winner will be contacted before the end of the following month. Their name will be verified and their address requested, this will enable us to send out a voucher worth:

**£50.00**

to spend at the workshop identified by the dealer stamp.

If they wish, they can have the voucher made out to another AWS of their choice.

The AWS will receive a reduction in next years subscription to the same value.

If you wish to be entered into the prize draw, please provide your contact details below. (Phone number or Email please)

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