

# Internal Customer Service Survey

## Customer Information

**Name:** The Gap  
**Address:** 15279 N Scottsdale Road  
Scottsdale, AZ 85432  
**Phone:** 480-998-6201

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.

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

**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

1	2	3	4	5
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Parts are kept in an organized manner so they will be easy to find

1	2	3	4	5
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Workers in the parts department display a genuine enthusiasm for their job

1	2	3	4	5
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I am treated like an external customer rather than a co-worker in the same company

1	2	3	4	5
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Parts clerks understand the importance of getting parts to service bays in a timely manner, and work hard to ensure this task is accomplished

1	2	3	4	5
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I never feel as though I am a bother to employees of the parts department

1	2	3	4	5
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**Do you want to purchase the product now?**

**YES**