



Daily Survey Notes For: Body Builders Inc

Thursday, April 2, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (25KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/2/2009

Report Time: 2:03 AM

Web-CSM

Survey Notes
For 4/1/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/1/2009 9:38:00 AM	Y	Y	N	Y	Y	Y	Y	Y	Y	N/A
Question #3 Notes:	There was further damage found.										
Question #6 Notes:	They keep you very informed and updated.										
Question #8 Notes:	Other party's insurance.										
Question #10 Notes:	N/A.										
[REDACTED]	4/1/2009 1:57:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	Did it right the first time. I was satisfied.										
[REDACTED]	4/1/2009 8:02:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	They did a very professional job.										
[REDACTED]	4/1/2009 9:33:00 AM	Y	Y	Y	N	Y	N	N/A	N/A	Y	Y
Question #4 Notes:	They misslead me, and I had to pay 100\$ more for towing.										
Question #6 Notes:	NOt sure.										
Question #7 Notes:	none.										
Question #8 Notes:	none.										
[REDACTED]	4/1/2009 8:17:00 AM	Y	Y	Y	N	Y	Y	N/A	N/A	Y	Y
Question #4 Notes:	The customer had to call the shop.										
Question #6 Notes:	They do good work.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	No insurance involved.										
[REDACTED]	4/1/2009 11:34:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	All the personnel were great. Outstanding group of people.										
Question #7 Notes:	No rental.										
Question #8 Notes:	Other person's insurance.										
[REDACTED]	4/1/2009 7:35:00 AM	Y	N	Y	Y	Y	Y	N/A	Y	Y	Y
Question #2 Notes:	They did not assemble the bumper correctly.										
Question #5 Notes:	Only clean on the outside.										
Question #6 Notes:	The work was done well!										
Question #7 Notes:	No rental car.										
Question #8 Notes:	Other party's insurance.										
[REDACTED]	4/1/2009 11:39:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	It was done in good time.										
Question #7 Notes:	none.										
[REDACTED]	4/1/2009 7:29:00 AM	Y	N	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #2 Notes:	The back windshield was not fixed.										
Question #6 Notes:	They did a very nice job!										
Question #7 Notes:	No rental car.										

Question #8 Notes:	No insurance involved.
Final Comments:	I was very happy!

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Friday, April 3, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (11KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Survey Notes
 For 4/2/2009

Report Date: 4/3/2009
 Report Time: 2:02 AM

Web-CSM

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/2/2009 12:09:00 PM	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
Question #6 Notes:	It was great.										
Question #7 Notes:	I had to wait several hours for a car.										
[REDACTED]	4/2/2009 12:26:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	Went the extra mile while doing the body work with all the details, did more than promised.										
Question #7 Notes:	Charged for a full day but she picked it up at 6 pm.										
Final Comments:	Quality of workmanship was excellent. Amy was great at working with me up front.										
[REDACTED]	4/2/2009 12:25:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #3 Notes:	Three days early.										
Question #6 Notes:	It was great, I have been there before, and I would go back again.										
[REDACTED]	4/2/2009 12:24:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	I've had work done there several times and they've been great each time.										
Question #7 Notes:	No rental.										
Final Comments:	There a fantastic body shop.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Saturday, April 4, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (9KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Survey Notes
 For 4/3/2009

Report Date: 4/4/2009
 Report Time: 2:02 AM

Web-CSM

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/3/2009 1:12:00 PM	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y
Question #6 Notes: The were very prompt, and answered my questions when I needed it.											
Question #8 Notes: Used the other party's insurance.											
[REDACTED]	4/3/2009 2:10:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes: They did a good job in a timely manner.											
Question #7 Notes: No rental car.											
Question #8 Notes: I paid out of pocket.											
[REDACTED]	4/3/2009 1:14:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes: Very courteous and prompt. Everything happened as scheduled. 100% satisfied.											
Final Comments: It was all a good experience.											

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Tuesday, April 7, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (10KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/7/2009

Survey Notes

Report Time: 2:02 AM

Web-CSM

For 4/6/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/6/2009 7:07:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	They do good work.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	The claim is still open.										
[REDACTED]	4/6/2009 9:35:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	I took it over without an appointment and they gave me an estimate immediately. It was nice.										
Question #7 Notes:	No rental car involved.										
Question #8 Notes:	There was no insurance involved.										
[REDACTED]	4/6/2009 12:03:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #5 Notes:	I was very happy.										
Question #6 Notes:	It's extraordinary. I can't think of a better customer service.										
Question #7 Notes:	There was no rental service.										
Final Comments:	I was wonderfully impressed and satisfied with the whole experience.										

- Q1. Were you satisfied with the quality of the repair?
 Q2. Was the work performed correctly the first time?
 Q3. Was your vehicle ready when promised?
 Q4. Were you satisfied with the shop's communication?
 Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
 Q7. Were you completely satisfied with the rental car service you received?
 Q8. Were you completely satisfied with the way the insurance company handled your claim?
 Q9. Were shop employees polite and courteous? (If not, please ask who)
 Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Thursday, April 9, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (6KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/9/2009
 Report Time: 2:02 AM

Web-CSM

Survey Notes
 For 4/8/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/8/2009 3:39:00 PM	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Question #2 Notes:	The headlight needed adjusted.										
Question #6 Notes:	We always use Body Builders.										
[REDACTED]	4/8/2009 8:30:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #8 Notes:	Other party's insurance.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Wednesday, April 8, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (17KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

**Survey Notes
For 4/7/2009**

Report Date: 4/8/2009

Report Time: 2:02 AM

Web-CSM

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/7/2009 12:42:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	it was fine.										
[REDACTED]	4/7/2009 12:33:00 PM	N	N	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Question #1 Notes:	I was not satisfied with the paint, it has bubble.										
Question #2 Notes:	No their was bubble in the paint.										
Question #7 Notes:	Customer had to go.										
Question #8 Notes:	Customer had to go.										
Question #9 Notes:	Customer had to go.										
Question #10 Notes:	Customer had to go.										
[REDACTED]	4/7/2009 12:43:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	The work was very fast, and done when promised.										
Question #7 Notes:	Not necessary.										
[REDACTED]	4/7/2009 12:10:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	Im happy with the service.										
[REDACTED]	4/7/2009 12:28:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	Everytime I go there, the work is done very well.										
Question #7 Notes:	Not necessary.										
[REDACTED]	4/7/2009 10:20:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	They were really quick and it was high quality work.										
[REDACTED]	4/7/2009 3:03:00 PM	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y
Question #6 Notes:	It was very professional and they did very high work, and they helped with the transportation.										
Question #8 Notes:	Paid out of pocket.										
Final Comments:	Paul Joines was great.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Tuesday, April 14, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com
DailySurveyNotes.html (5KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Survey Notes
For 4/13/2009

Report Date: 4/14/2009
Report Time: 2:03 AM

Web-CSM

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/13/2009 6:53:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	N/A
Question #6 Notes:	They did good quality work.										
Question #7 Notes:	No rental car.										
Question #10 Notes:	N/A.										

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Friday, April 10, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (11KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/10/2009

Survey Notes

Report Time: 2:02 AM

Web-CSM

For 4/9/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/9/2009 12:36:00 PM	Y	Y	N	Y	Y	Y	Y	Y	Y	Y
Question #3 Notes:	They were waiting for parts.										
Question #6 Notes:	They were punctual and kept their promises. The quality of work was great, they also did a great job of keeping me informed.										
[REDACTED]	4/9/2009 9:12:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	I was pleased.										
Final Comments:	They did a great job.										
[REDACTED]	4/9/2009 2:29:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	Everyone was very pleasant.										
[REDACTED]	4/9/2009 9:16:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #2 Notes:	One of the parts was loose but it was fixed right away.										
Question #7 Notes:	No rental.										
Final Comments:	They need to put their telephone number on the front building.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Saturday, April 11, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (8KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/11/2009
 Report Time: 2:02 AM

Web-CSM

Survey Notes
 For 4/10/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/10/2009 2:42:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	The work was great.										
Question #7 Notes:	Not necessary.										
[REDACTED]	4/10/2009 10:43:00 AM	Y	N	Y	Y	N/A	Y	Y	Y	Y	N/A
Question #2 Notes:	The paint at the bottom of the door "blistered".										
Question #5 Notes:	Not cleaned on the inside.										
Question #6 Notes:	The do good work.										
Question #8 Notes:	Other party's insurance.										
Question #10 Notes:	N/A.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Wednesday, April 15, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com
DailySurveyNotes.html (21KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/15/2009

Report Time: 2:03 AM

Web-CSM

Survey Notes

For 4/14/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/14/2009 8:19:00 AM	Y	Y	N/A	Y	Y	Y	N/A	Y	Y	Y
Question #3 Notes:	No promise given.										
Question #6 Notes:	Called every couple of days to keep me updated. Everybody there was very polite, especially to me as a woman.										
Question #7 Notes:	No rental.										
[REDACTED]	4/14/2009 1:33:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #7 Notes:	Not necessary.										
Question #8 Notes:	Used the other party's insurance.										
[REDACTED]	4/14/2009 2:23:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	They were done on a timely manner and they were nice and courteous.										
[REDACTED]	4/14/2009 11:14:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	They do a good job. The work was done when they said it would be done.										
Question #7 Notes:	I didn't have one.										
[REDACTED]	4/14/2009 4:04:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #1 Notes:	Excellent.										
Question #3 Notes:	It was quicker.										
Question #6 Notes:	I like the shop and they are excellent and recommend them to my friends.										
Question #7 Notes:	No rental.										
Question #8 Notes:	USSA is good.										
[REDACTED]	4/14/2009 2:05:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	It was on time and done right.										
Question #7 Notes:	No rental.										
[REDACTED]	4/14/2009 8:37:00 AM	Y	Y	Y	Y	N/A	Y	Y	N	Y	N/A
Question #5 Notes:	I am not sure.										
Question #8 Notes:	I was manhandled by the insurance company.										
Question #10 Notes:	I don't know.										
Final Comments:	Paul, the manager, is very nice.										
[REDACTED]	4/14/2009 8:15:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	I was very pleased that they were one on one with me. They kept me well informed throughout the process.										
Question #7 Notes:	Did not rent.										
Question #10 Notes:	They were very confident in what they told me.										

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)



Daily Survey Notes For: Body Builders Inc

Thursday, April 16, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (8KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/16/2009

Report Time: 2:03 AM

Web-CSM

Survey Notes

For 4/15/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/15/2009 4:59:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #1 Notes: They did a great job.											
Question #4 Notes: Very much.											
Question #6 Notes: I think they take great pride in their work.											
Question #7 Notes: Didn't get a rental car.											
[REDACTED]	4/15/2009 9:16:00 AM	Y	Y	N	Y	Y	Y	Y	N/A	Y	Y
Question #3 Notes: It was mainly due to weather.											
Question #6 Notes: There very professional.											
Question #8 Notes: other parties.											

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Saturday, April 18, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (14KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/18/2009

Report Time: 2:02 AM

Web-CSM

Survey Notes

For 4/17/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/17/2009 2:00:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	They are very friendly and professional.										
[REDACTED]	4/17/2009 10:42:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	They did a good job. Price was right and ready on time.										
Question #7 Notes:	No rental.										
Question #8 Notes:	Out of pocket.										
[REDACTED]	4/17/2009 1:54:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #2 Notes:	Piece of plastic fell off the back door. When I opened the door, it wouldn't close.										
[REDACTED]	4/17/2009 2:57:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #7 Notes:	Didn't receive one.										
Question #8 Notes:	Paid out of pocket.										
[REDACTED]	4/17/2009 2:34:00 PM	Y	Y	N	Y	N	Y	N/A	N/A	Y	Y
Question #2 Notes:	=										
Question #3 Notes:	It was an 1 1/2 late.										
Question #5 Notes:	I had to leave.										
Question #6 Notes:	The manager was very accomodating.										
Question #7 Notes:	No rental.										
Question #8 Notes:	No insurance.										

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Tuesday, April 21, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com
DailySurveyNotes.html (5KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/21/2009
Report Time: 2:02 AM

Web-CSM

Survey Notes
For 4/20/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
	4/20/2009 7:04:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	N/A	N/A
Question #6 Notes:	It was all good!										
Question #9 Notes:	N/A.										
Question #10 Notes:	N/A.										

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Wednesday, April 22, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (13KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/22/2009
 Report Time: 2:02 AM

Web-CSM

**Survey Notes
 For 4/21/2009**

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/21/2009 4:54:00 PM	Y	Y	N	Y	Y	Y	Y	Y	Y	Y
Question #3 Notes:	A couple days late.										
[REDACTED]	4/21/2009 9:46:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	It is the only body shop I will deal with.										
Final Comments:	Very good people.										
[REDACTED]	4/21/2009 9:56:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #5 Notes:	They did not clean the inside.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	No insurance involved.										
[REDACTED]	4/21/2009 9:47:00 AM	Y	Y	Y	Y	Y	Y	N/A	N	Y	Y
Question #7 Notes:	No rental car.										
Question #8 Notes:	They took to long to approve. Other party's										
[REDACTED]	4/21/2009 4:54:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	They were really good at working with us. I have always been pleased with them. They are easy to talk to.										
Question #7 Notes:	No rental.										
Question #8 Notes:	Other party's insurance.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?
- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Thursday, April 23, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com
DailySurveyNotes.html (15KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/23/2009
Report Time: 2:03 AM

Web-CSM

Survey Notes
For 4/22/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/22/2009 10:36:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	I felt that they were very quick and easy and they did exactly what they said.										
Question #7 Notes:	none										
Question #10 Notes:	Chris was really nice!										
Final Comments:	They were wonderful and totally went out of their way for me!										
[REDACTED]	4/22/2009 7:19:00 AM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	The car looks good.										
[REDACTED]	4/22/2009 4:03:00 PM	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Question #2 Notes:	The door was loose. They fixed it though.										
Question #6 Notes:	I heard from a friend that they were really good and I think that too.										
[REDACTED]	4/22/2009 10:36:00 AM	Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
[REDACTED]	4/22/2009 10:39:00 AM	Y	Y	N	Y	Y	Y	N/A	Y	Y	N/A
Question #3 Notes:	Insurance fault.										
Question #6 Notes:	The people are friendly and they provided transportation. Very helpful with the insurance company.										
Question #7 Notes:	No rental.										
Question #8 Notes:	I haven't received the check yet. I don't know yet.										
Question #10 Notes:	I don't know.										
[REDACTED]	4/22/2009 1:32:00 PM	Y	Y	Y	Y	Y	N	Y	N	Y	Y
Question #6 Notes:	No.										
Question #8 Notes:	Other person's insurance. Very hard to get a hold of.										

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Saturday, April 25, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com
DailySurveyNotes.html (11KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/25/2009

Report Time: 2:03 AM

Web-CSM

Survey Notes

For 4/24/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/24/2009 2:26:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	N/A	Y
Question #6 Notes:	They did a good job and keep their promises.										
Question #7 Notes:	No rental.										
Question #9 Notes:	I did not deal with this part, so I don't know.										
[REDACTED]	4/24/2009 2:26:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Final Comments:	They were very nice and called me everyday to let me know the status.										
[REDACTED]	4/24/2009 12:27:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	The service and communication were great.										
Question #7 Notes:	Not necessary.										
[REDACTED]	4/24/2009 1:38:00 PM	Y	Y	N	Y	Y	Y	N/A	Y	Y	Y
Question #3 Notes:	It was a few days late, but it was not an issue.										
Question #6 Notes:	They did a great job on the repairs.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	It is my dad's insurance, so I am not sure.										

Q1. Were you satisfied with the quality of the repair?

Q2. Was the work performed correctly the first time?

Q3. Was your vehicle ready when promised?

Q4. Were you satisfied with the shop's communication?

Q5. Was your vehicle clean inside and outside when you picked it up?

Q6. Would you recommend the repair facility to your friends and family?

Q7. Were you completely satisfied with the rental car service you received?

Q8. Were you completely satisfied with the way the insurance company handled your claim?

Q9. Were shop employees polite and courteous? (If not, please ask who)

Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Friday, April 24, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (11KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/24/2009
 Report Time: 2:03 AM

Web-CSM

Survey Notes
 For 4/23/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/23/2009 2:06:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
[REDACTED]	4/23/2009 12:26:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #1 Notes:	They did great.										
Question #6 Notes:	They did good to make sure that everything was done correctly and they did it in a timely manner.										
Question #8 Notes:	They did great.										
[REDACTED]	4/23/2009 9:05:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	Really great. Service was superb.										
Question #7 Notes:	No rental.										
[REDACTED]	4/23/2009 4:57:00 PM	Y	Y	Y	N	Y	Y	N/A	N/A	Y	Y
Question #4 Notes:	The young lady forgot to order the parts so we had to wait a week but she apologized.										
Question #6 Notes:	It was completed properly.										
Question #7 Notes:	No rental.										
Question #8 Notes:	N/A										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Wednesday, April 29, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (14KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/29/2009
 Report Time: 2:02 AM

Web-CSM

Survey Notes
 For 4/28/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/28/2009 9:21:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes: The work was good and the people communicated well.											
Question #7 Notes: Didn't receive one.											
Question #8 Notes: Paid out of pocket.											
[REDACTED]	4/28/2009 2:59:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes: I had work done through them before, and they also did a great job.											
Question #7 Notes: Not necessary.											
Question #8 Notes: Paid out of pocket.											
Final Comments: This is the best body shop I've been to.											
[REDACTED]	4/28/2009 2:53:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes: It was a great experience.											
Question #7 Notes: No rental.											
[REDACTED]	4/28/2009 3:10:00 PM	Y	Y	N	Y	Y	Y	N/A	Y	Y	Y
Question #3 Notes: No, it was a few days late.											
Question #6 Notes: The staff is always professional.											
Question #7 Notes: no rental.											
[REDACTED]	4/28/2009 5:02:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes: It went really well.											

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Thursday, April 30, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (9KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 4/30/2009
 Report Time: 2:03 AM

Web-CSM

Survey Notes
 For 4/29/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	4/29/2009 6:54:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	N/A
Question #4 Notes:	Very much so.										
Question #6 Notes:	They do good quality work at a affordable price, personalized service.										
Question #7 Notes:	Didn't need one.										
Question #8 Notes:	Out of pocket.										
Question #10 Notes:	There was not an estimator.										
Final Comments:	I tell people about them all the time, Dave at the shop is very helpful.										
[REDACTED]	4/29/2009 3:29:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	I certainly would. They did excellent work. The quality was great and it was fast.										
Question #7 Notes:	No rental car.										
Final Comments:	It was a great job and I'll recommend them to everyone!										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Saturday, May 2, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (21KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 5/2/2009

Report Time: 2:02 AM

Web-CSM

Survey Notes
For 5/1/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	5/1/2009 12:04:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	I got a good job and it was timely.										
[REDACTED]	5/1/2009 2:32:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	It was done quick and timely and customer service was excellent.										
Question #7 Notes:	No rental.										
[REDACTED]	5/1/2009 2:32:00 PM	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y
Question #6 Notes:	They did a very good job.										
Question #8 Notes:	Used the other party's insurance.										
[REDACTED]	5/1/2009 2:03:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	Everyone at the shop was really nice, they make you feel comfortable when taking your car in, and they are very courteous.										
[REDACTED]	5/1/2009 2:32:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #4 Notes:	Very good.										
Question #6 Notes:	They did quality work and they had great communication. They made sure I was satisfied.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	I paid out of pocket.										
[REDACTED]	5/1/2009 2:07:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #7 Notes:	Didn't receive one.										
[REDACTED]	5/1/2009 2:33:00 PM	Y	Y	Y	Y	Y	Y	N	N/A	Y	Y
Question #6 Notes:	They have always done good work.										
Question #7 Notes:	The car was sub compact.										
Question #8 Notes:	other parties										
[REDACTED]	5/1/2009 2:04:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	EVerybody was very polite.										
Question #7 Notes:	none										
Question #8 Notes:	none										
[REDACTED]	5/1/2009 2:34:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	They had speedy service and the staff was friendly.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	I am unsure.										

- Q1. Were you satisfied with the quality of the repair?
 Q2. Was the work performed correctly the first time?
 Q3. Was your vehicle ready when promised?
 Q4. Were you satisfied with the shop's communication?
 Q5. Was your vehicle clean inside and outside when you

- Q6. Would you recommend the repair facility to your friends and family?
 Q7. Were you completely satisfied with the rental car service you received?
 Q8. Were you completely satisfied with the way the insurance company handled your claim?
 Q9. Were shop employees polite and courteous? (If not, please ask who)
 Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Tuesday, May 5, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>

To: bodybuildersauto@yahoo.com

DailySurveyNotes.html (17KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 5/5/2009
Report Time: 2:02 AM

Web-CSM

Survey Notes
For 5/4/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	5/4/2009 7:34:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	They were very pleasant and easy to work with.										
Question #7 Notes:	Not necessary.										
[REDACTED]	5/4/2009 2:50:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	They were straight forward and prompt. It was easy.										
Question #7 Notes:	No rental.										
[REDACTED]	5/4/2009 2:50:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #1 Notes:	Very much so!										
Final Comments:	Paul did a fantastic job!										
[REDACTED]	5/4/2009 2:52:00 PM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	I would definitely go back there, they are very professional.										
Question #7 Notes:	No rental car.										
Question #8 Notes:	No insurance involved.										
Final Comments:	Thank you to everyone who got it done.										
[REDACTED]	5/4/2009 6:57:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	They did a good job and they did it on time.										
Question #7 Notes:	Didn't need one.										
Question #8 Notes:	Other party's insurance.										
[REDACTED]	5/4/2009 1:13:00 PM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Question #6 Notes:	They do a good job.										
[REDACTED]	5/4/2009 6:58:00 AM	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #6 Notes:	They know what they are doing.										
Question #7 Notes:	Not necessary.										
Question #8 Notes:	Paid out of pocket.										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Thursday, May 7, 2009 5:02 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (5KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 5/7/2009
 Report Time: 2:02 AM

Web-CSM

Survey Notes
 For 5/6/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	5/6/2009 12:25:00 PM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes: There service was very positive and professional.											
Question #7 Notes: Didn't need one.											

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?



Daily Survey Notes For: Body Builders Inc

Wednesday, May 6, 2009 5:03 AM

From: "communications@CynCast.com" <communications@CynCast.com>
To: bodybuildersauto@yahoo.com
 DailySurveyNotes.html (8KB)

Please do not reply to this email. If you have any questions regarding the web-csm service, Please Logon to Web-CSM and under Administration select Email Us Then select the appropriate category and we will answer your question. Thank You.

Body Builders Inc

Report Date: 5/6/2009
 Report Time: 2:03 AM

Web-CSM

Survey Notes
 For 5/5/2009

Customer Name	Survey Completed	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
[REDACTED]	5/5/2009 7:42:00 AM	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y
Question #6 Notes:	It was good, I had no problems.										
Question #7 Notes:	Didn't need one.										
Final Comments:	I have had work done with Body builder's they did good work then and they do good work now and I would recommend them to anyone.										
[REDACTED]	5/5/2009 12:35:00 PM	N	Y	Y	Y	Y	Y	N/A	N/A	Y	Y
Question #1 Notes:	Theres a blemish in the paint.										
Question #6 Notes:	They do a good job.										
Question #7 Notes:	none.										
Question #8 Notes:	other parties										

- Q1. Were you satisfied with the quality of the repair?
- Q2. Was the work performed correctly the first time?
- Q3. Was your vehicle ready when promised?
- Q4. Were you satisfied with the shop's communication?
- Q5. Was your vehicle clean inside and outside when you picked it up?

- Q6. Would you recommend the repair facility to your friends and family?
- Q7. Were you completely satisfied with the rental car service you received?
- Q8. Were you completely satisfied with the way the insurance company handled your claim?
- Q9. Were shop employees polite and courteous? (If not, please ask who)
- Q10. Were you confident in the knowledge and skill of your estimator?