



STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DON'T USE SERVICE
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**LEADERSHIP / SUPERVISORS**

Shop supervisor help me resolve problems quickly.  
 Shop supervisor help me resolve problems completely.  
 Shop supervisor keeps me informed of issues.  
 I can go "up the chain" with a problem if I need to.


**CUSTOMER SERVICE**

Fleet treats me in a professional manner.  
 I am greeted cheerfully each time I arrive at Fleet.  
 I am served promptly.  
 Phone calls are returned in a satisfactory manner / time.  
 My vehicle is as clean when I pick it up as when I dropped it off.  
 I read the Fleet Focus (Fleet's newsletter).


**FUELING**

The fueling sites are usually clean and operational.  
 The hands free (RNI) system works well.  
 Bulk fueling with a fuel key is not a problem.  
 Resolving fueling problems is easily done.  
 I know who to contact with issues and concerns.


Comments regarding any of the above:

If I could change one thing about Fleet it would be:

One thing I wish the Fleet Director knew is:

**DEPARTMENT NAME:** \_\_\_\_\_