



[www.5StarAutoSpa.net](http://www.5StarAutoSpa.net)

555 Adams Drive  
Winchester, Virginia 22601  
540.667.6661

## Secret Shopper Questionnaire

Welcome to 5 Star Auto Spa. We appreciate your business and your willingness to help us better serve you by participating in the Secret Shopper program. Thank you for allowing us to serve you with all your car care needs. We will go to any lengths possible to keep you satisfied as one of our valued customers. Your input is invaluable and will help us improve our services to you.

The questions are broken down into the various sections in which our site consists of, in the order that you will encounter them. Thanks again for your involvement in our Secret Shopper Questionnaire.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Wash/Detail Purchased:** \_\_\_\_\_

### **Pay Stations:**

1. If you needed help, when you pressed the help button on the pay station, was an employee prompt to come and help you?  Yes  No  N/A (not applicable)

### **Prep Area:**

2. Was there a prep attendant ready to prep your vehicle at the beginning of the wash tunnel entrance?  Yes  No

3. Did he/she guide you into the wash tunnel?  Yes  No

4. If you needed your antenna removed, was it removed for you?  Yes  No  N/A

5. If you have a power antenna, were you informed to lower your antenna by turning off your radio?  
 Yes  No  N/A

6. Did he/she have a free vacuum token readily available when you requested one?  Yes  No  N/A

7. Did he/she punch your punch card when you requested to have it punched?  Yes  No  N/A

8. Did he/she give you the appropriate "Express Service" tag, if necessary?  Yes  No  N/A

9. Did he/she inform you, by pointing to the lighted sign and saying to you, to put your vehicle in neutral, and take your foot off the brake?  Yes  No

### **Wash Tunnel:**

10. Did the wash tunnel appear to be clean?  Yes  No

11. Did you notice any problem with any of the chemical applications in the wash tunnel?  Yes  No

12. Did the corresponding lighted sign to the left come on for the products that you, may have, purchased (Triple Foam, Rain-X, Sealer Wax, and/or Tire Shine)?  Yes  No  N/A

### **Beginning Of The Express Belts (only applies if you purchased an express service):**

13. Were you informed which side to pull your vehicle into at the beginning of the detail belts?  Yes  No

14. Did an employee guide you into the building at the beginning of the detail belts?  Yes  No

15. Did he/she greet you, and inform you to remove any personal or expensive items from you vehicle?  Yes  No

16. Once greeted, did he/she inform you that we have a food/waiting area that you can wait in?  Yes  No

17. If you purchased an Interior Express Service, or The Works, did he/she ask you which interior deodorizer scent you'd

like?  Yes  No  N/A

18. Did he/she make you feel welcome to our facility?  Yes  No

**Belt Activity (only applies if you purchased an express service):**

19. Did the employees on the detail belts appear to be performing up to your expectations?  Yes  No

20. Do you think that equal time was spent on your vehicle as the other vehicles?  Yes  No

**End of The Detail Belts (only applies if you purchased an express service):**

21. Did an employee greet you outside and ask you to look over your vehicle?  Yes  No

22. Did he/she recommend any extra services in our Detail Center? If yes, what services, and do you think it was a good recommendation for your specific vehicle?

Yes  No - \_\_\_\_\_

23. Was the back of the express service tag filled out in its entirety?  Yes  No

24. Did he/she make you feel comfortable enough to return to our facility?  Yes  No

**Food/Waiting Area:**

25. Did the employee(s) greet you when you entered into our Food/Waiting Area?  Yes  No

26. Did they inform you of our punch cards that we offer?  Yes  No

27. Did they help you with any questions or concerns that you may have had?  Yes  No  N/A

**Facility:**

28. Did the wash perform up to your expectations?  Yes  No

29. If you purchased an express service, were you satisfied with the service you received, and the job that was done on your vehicle?  Yes  No  N/A

30. Would you return to our facility?  Yes  No

31. Would you recommend us to a friend?  Yes  No

32. What thing(s) did you like about our facility? \_\_\_\_\_

33. What thing(s) did you dislike about our facility? \_\_\_\_\_

34. Is there anything you think we could do differently, or things you think we need to change, to make our facility better?

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**Additional Comments:**

Please return the questionnaire in the self addressed stamped envelope that we provided with the questionnaire (if applicable). Feel free to contact us with any further questions or comments. We would like to thank you again for taking the time to complete our questionnaire. Any information that you have provided is greatly appreciated and will be used to better serve you in the future.

**For coupons, promotions, and specials, please join our Wash Club on our website,  
[www.5StarAutoSpa.net](http://www.5StarAutoSpa.net)**

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