

# CUSTOMER SATISFACTION INDEX (CSI)

Q1 : Thinking about this visit, how satisfied were you regarding your overall experience with the service department?

Q2 : How likely are you to recommend this service department?

Q3 : How satisfied were you with the ease of getting a service appointment at a time that suited your needs?

Q4 : How satisfied were you with the time it took to have your vehicle inspected upon arrival?

Q5 : How satisfied were you with the willingness of the Service Advisor to understand your service needs?

Q6 : How satisfied were you with the Service Advisor's explanation of the work that was to be completed on your Maserati?

Q7 : Was an alternative transportation offered to you during the work performed? (E.g. Drop-off & Pickup, Collection & Delivery, Shuttle service, courtesy cars, rental, taxi...)

Q8 : Which transport assistance solution was provided?

Q9 : Thinking about the most recent service experience at [DEALER], was all of the requested work completed correctly on this visit?

Q10 How satisfied were you with the personalized follow-up contact you received from the service department after your service visit?

Q11 : Please share any additional feedback or advice that could help this service department offer a better experience in the future

Q12 : Maserati will share your answers in your name to your service department