

# Car Wash Survey Template

All questions are optional. Follow each question's directions.  
Write your answers to the open questions in the space provided.

Think about your most recent wash at this location in the past seven days. Every question is optional. Use the separate support route for a claim or urgent issue.

## 1. Which type of wash did you use?

- ☐ Automatic drive-through wash
- ☐ Staff hand wash
- ☐ Self-service bay
- ☐ Another service
- ☐ Not sure

## 2. How clear was what the selected package included?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not choose the package

## 3. How clear were the instructions for using the service?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ No instructions were needed

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## 4. How satisfied were you with the visible cleaning result?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Unable to assess

## 5. How manageable was the waiting time?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ No waiting was needed

## 6. When you needed staff help, did you get it?

- ☐ Yes
- ☐ Partly
- ☐ No
- ☐ I did not need help

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## 7. What should this location improve first?

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