

We leave a comment card for the customer to fill-out in every vehicle after service or repair. This gives them a chance to leave feedback about their experience, and gives us a chance to improve our service wherever possible. The table below are the results from tabulating each and every card ever received (since 1998?).



Customer Satisfaction Survey Results

4609 total cards

	YES	NO	%
Was your vehicle completed within the estimate?	4510	99	97.8%
Was your vehicle completed on schedule?	4480	129	97.1%
Did you understand the repairs recommended?	4581	28	99.3%
Was the work performed explained to you?	4593	16	99.6%
Were the personnel courteous and professional?	4604	5	99.9%
Was your vehicle as clean as you left it?	4555	54	98.8%
Were you satisfied with your service experience?	4589	20	99.5%
Would you recommend us to a friend?	4601	8	99.8%



530 SE Tenino • Portland, OR 97202 • (503) 230-2300

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Dear Neighbor,

My name is Tom Dwyer; I am the owner of Tom Dwyer Automotive Service, Inc., in Portland. **For the past 23 years**, I have been providing people with the finest in repairs and maintenance for their foreign and domestic cars, trucks, SUVs, and minivans.

When was the last time you received truly exceptional service from an auto repair center?

As good as our facility is, what's most important to me, and what sets us apart from the rest, is **EXCEPTIONAL** customer service. We are large enough to provide prompt, accurate service; small enough to care and understand what service is all about.

We have earned the ASE "Blue Seal Facility of Excellence Award."

All of our technicians have ASE Certification. Most of us are ASE Master Technicians with over 15 years experience. Individually and cumulatively we have more than 200 years of experience.

We have convenient hours, free estimates on non-diagnostic repairs, and all work is guaranteed by the best promise in the industry. We can service and maintain every aspect of your car; from oil changes, standard or ABS brakes, mufflers and shocks, to air conditioning and computer control problems. We are also a State Certified Emissions Repair Center.

We offer a free shuttle service to and from work or home by appointment, as well as discounted towing service, if necessary.

What is most important to me is YOU — the customer. You have my word that you will be treated with the utmost courtesy and respect. All necessary work, including costs, will be thoroughly explained to you prior to beginning any repairs. No job is finished until you are completely satisfied — I guarantee it.

Tom Dwyer, ASE Master Tech and Owner
503-230-2300