

Dear Valued Client,

I wanted to personally thank you for choosing Johnson City Honda as your service department. I hope that I provided you with exemplary service today. In a few days you will receive a survey from American Honda. This survey will consist of roughly 22 questions. This survey is very important to me and my performance as your service advisor. With each question being very sensitive in the structure of the scoring, anything less than "excellent" rating is considered a failing score by American Honda's standards. I would greatly appreciate you taking the time to fill this survey out for me. If for any reason, you don't feel that you can give me excellent scores, please let me know, so that we can work together to find a resolution. Again, thank you for choosing to be our valued client.

Sincerely,

Your Johnson City Honda Service Advisor