

### **\*Survey Negative**

Mr./Mrs. Customer

Thank you so much for taking the time to fill out our customer survey. My name is [Your First & Last Name](#) and I am the Discount Tire store Manager located at [Store Address](#). Your satisfaction is extremely important to me and I'm sorry we failed to provide the excellent customer service you've come to expect from Discount Tire. I would love an opportunity to speak with you in search of a resolution, if you would please call me at [Store Phone Number](#) or you can reply to this email. Once again, I sincerely apologize and would love to make it up to you.

Thank you for your feedback and I hope to hear from you soon.

[Your Name](#)

Store Manager

Discount Tire

[Store Phone Number](#)

### **Survey Neutral or Negative – Wait Time**

Mr./Mrs. Customer

Hello, my name is [Your First & Last Name](#) and I am the Discount Tire store Manager located at [Store Address](#). I appreciate you taking time to fill out our survey and for giving us a chance to earn your business. I would love to get more feedback from you to help us improve as well as offer a personal apology for the time it took to service your vehicle. I can be reached at the number below or you can reply to this email.

I hope to hear from you soon, have a wonderful day.

[Your Name](#)

Store Manager

Discount Tire

[Store Phone Number](#)

### **Survey Neutral without comments**

Mr./Mrs. Customer

Hello, my name is [Your First & Last Name](#) and I am the Discount Tire store Manager located at [Store Address](#).

First, let me thank you for taking the time to fill out our survey, we are proud of our excellent customer service and you should expect it every time. I was wondering if there is anything we could have done to earn a higher score. I would love to speak with you and get more feedback to help us improve. Please feel free to call me at the number below or reply to this email.

I hope to hear from you soon, have a wonderful day.

[Your Name](#)

Store Manager

Discount Tire

[Store Phone Number](#)

## Survey Positive – Can't remember EE name

Mr./Mrs. Customer

Hello, my name is **Your First & Last Name** and I'm the Discount Tire store Manager located at **Store Address**. I would like to thank you for taking time to fill out our survey and for giving us a chance to earn your business. We are proud of our excellent customer service and I'm thrilled to hear you were satisfied with your recent visit, you should expect that every time. The associate who helped you was **Employee Name** and I will gladly express your gratitude to **Employee Name** directly.

Thank you again for your business, have a wonderful day.

**Your Name**

Store Manager

Discount Tire

**Store Phone Number**