

Our Completely Satisfied customers



"We take customer satisfaction seriously and constantly seek to offer the best experience to all our customers. The Completely Satisfied program puts us in control of these important areas of the business and we have been impressed with the response and feedback from the program."

Dan Merricks - Head of Business
Five Oaks Audi



"The reason I signed up for Comp Sat was that I am always looking for something different and the idea to send bickies had never entered my head... plus you keep that lovely box for all time... I still have my promo Audi box!! good from a Hyundai dealer Huh! Some great feedback from customers too, well done."

Ian Williams - Belmont Hyundai

FIAT



"I saw the tins being sent out by our sales team and liked the idea of the branded tin."

The tin gets used to keep bits and pieces in and our name, number and web address are easy to see. It's a great way to say thank you and keep your customers loyal"

Mark Parry - Parts Manager
Bishops Guildford

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"Historically we did what a lot of dealers were doing...flowers. They wither and die and cost us money when the customer couldn't take delivery as arranged."

This is different, we get a monitored response, nice biscuits in a nice tin that customers keep."

Nissan are serious about customer satisfaction and we want to ensure our standards are the highest. This is the complete package that helps us to reach that standard."

David Barlow - Bishops Nissan



"For us it's a bespoke tool. I love the idea of using it as a very different way to prospect."

Craig Walters - Cardiff Audi



" I recognise the value in giving our customers a surprise token gift for buying their car from us. I thought about the tin that I've kept for the last 10 years and used the same analogy with our customers."

This is so much better than the soggy bunch of flowers. So long as it's a good memory, it'll do a good job."

Jonathon Taylor - Dealer Principal
Elton Garages Oldham

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"The biscuits are a great idea. Our customers love them and say that they're much better than flowers"

Grant McEwan - GMC Motors



"I like it because it's completely different to anything else we've tried. It's novel and it's new."

What sold it for me was the way my sales team were enthused by the whole idea"

Ben Perkin - Mike Thompson Peugeot



"Customer Satisfaction has always been our Number One priority and we now have an exciting product to help support our commitment to it. What a fresh and cute idea, not only do our customers get a lovely surprise once they have taken delivery of their new car, they get to give us feedback on how we are performing, keep a smart Humming Bird branded biscuit tin and refer us to all their friends and family. I have only one negative, I wish I'd thought of the idea myself. Its fantastic, I love it, my salesmen love it and most importantly our customers love it!"

Lucy Wood - Group Marketing Director
Humming Bird Motors

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HONDA

"This is very different to anything else we've seen and we're very happy with the way it's working."

Simon Green - Sales Manager
Ruislip Honda



PEUGEOT

"We wanted a way to help improve our CSI and this seemed an excellent idea. We're absolutely delighted with the program."

Mark Jones - Dealer Principal
Warners Peugeot



SEAT

"We signed up with Completely Satisfied due to the fact that it is different and nobody else is doing it. We've received great feedback, our customers are writing to thank us for the biscuits and have commented on it being a clever marketing idea."

Nick Mitchell
SMC Seat

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"We were looking for a different approach. With the Completely Satisfied Programme we found a fantastic alternative to the flowers we were giving our customers along with an effective way to gain referrals. The response we've received has been great."

Ashley Gibson - Brand Manager
Solihull Volkswagen



MAZDA

"We joined the completely satisfied programme because we believe that you should always exceed your customer's expectations. If you do, they will come back over and over. Give them what they want — and a little more. Let them know that you appreciate them. Customers will stay with you longer and deepen their relationship with you. And the questionnaire allows us to constantly update and improve how we deliver complete customer satisfaction."

Jane Saunders - Business Development Manager
Guildford Mazda



PEUGEOT

"We appreciate the business our customers give us and a small surprise thank you by way of the tin of biscuits has been very well received by each and every customer. It takes the "biscuit" as far as improved CSI scores are concerned and emphasises our customer focus."

Charles Roberts - General Manager
Oval Motor Group

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"Our main reason for choosing Completely Satisfied is that the idea is "completely out of the box".

The parcel arrives totally unexpected and is a complete surprise for our customers.

It has worked really well for us, we want to show our customers that we truly appreciate their business and this is the ideal solution for us. The response from our customers has been fantastic.

Kevin Tooley - Mid Cornwall Cars



MAZDA

"I wanted to create awareness in our community. Since we started sending out the parcels our CSI has risen by 10% and our aftersales contact score has increased by 67%"

Kevin Shepley - General Manager
Stockport Mazda



"The Programme has definitely enhanced our customer experience and the recommendation vouchers are working"

Paul Beazley - Brand manager
Mann Egerton VW