

Roadside Assistance Service Evaluation Checklist

Instructions: Rate each aspect on a scale of 1-5, where 1 = Poor, 3 = Average, and 5 = Excellent. Use this to evaluate your roadside assistance experience based on response time, professionalism, quality of service, and any additional factors that made a difference.

#1. Response Time

- **Initial Contact Speed:** How quickly did the service answer your call?
 - 1 - Very Slow
 - 2 - Slow
 - 3 - Average
 - 4 - Fast
 - 5 - Very Fast
- **Arrival Time:** How quickly did the driver arrive at your location?
 - 1 - Very Delayed
 - 2 - Delayed
 - 3 - On Time
 - 4 - Prompt
 - 5 - Arrived Ahead of Time

#2. Communication and Customer Service

- **Clarity of Instructions:** Was the driver clear about the next steps and timing?
 - 1 - Very Unclear
 - 2 - Somewhat Unclear
 - 3 - Average
 - 4 - Clear
 - 5 - Very Clear
- **Professionalism and Courtesy:** Did the driver demonstrate a professional attitude and courteous behavior?
 - 1 - Poor
 - 2 - Somewhat Courteous
 - 3 - Neutral
 - 4 - Courteous
 - 5 - Very Courteous
- **Empathy and Support:** Did the driver offer empathy or emotional support in a stressful situation?
 - 1 - None
 - 2 - Limited
 - 3 - Adequate

- 4 - Supportive
- 5 - Very Supportive

#3. Service Quality

- **Accuracy and Safety of Service Provided:** Did the driver handle the vehicle correctly and with care?
 - 1 - Poor
 - 2 - Needs Improvement
 - 3 - Adequate
 - 4 - Good
 - 5 - Excellent
- **Use of Equipment:** Was the driver well-equipped, and did they use the necessary equipment effectively?
 - 1 - Poor
 - 2 - Limited
 - 3 - Average
 - 4 - Satisfactory
 - 5 - Excellent
- **Resolution of Issue:** Did the driver fully resolve the issue (e.g., successful tow, tire change, or jump start)?
 - 1 - Unresolved
 - 2 - Partial Resolution
 - 3 - Mostly Resolved
 - 4 - Resolved
 - 5 - Fully Resolved

#4. Attention to Safety

- **Driver's Safety Precautions:** Did the driver take appropriate safety measures (e.g., positioning of warning signs, using hazard lights)?
 - 1 - Unsafe
 - 2 - Minimal
 - 3 - Sufficient
 - 4 - Safe
 - 5 - Very Safe
- **Roadside Safety for Passengers:** Was the driver mindful of your safety and well-being on the roadside?
 - 1 - No Safety Consideration
 - 2 - Minimal Safety Efforts
 - 3 - Average
 - 4 - Safe
 - 5 - Very Safe

#5. Additional Support Provided (if applicable)

- **Provision of Extra Help:** Did the driver provide any additional assistance (e.g., ride to a nearby location, phone assistance, or advice)?
 - 1 - None
 - 2 - Minimal
 - 3 - Somewhat Helpful
 - 4 - Helpful
 - 5 - Very Helpful
- **Weather and Environmental Challenges:** Did the driver handle challenging conditions well (e.g., rain, snow, darkness)?
 - 1 - Poor
 - 2 - Needs Improvement
 - 3 - Satisfactory
 - 4 - Competent
 - 5 - Exceptional

#6. Overall Satisfaction

- **Overall Rating of Experience**
 - 1 - Very Dissatisfied
 - 2 - Dissatisfied
 - 3 - Neutral
 - 4 - Satisfied
 - 5 - Very Satisfied

Summary

Total Score: Add up your ratings.

- **25-30** - Exceptional Service: Consider a generous tip to show appreciation.
- **20-24** - Satisfactory Service: A moderate tip would be appropriate.
- **15-19** - Average Service: A small tip is optional.
- **10-14** - Below Average: Consider feedback without a tip.
- **Below 10** - Unsatisfactory: Feedback is recommended to improve services.

This checklist encourages readers to evaluate every aspect of the service and decide on a tip based on the level of care and assistance they received.

