

# 18.4.3: Home Visit Check-sheet

**Who will do:** Home Visit Service Manager

Use the following check-sheet to record the observations along with the customer feedback during a home visit.

MARUTI SUZUKI SERVICE		HOME VISIT CHECK-SHEET	
<b>Visit Date:</b>		<b>Time:</b>	
		<b>Visited by:</b>	
<b>1 Vehicle Details</b>			
Reg. No.:		Model:	
<b>2 Customer Details</b>			
Customer Name:			
Address: . _ _ _ _ _ .			
. _ _ _ _ _ .			
<b>3 Purpose of Home Visit: Put (✓)</b>		<b>Source of Complaint (if applicable): Put (✓)</b>	
1. Attending Dissatisfied Customer <input type="checkbox"/>		1. Low PSF rating <input type="checkbox"/>	
2. Attending Customer Complaint <input type="checkbox"/>		2. Low CEI/NPS rating <input type="checkbox"/>	
3. Visit Non-contactable Customers <input type="checkbox"/>		3. Dissatisfaction identified during SMR call <input type="checkbox"/>	
4. Build Customer Relationship <input type="checkbox"/>		4. MSIL RO/HO Complaint <input type="checkbox"/>	
5. Others (Specify) <input type="checkbox"/>		5. Incoming call from customer <input type="checkbox"/>	
<b>4 Customer Concern</b>			
<b>Demanded Repairs</b>		<b>Action taken during home Visit</b>	
<b>5 Customer Feedback after Visit</b>			
Feedback:			
<div style="display: flex; align-items: center; gap: 10px;"> <span>Feedback Rating</span> <div style="display: flex; gap: 5px;"> <div style="border: 1px solid black; padding: 2px 5px; background-color: #800000; color: white; border-radius: 5px;">0</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #C00000; color: white; border-radius: 5px;">1</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #E06600; color: white; border-radius: 5px;">2</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #FFA500; color: white; border-radius: 5px;">3</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #FFD700; color: white; border-radius: 5px;">4</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #FFD700; color: white; border-radius: 5px;">5</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #FFD700; color: white; border-radius: 5px;">6</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #FFD700; color: white; border-radius: 5px;">7</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #90EE90; color: white; border-radius: 5px;">8</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #90EE90; color: white; border-radius: 5px;">9</div> <div style="border: 1px solid black; padding: 2px 5px; background-color: #90EE90; color: white; border-radius: 5px;">10</div> </div> <div style="display: flex; justify-content: space-between; width: 100%; margin-top: 5px;"> <span>Poor</span> <span>Average</span> <span>Good</span> <span>Very Good</span> <span>Excellent</span> </div> </div>			
Signature of the customer		Signature of Home Visit Manager	