

Practice 3

You are Michael Tang, Marketing Assistant at Hando Car Repair. You have summarised the results of a customer survey.

Write an email to Stephen Lau, Marketing Manager, to tell him the survey results by using all the notes below.

Write 90-110 words.

 Hando Car Repair Customer Survey 	
Date of survey	: 1 – 31 Dec 20--
No. of questionnaires collected	: 650
Branch frequently visited	: Mongkok
Average spending per visit	: around \$2,000 to \$3,000
Customers' preference	: (a) New service 1 st choice: steam cleaning 2 nd choice: premium car waxing (b) Booking for services via website
Other suggestions	: (a) more branches in New Territories (b) provide exterior & interior cleaning packages

} *habits of most customers*

