

Having been your partner since 1962, Taylor is committed to achieving the highest standard of excellence for service to the Burger King System. In 2007, Taylor launched the Red CapeSM Service platform. For those of us who represent Taylor, Red CapeSM Service symbolizes a culture that demands a higher level of dedication and support that rises above and beyond everything else in the industry. Please complete the attached survey to let us know how we are doing.

WHAT TAYLOR PROVIDES

HELP LINE For the Franchisee to engage the Taylor Factory in escalated issues.

1-877-882-4251

DISTRIBUTOR ACCOUNTABILITY SPM tool to measure the Distributor's service performance

SURVEYS Response card surveys to evaluate the relationship between the Franchisee and the Distributor

REFERENCE MATERIALS Operator's Manuals and specification sheets

PROGRAMS Automatic Tune-up Kit mailings

WHAT YOU CAN DO

Use the Help Line when issues arise

Complete the survey after a service event

Send your request via email to BK@taylorus.com

Contact your local Taylor Distributor to enroll in the quarterly Tune-up Kit Program



490



C606



632



C707/ C709



PH61

Red CapeSM Service. Only From Taylor[®].

CUSTOMER SATISFACTION SURVEY

Service Work Order No. _____

Name of Respondent: _____

Store Number: _____

Telephone Number: _____

Address: _____

City: _____

State: _____ Zip: _____

Date of Service: _____

Type of Service: _____

Technician I.D. Badge Number #: _____

Did technician arrive as scheduled or before? If not, were you contacted? Yes No

Was the technician professional in demeanor and appearance? Yes No

Is this the first attempt to resolve the problem reported? Yes No

Was the problem resolved to your satisfaction? If not, why not? Yes No

Was the unit working properly when the technician left? Yes No

Did the technician discuss the problem with you before and after working on the unit? Yes No

Overall, how satisfied were you with this service visit? Very Satisfied

Comments: Satisfied

Neutral

Dissatisfied

Very Dissatisfied