Please introduce yourself including your name, the name of your shop, its location, your qualifications, memberships/associations that you’re a part of and your background.

How long have you been in business? How many transmissions (estimate) have you serviced?

What is your address? What are your hours? What areas do you serve?

What services do you offer?

Why should someone choose you over the competition?

How do you advise customers to do when it comes to the question of repair, rebuild or replace?

How much do you charge (approximately) to have a transmission repaired? Replaced? How long does it typically take?

Please give me a quick summary of the steps in the process of getting a car repaired at your shop.

Do you offer warranties/guarantees on your work? If so, for how long/how many miles?

In your experience, what is the most common cause of transmission problems?

Do you recommend flushing or changing the fluid? Why?

What make and model do you see the most in your shop (and advise people to steer clear from)?

What problem is most commonly assumed to be a transmission issue, when it actually isn’t?

What payment methods do you accept? Do you offer financing?

What is the best way for people to contact you for more information?

Please provide 1 or more photos of the following: outside view of your shop, the repair area and/or your staff.