

Bonita Boat Center NPS Report - Service

Report Generated: February 06, 2026 at 11:04 PM

Total Records: 21

Completed: 0

Pending: 21

Record #1

Customer: Gregory Oman

Email: GAO25@HOTMAIL.COM

Phone:

Transaction Date: 2026-01-21

Delivery Date: Not Provided

Status: Pending

Service Advisor: Not Provided

Technician: Not Provided

RO Number: Not Provided

Survey Responses:

No survey responses recorded

Record #2**Customer:** Charles Bartler**Email:** CBARTLER@GMAIL.COM**Phone:****Transaction Date:** 2026-01-21**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: Excellent service. Absolutely. They gave me a good quote, they stuck to it, and did everything they said they were going to do. You cant expect much more than that from anybody. Ive had a boat for 35 years, believe me, theyre very good. Mike was my service advisor, and he kept in touch with me the whole time.

Record #3

Customer: Andy Murray

Email: MJMurray0455@gmail.com

Phone:

Transaction Date: 2026-01-21

Delivery Date: Not Provided

Status: Pending

Service Advisor: Not Provided

Technician: Not Provided

RO Number: Not Provided

Survey Responses:

No survey responses recorded

Record #4**Customer:** Shawn Oleary**Email:** shawn-oleary@comcast.net**Phone:****Transaction Date:** 2026-01-21**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely: Im going to give that a 10.

Q6: What have they done to earn that rating?: Commentary: The last time, I was a little bit disappointed that I had to bring the boat back for service after 20 hours on the motors. That wasnt explained to me, and I was told that it was going to be another \$2K. I brought it up with the service staff, with the sales staff, and with finance, and they said they were sorry and said they should have been more transparent about that. I didnt realize that was sort of normal. What they did was give me a discount on the service, so they brought the service down to like \$1.6K. It was like a 20% discount at the end of the day. I was pleased with that. They bent over backward to make the scheduling of this easier. They didnt promise anything, but I dropped it off on Wednesday, and they said they were going to try to get it back on Friday. They got it back to me on Friday. In addition to that, Captain Dan, who brought the trailer over and picked me up, and then dropped the boat off, was very accommodating. He made sure that I was able to get in the boat, and I was able to get out of the boat. I have to compliment Captain Dan and the way he treated me.

Record #5**Customer:** Thomas Schofield**Email:** tasquan@gmail.com**Phone:****Transaction Date:** 2025-01-29**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: N/A: Im unsure if any work has been done. (Did not wish to comment further.)

Q2: Were you satisfied by the quality of customer service received from service center?: N/A:

Q3: Was your boat ready when promised?: N/A:

Q4: Did you have to return for any corrective repairs?: N/A:

Q5: On a scale of 0-10, how likely are you to recommend?: No Rating Given:

Q6: What have they done to earn that rating?: Commentary: NA

Record #6**Customer:** Tom Beath**Email:** TOMBEATH@GMAIL.COM**Phone:****Transaction Date:** 2025-01-29**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No: I havent really used it much since then, but nothings come up. I doubt Ill have to.

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: Oh, I think that Ive been really happy with buying it and the service I got. Bailey was great. He was very helpful. (Declined review)

Record #7**Customer:** Allen Miller**Email:** awmiller84@yahoo.com**Phone:****Transaction Date:** 2025-01-29**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 9:

Q6: What have they done to earn that rating?: Commentary: Just the quality of their customer service in general is good. Thank you.

Record #8**Customer:** Patrick Benac**Email:** patbenac@yahoo.com**Phone:****Transaction Date:** 2025-01-29**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:***No survey responses recorded*

Record #9**Customer:** James Kukalis**Email:** jkukalis@hotmail.com**Phone:** 2392070426**Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:***No survey responses recorded*

Record #10**Customer:** Michael Viola**Email:** mike.viola@outlook.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:***No survey responses recorded*

Record #11**Customer:** Scott Sari**Email:** scottpaulalynn@gmail.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes: Everything was excellent. I have to go, though, sorry. (Did not wish to comment further.)

Q3: Was your boat ready when promised?: N/A:

Q4: Did you have to return for any corrective repairs?: N/A:

Q5: On a scale of 0-10, how likely are you to recommend?: No Rating Given:

Q6: What have they done to earn that rating?: Commentary: N/A

Record #12**Customer:** Charles Valot**Email:** BRIAN@ATWOODBOATS.COM**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: Yes: The depth finder didnt work. They helped guide me through the process, and I fixed it myself.

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: They did what they said they were going to do. Michael handled the process very well.

Record #13**Customer:** Paul Williamson**Email:** Skiherder1@aol.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:***No survey responses recorded*

Record #14**Customer:** Henry Rossi**Email:** hdrossi3@me.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes: Absolutely, they really followed through. 10 plus. Bailey went above and beyond for me.

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: Just the way they handled the whole situation. Some warranty work was done, and then on the first time out, it failed, but they were able to get me in right away. They did it in a day, and then it all worked out really well.

Record #15

Customer: Don Franceschini

Email: donf@pencomanagement.com

Phone:

Transaction Date: 2025-01-06

Delivery Date: Not Provided

Status: Pending

Service Advisor: Not Provided

Technician: Not Provided

RO Number: Not Provided

Survey Responses:

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: Danielle, in customer service, helped me get my boat down from Delaware. Trey, in service, was very communicative and responsive and did everything that was promised. They did a great job.

Record #16**Customer:** Dimitar Georgiev**Email:** svetinvestinc@gmail.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: They did the oil change on the boat, and the only thing we didnt like was that they didnt clean the boat as much as we wanted. They offered it to us, and when you offer something, you expect it to be done correctly. Other than that, it was good. Thank you.

Record #17

Customer: Todd Grimm

Email: togrimm@gmail.com

Phone:

Transaction Date: 2025-01-06

Delivery Date: Not Provided

Status: Pending

Service Advisor: Not Provided

Technician: Not Provided

RO Number: Not Provided

Survey Responses:

No survey responses recorded

Record #18**Customer:** Robert Harrison**Email:** Rob.HarrisonCCP@yahoo.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: Yes:

Q2: Were you satisfied by the quality of customer service received from service center?: Yes: Bailey was great. There was another guy, but I dont recall his name. He was great, too.

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: No:

Q5: On a scale of 0-10, how likely are you to recommend?: 9: I dont give anyone a 10.

Q6: What have they done to earn that rating?: Commentary: They picked it up when they said they would, and they dropped it off when they said they would. They were very professional.

Record #19**Customer:** Tom Hartsuch**Email:** thartsuch@gmail.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Was the service work done to your complete satisfaction?: N/A: I havent run the boat yet. This question is premature to ask (laughs).

Q2: Were you satisfied by the quality of customer service received from service center?: Yes:

Q3: Was your boat ready when promised?: Yes:

Q4: Did you have to return for any corrective repairs?: N/A:

Q5: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q6: What have they done to earn that rating?: Commentary: Ive bought boats and have had service done there for quite a few years, and they do well.

Record #20**Customer:** Joseph Hooley**Email:** jay.l.hooley@gmail.com**Phone:****Transaction Date:** 2025-01-06**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:***No survey responses recorded*

Record #21

Customer: Pat Kluck

Email: patkluck@hotmail.com

Phone:

Transaction Date: 2025-01-06

Delivery Date: Not Provided

Status: Pending

Service Advisor: Not Provided

Technician: Not Provided

RO Number: Not Provided

Survey Responses:

No survey responses recorded