

QUALITY SCALE SURVEY

Name: Daniel Ashbrook	Date: 3-25-10
Salesperson: Jason	Vehicle: 2003 Blue Chevy Corvette
D.O.S 3-20-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				
	P O O R	G O O D			E X C E L L E N T
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
7. How likely are you to recommend American SportsCar Center to a friend or relative? Would you say chances are.....?	1	2	3	4	5
8. How likely are you to repurchase from American SportsCar Center?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with American SportsCar Center, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with American Sportscar Center in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with American Sportscar Center in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with American SportsCar Center?	1	2	3	4	5

Comments: VERY PROFESSIONAL. EASY TO TALK
TO. CONCERN FOR MY SATISFACTION ON CAR.
WILLING TO ADDRESS CONCERN ABOUT MECHANICAL
PROBLEM. THANKS
Eddy