

## QUALITY SCALE SURVEY

Name: Donald Ruffing	Date: 11-16-09
Salesperson: Jody	Vehicle: 1998 Pewter Chevy Corvette
D.O.S 10-18-09	

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				E x c e l l e n t
	P o o r	Good			
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

**The coffee was always there while I waited for the car to be put together. The ham was great. Greg was entertaining. Jody was so helpful and the shop staff was great.**

**I would have had a Vette two months earlier but in September a storm in Pittsburgh canceled all of my flights. Then on the 3rd of November a hurricane kept me from flying to Atlanta. I finally made it.**

**When I was a young boy the youngest of 9 with no Father I said to my mother. "I'm never going to go anywhere or have anything. She told me I could do and have anything I wanted if I worked hard. She was right, however she didn't tell me it would take me another 50 years to get my first Corvette. Thanks guys it's great.**