

QUALITY SCALE SURVEY

Name: Donald Anthony	Date: 8-13-10
Salesperson: John	Vehicle: 2007 Silver Chevy Corvette
D.O.S 8-11-10	

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 Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	(5)
8. How likely are you to repurchase from Buyavette?	1	2	3	4	(5)
9. How would you rate the overall quality of your relationship with Buyavette, 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 Buyavette in regards to customer service?	1	2	3	4	(5)
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	(4)	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	(4)	5

Comments: John "I" is the best hands down
VERY KNOWLEDGEABLE, COURTEOUS, PROFESSIONAL
JUST ALL AROUND THE BEST. I WILL RECOMMEND
YOU GUYS TO ANYONE I KNOW. BUYING A VETTE.
AND OH YEA I'M ENJOYING MY NEW VETTE !!!