

QUALITY SCALE SURVEY

Name: <u>Robin + Curtis Frampton</u>	Date: <u>5-14-09</u>
Salesperson:	Vehicle: <u>2004 Chevy Corvette - Black</u>
D.O.S <u>5-4-09</u>	

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	2	3	Good	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:

JOHN T. DID AN EXCELLANT JOB IN EDUCATING MY WIFE AND I WITH ALL OUR QUESTIONS. THE TOUR OF YOUR LOCATION / INVENTORY / SERVICE AREA MADE THE EXPERIENCE MUCH MORE RELAXING.