

QUALITY SCALE SURVEY

Name: <u>Troi Hines</u>	Date: <u>5-29-09</u>
Salesperson: <u>Vince</u>	Vehicle: <u>1994 Green Chevy Vette</u>
D.O.S <u>4-29-09</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				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

Comments: Vince you were very helpful and informative on the purchase of my awesome Polo Green Metallic Vette 94 Model. A very family like atmosphere I'm glad I found your business in the classic car book I picked up at the news stand Thanks to All at Buyavette.

PS. Josh the mechanic
Thanks for covering the Vette with me.

Troi Hines