

# QUALITY SCALE SURVEY

Name: Lazard Blum III	Date: 3-16-10
Salesperson: Jody	Vehicle: 1996 White Chevy Corvette
D.O.S 3-15-10	

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:

*#9 Doing it now.*

*Jody: EXCELLENT; integrity & Trust.*

*[Signature]*

## QUALITY SCALE SURVEY

Name: Donald Troncalli	Date: 1-29-10
Salesperson: Jody	Vehicle: 2001 Yellow Chevy Corvette
D.O.S 1-18-10	

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				E x c e l l e n t
	P o o r	G o o d			
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:

# 11 Your prices were about at a par with other vette dealers or groups. I did, however, develop a feeling of confidence with you.

# 10 I haven't had much experience with your service areas yet, but when I do, I fully expect it to be excellent.

Overall, it was a delight doing business with you.

# QUALITY SCALE SURVEY

Name: Russell Pratt	Date: 1-29-10
Salesperson: Jody	Vehicle: 1979 Green Chevy Corvette
D.O.S 1-16-10	

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				E x c e l l e n t
	P o o r	G o o d			
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:

Jody was a great sales person. I appreciate his hard work answering all of my questions

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## QUALITY SCALE SURVEY

Name: Tina & Mark Bray	Date: 3-25-10
Salesperson: John	Vehicle: 2007 Black Chevy Corvette
D.O.S 3-18-10	

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				E x c e l l e n t
	P o o r	G o o d			
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: Jody is awesome. This is our 2nd car to be purchased @ American SportsCar Center. Will definitely return again.

Thanks for everything

# QUALITY SCALE SURVEY

Name: Gary Pope	Date: 3-16-10
Salesperson: Jason	Vehicle: 2008 Red Chevy Corvette
D.O.S 3-14-10	

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				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

(GENERAL NOTES)

Comments: *AM should have lessons from Bravida*

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# QUALITY SCALE SURVEY

Name: Stuart Arnold	Date: 4-12-10
Salesperson: John	Vehicle: 2003 Blue Chevy Corvette
D.O.S 4-6-10	

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				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:

GRADE A OPERATION!

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# QUALITY SCALE SURVEY

Name: Richard Wegner	Date: 3-18-10
Salesperson: David	Vehicle: 2000 Silver Chevy Corvette
D.O.S 3-13-10	

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	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:

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