

## QUALITY SCALE SURVEY

Name: James Schaffhausen	Date: 12-21-11
Salesperson: John	Vehicle: 1963 Blue Corvette
D.O.S 12-14-11	

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 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)

How did you hear about us?

If you did a computer search, please state specifically your search terms.

Comments:

JOHN WAS FANTASTIC TO WORK WITH!

# QUALITY SCALE SURVEY

Name: Christopher Burr	Date: 12-28-11
Salesperson: Jody	Vehicle: 2002 Blue Corvette
D.O.S 12-3-11	

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 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)

How did you hear about us?

INTERNET

If you did a computer search, please state specifically your search terms.

WWW.BUYAVETTE.NET

Comments:

THANK YOU FOR A WONDERFUL EXPERIENCE AND A FANTASTIC CORVETTE

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