

QUALITY SCALE SURVEY

Name: Rhonda Cross	Date: 7-17-09
Salesperson: John	Vehicle: 1995 Black Chevy Jetta
D.O.S: 7-11-09	

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				
	1	2	3	4	5
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:

QUALITY SCALE SURVEY

Name: <u>Christian Betterer</u>	Date: <u>7-17-09</u>
Salesperson: <u>John</u>	Vehicle: <u>2007 Orange Chevy Vette</u>
D.O.S <u>7-1-09</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	P o i n t	Scale				E x c e l l e n t
		1	2	3	4	
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:

QUALITY SCALE SURVEY

Name: <u>David & Corlaine Queene</u>	Date: <u>6-25-09</u>
Salesperson: <u>David Ahn</u>	Vehicle: <u>2004 Black Vette</u>
D.O.S <u>5-28-09</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	P o i n t	Scale					E x c e l l e n t
		1	2	3	4	5	
1. How would you rate our response to you regarding timeliness?	1	(2)					
2. How would you rate our response to you regarding information requested?	1		(3)				
3. How would you rate our response to you regarding knowledge?	1					(5)	
4. How would you rate our response to you regarding follow-up?	1				(4)		
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1				(4)		
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1				(4)		
7. How likely are you to recommend American SportsCar Center to a friend or relative? Would you say chances are.....?	1				(4)		
8. How likely are you to repurchase from American SportsCar Center?	1				(4)		
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		(3)				
10. How would you rate your level of satisfaction with American Sportscar Center in regards to customer service?	1					(5)	
11. How would you rate your level of satisfaction with American Sportscar Center in regards to price?	1		(3)				
12. How would you rate your overall satisfaction with American SportsCar Center?	1				(4)		

Comments:

QUALITY SCALE SURVEY

Name: <u>Derek Pouch</u>	Date: <u>7-10-09</u>
Salesperson: <u>David Ahn</u>	Vehicle: <u>2001 Green Chevy Corvette</u>
D.O.S <u>6-28-09</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	P o i n t	Scale				
		1	2	3	4	5
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:

good job - and room remains for improvement.



QUALITY SCALE SURVEY

Name: <u>Rich & Susan Steinbach</u>	Date: <u>6-15-09</u>
Salesperson: <u>Bob</u>	Vehicle: <u>2006 Buick Chevy Vette</u>
D.O.S <u>6-9-09</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				
	1	2	3	4	5
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:

MY RELATIONSHIP WITH YOU IS STRICKLY THRU MY SALES MAN BOB WARNER, WHICH WAS EXCELLENT

I WAS NOT HAPPY TO FIND THAT THE OWNERS PACKET SHOWN IN THE ON LINE PICTURES WAS MISSING. I DID GET A MANUAL BUT I HAVE HAD ORDER THE NAVIGATION MANUAL ON LINE FOR \$ 75.00

[Signature]

QUALITY SCALE SURVEY

Name: <u>Cathy Villar</u>	Date: <u>7-3-09</u>
Salesperson: <u>David Ahn</u>	Vehicle: <u>2006 Red Chevy Corvette</u>
D.O.S <u>6-23-09</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	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: FYI

I'm just to let you know there is a red recall on 2005-2007 Corvettes equipped with body-color roofs. The condition of some vehicles have a defect with the adhesive between the roof panel & frame that may separate.

Thanks
I love my car

QUALITY SCALE SURVEY

Name: <u>David Brownell</u>	Date: <u>6-26-09</u>
Salesperson: <u>Bob</u>	Vehicle: <u>1993 Maroon Chevy Corvette</u>
D.O.S <u>6-23-09</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				
	1	2	3	4	5
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:

QUALITY SCALE SURVEY

Name: Daniel Parsons	Date: 7-10-09
Salesperson: Vince	Vehicle: 1993 Maroon Chevy Vette
D.O.S: 6-29-09	

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				
	1	2	3	4	5 Excellent
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.....? <i>Excellent</i>	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.....? <i>Excellent</i>	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: *All of the American Sports Car Center employees that I met from the owner to technicians were courteous caring and knowledgeable. Sometimes going out of their way to assist me. Especially was the case of Vince Crean & Tori who bent over backwards to help me. I would recommend this dealership and their staff to anyone. Thank you to all.*

QUALITY SCALE SURVEY

Name: <u>Jerry Burger</u>	Date: <u>7-17-09</u>
Salesperson: <u>Vince</u>	Vehicle: <u>2005 Orange vette</u>
D.O.S <u>7-2-09</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					EXCELLENCE
	1	2	3	4	5	
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:

The only complaint I have is how hard it is to get a call returned. I was very impressed with the treatment we received from the owners, though!

QUALITY SCALE SURVEY

Name: <u>Betty Nunn</u>	Date: <u>7-3-09</u>
Salesperson: <u>Bob</u>	Vehicle: <u>1998 White Chevyvette</u>
D.O.S <u>6-27-09</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					Excellent	
	1	2	3	4	5		
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5	<input checked="" type="checkbox"/>	
2. How would you rate our response to you regarding information requested?	1	2	3	4	5	<input checked="" type="checkbox"/>	
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5	<input checked="" type="checkbox"/>	
4. How would you rate our response to you regarding follow-up?	<input checked="" type="checkbox"/>	<u>NO FOLLOW UP</u>				5	<input checked="" type="checkbox"/>
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5	<input checked="" type="checkbox"/>	
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5	<input checked="" type="checkbox"/>	
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	<input checked="" type="checkbox"/>	
8. How likely are you to repurchase from American SportsCar Center?	1	2	3	4	5	<input checked="" type="checkbox"/>	
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	<input checked="" type="checkbox"/>	
10. How would you rate your level of satisfaction with American Sportscar Center in regards to customer service?	1	2	3	4	5	<input checked="" type="checkbox"/>	
11. How would you rate your level of satisfaction with American Sportscar Center in regards to price?	1	2	3	4	5	<input checked="" type="checkbox"/>	
12. How would you rate your overall satisfaction with American SportsCar Center?	1	2	3	4	5	<input checked="" type="checkbox"/>	

Comments: Hope you slow Bob down so he will be
around longer! He's a great guy just needs to
Relax, maybe yoga.
We Love Our Car!

QUALITY SCALE SURVEY

Name: <u>Leonard Hardy</u>	Date: <u>7-16-09</u>
Salesperson: <u>Bob</u>	Vehicle: <u>2001 Blue Chevy Vette</u>
D.O.S <u>6-30-09</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	G o o d	G o o d	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: Bob & Jimmy are great & honest

Leonard Hardy

QUALITY SCALE SURVEY

Name: <u>Joseph Fortunato</u>	Date: <u>6-4-09</u>
Salesperson: <u>Vince</u>	Vehicle: <u>2003 Silver Chevy Corvette</u>
D.O.S <u>5-25-09</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	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:

Vince definitely went out of his way to
meet our needs.
- Joe + Linda

QUALITY SCALE SURVEY

Name: <u>Cynthia Brown</u>	Date: <u>7-3-09</u>
Salesperson: <u>Jason</u>	Vehicle: <u>2006 Yellow Chevy Vette</u>
D.O.S <u>6-15-09</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	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:

QUALITY SCALE SURVEY

Name: <u>Glenn Mitchell</u>	Date: <u>June 19-2009</u>
Salesperson: <u>Vince</u>	Vehicle: <u>2008 Blue Chevy Vette</u>
D.O.S <u>6-8-09</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					Excellent
	1	2	3	4	5	
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:

An enjoyable experience - I love the car. I believe the web-site is a great asset.

Glenn Mitchell