

# ABC RV Center

## Sales Survey Comments



Current Survey Period: 08/01/08 - 08/31/08

Comments by Salesrep	Phone	Purch/Svc Date	Comment
<b>4. How would you rate the demonstration of your RV upon delivery?</b>			
<b><u>Anthony Giordano</u></b>			
1529531 Robert Casella	518-370-3062	07/16/08	3 - Average: He felt it was not detailed enough for a first time buyer.
1530806 John & Sharon Jensen	518-598-7630	07/26/08	4 - Very Good: Dave, the man who delivered the unit, was awesome. He was perfect; he did an excellent job in setting things up.
<b><u>Michael Casey</u></b>			
1527034 Paul & Janet Didonato	518-399-9310	07/14/08	3 - Average: The demonstrator was very thorough up until around 5:30 when he started acting as though it was time for him to leave, like he needed to be off the clock.
<b><u>Charlie Gordon</u></b>			
1525522 Joseph Tremblay	603-723-6723	07/03/08	5 - Excellent: The demonstrator did a great job.
<b>5. How would you rate the condition of your RV upon delivery?</b>			
<b><u>Anthony Giordano</u></b>			
1525514 William & Deborah Short	845-691-8926	07/02/08	3 - Average: The unit was not cleaned to his satisfaction. It had damage to the right hand side, and someone at the dealership had caused the damage.
1525525 Nicholas & Nicole Kennedy	518-357-2807	07/03/08	1 - Poor: The air conditioning unit was broken; the outside shower hose was busted and leaked water inside the unit, and a clip for one window screen is missing.
<b><u>Michael Casey</u></b>			
1525527 Christopher Podeseewa	518-584-1883	07/07/08	3 - Average: There was a broken water switch; the electrical pigtail was corroded, and the stereo unit that was advertised with the unit was missing.
<b><u>Susan Carter</u></b>			
1530801 James Bowen	518-893-2716	07/24/08	1 - Poor: There are soft spots in the floor throughout the dining area.
<b><u>Charlie Gordon</u></b>			
1525517 Cindy Lamb	518-875-6893	07/02/08	2 - Fair: The unit was not cleaned to her satisfaction inside or outside.
<b><u>Matt Miles</u></b>			
1525521 Christopher & Stacy Charboneau	518-494-3155	07/03/08	3 - Average: There is an issue with the hot water tank and the shower. A hub cap is missing from one of the tires in the rear of the unit.
1527033 Richard & Kimberly Gorleski Jr.	518-674-8074	07/14/08	3 - Average: The surround sound and the shower clasp were broken, and there were burn marks on the mattress.