ABC RV Center

Sales Survey Comments



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

Purch/Svc

Comments by Salesrep Phone Date Comment

•	n of your RV u	pon delive	ery?
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.
Michael Casey			
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.
Charlie Gordon			
1525522 Joseph Tremblay	603-723-6723	07/03/08	5 - Excellent: The demonstrator did a great job.
How would you rate the condition of y Anthony Giordano	our RV upon c	lelivery?	
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.
Michael Casey 1525527 Christopher Podesewa	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.
Susan Carter	E10 000 0716	07/04/00	1 - Poor: There are soft spots in the floor throughout the dining area.
	310-093-2710	07/24/00	1 - Poor. There are soft spots in the moor throughout the diffing area.
	E40.07E.0000	07/00/00	
<u> </u>	518-875-6893	07/02/08	2 - Fair: The unit was not cleaned to her satisfaction inside or outside.
	540 404 0455	07/00/00	
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 of the mattress.
	Anthony Giordano 1529531 Robert Casella 1530806 John & Sharon Jensen Michael Casey 1527034 Paul & Janet Didonato Charlie Gordon 1525522 Joseph Tremblay How would you rate the condition of youthony Giordano 1525514 William & Deborah Short 1525525 Nicholas & Nicole Kennedy 1525527 Christopher Podesewa Charlie Gordon 1525517 Cindy Lamb Matt Miles 1525521 Christopher & Stacy Charboneau	Anthony Giordano 518-370-3062 1529531 Robert Casella 518-370-3062 1530806 John & Sharon Jensen 518-598-7630 Michael Casey 1527034 Paul & Janet Didonato 518-399-9310 Charlie Gordon 1525522 Joseph Tremblay 603-723-6723 How would you rate the condition of your RV upon canthony Giordano 845-691-8926 1525514 William & Deborah Short 845-691-8926 1525525 Nicholas & Nicole Kennedy 518-357-2807 Michael Casey 518-584-1883 1525527 Christopher Podesewa 518-584-1883 Charlie Gordon 1525517 Cindy Lamb 518-875-6893 Matt Miles 518-494-3155	1529531 Robert Casella 518-370-3062 07/16/08 1530806 John & Sharon Jensen 518-598-7630 07/26/08 1527034 Paul & Janet Didonato 518-399-9310 07/14/08 1525522 Joseph Tremblay 603-723-6723 07/03/08 1525522 Joseph Tremblay 603-723-6723 07/03/08 1525514 William & Deborah Short 845-691-8926 07/02/08 1525525 Nicholas & Nicole Kennedy 518-357-2807 07/03/08 1525527 Christopher Podesewa 518-584-1883 07/07/08 1525517 Cindy Lamb 518-893-2716 07/24/08 1525517 Cindy Lamb 518-875-6893 07/02/08 1525521 Christopher & Stacy Charboneau 518-494-3155 07/03/08 1525521 Christopher & Stacy Ch