

ABC RV Center Sales Survey Negative Responses



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

Negative Responses by Rep		Phone	Purch/Svc Date	#1	#2	#3	#4	#5	#6	#7	#8
<u>Anthony Giordano</u>											
1525514	William & Deborah Short	845-691-8926	7/2/08					3	1		
1525525	Nicholas & Nicole Kennedy	518-357-2807	7/3/08		2			1			
1529531	Robert Casella	518-370-3062	7/16/08				3				
1529544	Paul & Sharon Welch	518-355-4147	7/19/08							3	
1529549	Gina Woerner	631-226-7624	7/21/08							3	
1530806	John & Sharon Jensen	518-598-7630	7/26/08			1					
<u>Michael Casey</u>											
1525527	Christopher Podeseewa	518-584-1883	7/7/08			3		3			
1527034	Paul & Janet Didonato	518-399-9310	7/14/08			3	3				
1529534	Brent Huffman	917-445-8702	7/16/08							3	
<u>Susan Carter</u>											
1530801	James Bowen	518-893-2716	7/24/08					1			

Questions

1. How would you rate our staff's helpfulness and courteousness?
2. How would you rate your salesperson's knowledge and professionalism?
3. How would you rate our sales and finance department?
4. How would you rate the demonstration of your RV upon delivery?
5. How would you rate the condition of your RV upon delivery?
6. If you have already required service, how would you rate the service you received?
7. Overall, how would you rate the quality of the RV?
8. How likely are you to recommend our dealership to others?

Responses Key

- 3 - Average
- 3 - Neutral
- 2 - Fair
- 2 - Somewhat Unlikely
- 1 - Poor
- 1 - Very Unlikely