

# ABC RV Center Sales Survey Service CSI by Rep



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

Service CSI by Rep	#4	#5	#6	Final
Anthony Giordano	86.1	75.0	0.0	72.5%
Michael Casey	85.7	87.5		86.6%
Susan Carter	95.0	70.8		82.9%
Charlie Gordon	87.5	79.2		83.3%
Gloria Aldridge	100.0	100.0		100.0%
Matt Miles	87.5	83.3	100.0	86.9%
Roberta Strong	85.7	67.9	87.5	77.9%

## Questions

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?