

Guns R Us

Customer Service Rep Ratings

Service CSI by Rep



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

| Service CSI by Rep | #4 | #5 | #6 | Final |
|--------------------|------|------|------|-------|
| Anthony Giordano | 91.2 | 92.1 | 93.8 | 92.4% |
| Michael Casey | 83.7 | 86.8 | 85.3 | 85.3% |
| Susan Carter | 77.9 | 80.9 | 76.4 | 79.4% |
| Charlie Gordon | 98.6 | 96.6 | 97.9 | 97.7% |
| Gloria Aldridge | 95.2 | 94.3 | 93.1 | 94.2% |
| Matt Miles | 89.8 | 91.7 | 90.4 | 90.6% |
| Roberta Strong | 94.5 | 91.0 | 95.1 | 93.5% |

Questions

How would you rate the Rep who assisted you regarding...

4. Courtesy and professionalism?
5. Knowledge of product, and service policies/procedures?
6. Overall handling of your call?

Note: Questions 1 through 3 are "team" questions.