![MPj04331920000[1]]()***FantastiCar* Customer Satisfaction Survey**

Thank you for your recent purchase of a new vehicle from *FantastiCar* where we want your buying experience to be Fantastic! Please help us reach our goal of 100% fantastic sales experiences by answering some questions about your recent purchase.

|  |
| --- |
| **Please tell us a bit about you…** |
|  |  |  |  |  |  |
| Gender: | Male | Age Group: | 18-21 | Income Level: | < $50K |
|  | Female |  | 21-30 |  | $50-$100K |
|  |  |  | 31-45 |  | $100-$150K |
|  |  |  | 46-60 |  | > $150K |
|  |  |  | >60 |  |  |
|  |
| **Please rate your SALESPERSON on the following:** |
|  | **Fantastic!** |  |  |  | **Very Unhappy!** |
| 1. The manner in which you were greeted
 |  |  |  |  |  |
| 1. Sincerity and honesty in dealing with you
 |  |  |  |  |  |
| 1. Consideration of your time
 |  |  |  |  |  |
| 1. Ability to listen, understand and answer your questions
 |  |  |  |  |  |
| 1. Knowledge of the product features and benefits
 |  |  |  |  |  |
| 1. Fulfilled all commitments made to you
 |  |  |  |  |  |
|  |
| **Please rate our SALES TEAM on the following:** |
|  | **Fantastic!** |  |  |  | **Very Unhappy!** |
| 1. The vehicle price and/or payments were

discussed in a thorough manner |  |  |  |  |  |
| 1. Explanation of warranty coverages
 |  |  |  |  |  |
| 1. The professional manner in which you were treated
 |  |  |  |  |  |
| 1. Fulfilled all commitments made to you
 |  |  |  |  |  |
|  |
| **More about the buying experience:** |
|  | **Fantastic!** |  |  |  | **Very Unhappy!** |
| 1. If you’ve contacted this store by phone, how satisfied are you with the way your call was handled?
 |  |  |  |  |  |
|  |  |  |  |  |  |

|  |
| --- |
| **Sales Transaction: Please rate your satisfaction with the following:** |
|  | **Fantastic!** |  |  |  | **Very Unhappy!** |
| 1. The length of time it took to complete the sales transaction
 |  |  |  |  |  |
| 1. The process of determining the final purchase/lease price
 |  |  |  |  |  |
| 1. The comfort of the area where the vehicle price was negotiated
 |  |  |  |  |  |
|  |
| **Delivery: Please rate your satisfaction with the following:** |
|  | **Fantastic!** |  |  |  | **Very Unhappy!** |
| 1. The overall condition of your vehicle at delivery
 |  |  |  |  |  |
| 1. Your vehicle’s operating condition at delivery
 |  |  |  |  |  |
|  |  |  |  |  |  |
| **Overall Experience with *FantastiCar*** |
|  | **Fantastic!** |  |  |  | **Very Unhappy!** |
| 1. How satisfied are you with your vehicle purchasing experience?
 |  |  |  |  |  |
| 1. How satisfied are you with the sales staff?
 |  |  |  |  |  |
|  |  |  |  |  |  |
| **Would you do this again?** |
|  | **Yes** | **No** |  |  |  |
| 1. I would recommend THIS DEALERSHIP to my family and friends
 |  |  |  |  |  |
| 1. I would purchase another item from THIS DEALERSHIP
 |  |  |  |  |  |
| 1. Would you purchase again from the same salesperson?
 |  |  |  |  |  |
|  |  |  |  |  |  |
| **Any Comments? Anything we could do better?** |
|  |  |  |  |  |  |

**Thank you from *FantastiCar* where we make car buying Fantastic!**

\*60731\*