

QUALITY SCALE SURVEY

Name: Roy Aiken	Date: 1-20-11
Salesperson: John	Vehicle: 2004 White Corvette
D.O.S 1-14-11	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				E x c e l l e n t
	P o o r	G o o d			
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	5
8. How likely are you to repurchase from Buyavette?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5

How did you hear about us? Computer

If you did a computer search, please state specifically your search terms.

GOOGLE

Comments:

QUALITY SCALE SURVEY

Name: Dennis Gilewski	Date: 1-25-11
Salesperson: Jody	Vehicle: 2003 Maroon Corvette
D.O.S 12-30-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				E x c e l l e n t
	P o o r	G o o d			
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	5
8. How likely are you to repurchase from Buyavette?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5

How did you hear about us?
VIA THE INTERNET

If you did a computer search, please state specifically your search terms.
I WANTED A 2003 ANNU. ADDITION VETTE.

Comments:
JODY WAS A PLEASURE TO DEAL WITH. WE DID ALMOST THE ENTIRE TRANSACTION VIA PHONE + EMAIL. HE WAS VERY RESPONSIVE AND DEALT WITH ALL OF MY QUESTIONS PROMPTLY. I ENJOYED MEETING WITH JODY TO PICK UP THE CAR. HE WILL BE MY "GO TO" GUY FOR ALL FUTURE DEALS!

QUALITY SCALE SURVEY

Name: Hansel Cumbie	Date: 1-7-10
Salesperson: David	Vehicle: 1996 White Corvette
D.O.S 12-13-10	2003 Gray Chevrolet

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				E x c e l l e n t
	P o o r	G o o d		4	
1. How would you rate our response to you regarding timeliness?	1	2	3	4	(5)
2. How would you rate our response to you regarding information requested?	1	2	3	4	(5)
3. How would you rate our response to you regarding knowledge?	1	2	3	4	(5)
4. How would you rate our response to you regarding follow-up?	1	2	3	4	(5)
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	(5)
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	(5)
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	(5)
8. How likely are you to repurchase from Buyavette?	1	2	3	4	(5)
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	(5)
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	(5)
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	(5)
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	(5)

How did you hear about us?

Vette in the air

If you did a computer search, please state specifically your search terms.

Comments:

Thanks for all the great services, and sales, thanks again

Hansel Cumbie

QUALITY SCALE SURVEY

Name: Karen Eckhart	Date: 1-19-11
Salesperson: Jody/David	Vehicle: 2003 Burg Corvette
D.O.S 12-31-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r	Good			E x c e l l e n t
1. How would you rate our response to you regarding timeliness?	1	2	3	4	(5)
2. How would you rate our response to you regarding information requested?	1	2	3	4	(5)
3. How would you rate our response to you regarding knowledge?	1	2	3	4	(5)
4. How would you rate our response to you regarding follow-up?	1	2	3	4	(5)
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	(5)
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	(5)
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	(5)
8. How likely are you to repurchase from Buyavette?	1	2	3	4	(5)
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	(5)
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	(5)
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	(4)	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	(5)

How did you hear about us?

drive by

If you did a computer search, please state specifically your search terms.

Comments:

Jody was great and we appreciate his time on a
holiday weekend.

QUALITY SCALE SURVEY

Name: Tommy Poole	Date: 1-19-11
Salesperson: Jody	Vehicle: 2008 Black Corvette
D.O.S 12-27-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r	Good			E x c e l l e n t
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	5
8. How likely are you to repurchase from Buyavette?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5

How did you hear about us?

If you did a computer search, please state specifically your search terms.

Comments:

QUALITY SCALE SURVEY

Name: Gary Day	Date: 1-25-11
Salesperson: David	Vehicle: 1978 Black Corvette
D.O.S 1-6-11	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				E x c e l l e n t
	P o o r	G o o d			
1. How would you rate our response to you regarding timeliness?	1	2	3	4	(5)
2. How would you rate our response to you regarding information requested?	1	2	3	4	(5)
3. How would you rate our response to you regarding knowledge?	1	2	3	4	(5)
4. How would you rate our response to you regarding follow-up?	1	2	3	4	(5)
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	(5)
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	(5)
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	(5)
8. How likely are you to repurchase from Buyavette?	1	2	3	4	(5)
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	(5)
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	(5)
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	(5)
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	(5)

How did you hear about us?

Internet

If you did a computer search, please state specifically your search terms.

Comments:

QUALITY SCALE SURVEY

Name: Michael Bishop	Date: 1-28-11
Salesperson: Jason	Vehicle: 1977 Red Corvette
D.O.S 1-8-11	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r	G o o d			E x c e l l e n t
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	5
8. How likely are you to repurchase from Buyavette?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5

N. A.

How did you hear about us?

On Line

If you did a computer search, please state specifically your search terms.

Searching for the year Vett I wanted led me to your web site.

Comments:

In search of a Vett you were one of two places I shopped. The car I bought was exactly what I was looking for. Your service was great and the price excellent. Your interest in going over the car with me and my family was really impatient to me. As a first time Vett owner you were very helpful in my decision on this car. Thank you for all your help. I love my Vett. Good Job! Thanks
M. Bishop