

CUSTOMER SATISFACTION SURVEY

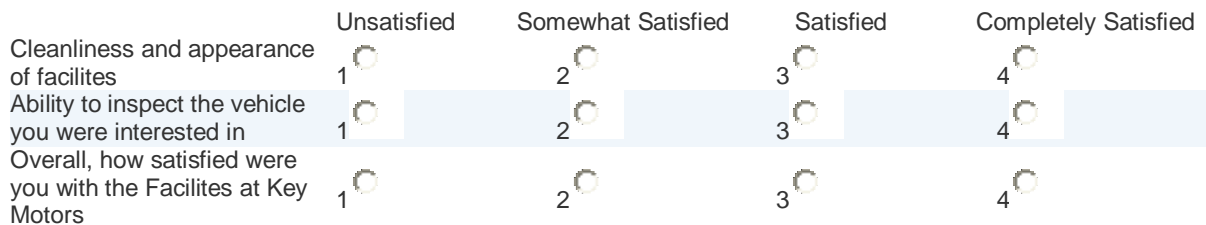
As part of our on-going commitment to customer satisfaction we would like to take this opportunity to ask you to complete our customer satisfaction survey. Based on your recent experience at this Dealership, how likely would you be to recommend this Dealership to a friend or colleague that is looking to buy a car.

We thank-you very much for taking the time to provide us with this very valuable information.

KEY MOTORS FACILITIES AND LOCATION

title

Q1. Thinking about Key Motors how satisfied were you with:



title

Q2. How did you find out about Key Motors?

- Internet
- Referral
- Radio
- Press
- Other

If you chose Other, please specify here

YOUR SALES CONSULTANT

title

Q3. Was the sales consultant easily identifiable and professional in appearance?

- Yes No

title

Q4. Were you treated in a courteous and friendly manner?

- Yes No

title

Q5. Were you offered a test drive of the vehicle?

- Yes No

title

Q6. How satisfied are you with your consultants

	Unsatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
Knowledge of vehicles	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Assistance in selecting appropriate vehicle	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Fulfillment of all commitments made during the purchase negotiations	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

Q7. Overall how satisfied were you with the way you were treated by the Sales Consultant

	Unsatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
Overall Satisfaction	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

Do you have any further comments regarding your Sales Consultant

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↓

←
→

THE FINANCIAL PROCESS

Q8. How satisfied were you that:

	Unsatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
That the payments options were discussed in an open manner	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
That you were given a thorough explanation of the options available	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
With the explanation of the paperwork and documents	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Were you treated in a friendly and professional manner	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

THE DELIVERY EXPERIENCE

Q9. Was the Delivery time set convenient to you and was it on schedule?

Yes No

Q10. How satisfied were you with the Explanations of the:

	Unsatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
Vehicle's features and operations	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Owners Manual	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Warranty and maintenance schedule	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

Q11. At time of delivery, how satisfied were you with the:

	Unsatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
Cleanliness and preparation of your vehicle	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

Manner in which your vehicle was handed over to you 1 2 3 4

Do you have any further comments or suggestions to improve our services?

Q12. Were you introduced to a Service member who will look after Your vehicle's service/repair requirements in the future?
 Yes No

Q13. Since taking delivery of your vehicle, have you been Contacted by telephone, in person or by letter?
 Yes No

Q14. Overall, how satisfied were you with the delivery process?

	Unsatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
Overall Satisfaction	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

SUMMING UP YOUR EXPERIENCE

Q15. Based on your overall purchase and delivery experience, would you recommend Key Motors?
 Yes No

What suggestions would you make to improve the buying experience at Key Motors?

Thank you once again for choosing Key Motors and for spending the time to complete our survey. If you have a friend or family member that you can refer to Key Motors & they purchase a vehicle. We will contribute \$100, either to yourself or a charity of your choice
