



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:	<input type="radio"/> M Male	Age Group:	<input type="radio"/> 18-21	Income Level:	<input type="radio"/> < \$50K
	<input type="radio"/> F Female		<input type="radio"/> 21-30		<input type="radio"/> \$50-\$100K
			<input type="radio"/> 31-45		<input type="radio"/> \$100-\$150K
			<input type="radio"/> 46-60		<input type="radio"/> > \$150K
			<input type="radio"/> >60		

Please rate your SALESPERSON on the following:

	Fantastic!					Very Unhappy!
1. The manner in which you were greeted	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
2. Sincerity and honesty in dealing with you	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
3. Consideration of your time	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
4. Ability to listen, understand and answer your questions	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
5. Knowledge of the product features and benefits	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
6. Fulfilled all commitments made to you	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	

Please rate our SALES TEAM on the following:

	Fantastic!					Very Unhappy!
7. The vehicle price and/or payments were discussed in a thorough manner	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
8. Explanation of warranty coverages	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
9. The professional manner in which you were treated	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	
10. Fulfilled all commitments made to you	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	

More about the buying experience:

	Fantastic!					Very Unhappy!
11. If you've contacted this store by phone, how satisfied are you with the way your call was handled?	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	



Sales Transaction: Please rate your satisfaction with the following:

	Fantastic!				Very Unhappy!
12. The length of time it took to complete the sales transaction	5	4	3	2	1
13. The process of determining the final purchase/lease price	5	4	3	2	1
14. The comfort of the area where the vehicle price was negotiated	5	4	3	2	1

Delivery: Please rate your satisfaction with the following:

	Fantastic!				Very Unhappy!
15. The overall condition of your vehicle at delivery	5	4	3	2	1
16. Your vehicle's operating condition at delivery	5	4	3	2	1

Overall Experience with *FantastiCar*

	Fantastic!				Very Unhappy!
17. How satisfied are you with your vehicle purchasing experience?	5	4	3	2	1
18. How satisfied are you with the sales staff?	5	4	3	2	1

Would you do this again?

	Yes	No
19. I would recommend THIS DEALERSHIP to my family and friends	Y	N
20. I would purchase another item from THIS DEALERSHIP	Y	N
21. Would you purchase again from the same salesperson?	Y	N

Any Comments? Anything we could do better?

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

