

Name:
BRITTANY

VIN:

Survey Type:
PDS

Event Date:
09/28/15

Survey Mail Date:
10/09/15

Receipt Date:
10/29/15

DealerPulse Post Date:
11/02/15



Chevrolet Purchase and Delivery Satisfaction Survey

About Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
1. How satisfied are you that you were treated in a professional and courteous manner?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. How satisfied were you with the Sales Consultant's willingness to take the time necessary to thoroughly understand your vehicle needs?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. How satisfied were you with the Sales Consultant's knowledge of Chevrolet vehicles?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Yes	No		Does Not Apply/Not Required		
4. Were you <u>offered</u> an orientation tour of the dealership, including the Service Department?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
5. How satisfied were you with the explanation of your vehicle's features and operations?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7. Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with this dealership?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

	Definitely Would Recommend					Neutral				Definitely Would Not Recommend	
8. Based on your overall purchase/lease and delivery experience, how likely are you to recommend dealership to a friend, family member, or colleague?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	10	9	8	7	6	5	4	3	2	1	0

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. On the day you picked up your vehicle, how satisfied were you with the total amount of time you spent at the dealership?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
10. How satisfied were you with the explanation of					
a) OnStar features and benefits?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Infotainment System (e.g., Navigation, Audio System)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Oil Life Monitoring System?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No	Does Not Apply/Not Required
11. Thinking about your overall Purchase and Delivery experience at the dealership was there anything particularly memorable that made you feel more positive about your experience?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Are you... ☐ Male ☒ Female

13. Your age... ☐ Under 25 ☒ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older

14. Do you have any comments/recommendations that you would like to share with your dealership and Chevrolet?

Customer comments appear below.

15. May we include your name when providing this survey information to your dealership? Your dealership or Chevrolet may follow up with you to resolve any customer concerns you have indicated

☒ Yes ☐ No

Not all customers are asked all of the questions below. They are presented based on the customers response to the earlier question. The capitalized portion of each question indicates the responses that will trigger these follow-up questions.

16. You mentioned you were SOMEWHAT SATISFIED or NOT AT ALL SATISFIED with the explanation of your vehicle's features and operations. Please tell us specifically what happened and how we can improve.

Based on previous responses, this customer was not presented with this question.

17. You mentioned you were SOMEWHAT SATISFIED or NOT AT ALL SATISFIED with how the financial process was handled by your dealership. Please tell us specifically what happened and how we can improve.

Based on previous responses, this customer was not presented with this question.

18. You mentioned you were COMPLETELY SATISFIED, VERY SATISFIED, SOMEWHAT SATISFIED or NOT AT ALL SATISFIED with the total amount of time you spent at the dealership. Please tell us how long the delivery took.

This Customer was presented with this question, but did not enter a response.

19. You mentioned something particularly memorable happened that made you feel more positive about your experience. Please tell us what specifically happened.

Geo took great care of us again, we have trust in knowing he will get us a great deal and recommend what features are right for our family. This is the second vehicle we have bought from John Murdock Chevrolet and Geo is what has brought us back.