

Name:
RESTRICTED

VIN:
RESTRICTED

Survey Type:
PDS

Event Date:
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Survey Mail Date:
-

Receipt Date:
12/21/15

DealerPulse Post Date:
12/23/15



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 type="radio"/>	<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 type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" 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"/>	<input type="radio"/>
7. Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with this dealership?	<input type="radio"/>	<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 type="radio"/>	<input type="radio"/>	<input checked="" 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. Overall, how satisfied were you with the assistance you received from your Sales Consultant? | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Yes | No | | | |
| 10. Since taking delivery of your new vehicle, were you contacted by the dealership to determine your satisfaction with the purchase experience? | <input checked="" type="radio"/> | <input type="radio"/> | | | |
| 11. Did the dealership staff offer to pair/connect your phone to the Bluetooth system? | <input checked="" 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.

Joe Baumgartner handled the sales process with the highest level of professionalism. Hope your able to keep him around.

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 assistance you received from your Sales Consultant. Please tell us more about your experience.

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