



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: ☐ Male
☐ Female

Age Group: ☐ 18-21
☐ 21-30
☐ 31-45
☐ 46-60
☐ >60

Income Level: ☐ < \$50K
☐ \$50-\$100K
☐ \$100-\$150K
☐ > \$150K

Please rate your SALESPERSON on the following:

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

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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Explanation of warranty coverages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The professional manner in which you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Fulfilled all commitments made to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>