

Today's Date: _____

Purchase and Delivery Followup

Customer Name:		Purchase Date:
Address:		
City:	State:	Zip:
Cell Phone:	Home Phone:	Work Phone:
Vehicle Model:	E-mail:	
Sales Consultant:	Finance Manager:	

Were you contacted within 24 hours of purchase?

YES NO

How satisfied were you with the Sales Consultant's knowledge of the vehicle?

YES NO

Were you offered a tour of the dealership, including the Service Department?

YES NO

How satisfied were you with the explanation of your vehicle's features and operations?

4 3 2 1 0

How satisfied were you with the review and explanation of all the paperwork?

4 3 2 1 0

Based on your overall experience, how satisfied are you with Dublin GM Superstore?

4 3 2 1 0

You may be receiving a survey in the near future. Do you feel you can mark "Completely Satisfied?"

YES NO

Customer Concerns:

Resolution:

Customer Relations Notes:
