Chevrolet Purchase and Delivery Satisfaction Survey

About Your Experience

1. How satisfied are you that you were treated in a professional and courteous manner?

2. How satisfied were you with the Sales Consultant's willingness to take the time necessary to thoroughly understand your vehicle needs?

3. How satisfied were you with the Sales Consultant's knowledge of Chevrolet vehicles?

4. Were you offered an orientation tour of the dealership, including the Service Department?

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

6. Overall, how satisfied were you with how the financial process was handled by your dealership?

7. Based on your overall purchase/lease and delivery experience, how satisfied are you with this dealership?

8. Based on your overall purchase/lease and delivery experience, how likely are you to recommend dealership to a friend, family member, or colleague?
9. On the day you picked up your vehicle, how satisfied were you with the total amount of time you spent at the dealership?

10. How satisfied were you with the explanation of
   a) OnStar features and benefits?
   b) Infotainment System (e.g., Navigation, Audio System)
   c) Oil Life Monitoring System?

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?

12. Are you...

13. Your age...

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?

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.

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