

Sample Dealership

Monthly Report December 08 – January 09

Service Department

Feedback Provided By:

Turning Edge Solutions

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 - *Issue Identification*

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Gross Results

Quick Glance Issue Identification

Sample Service Report

Total respondents: n = 159

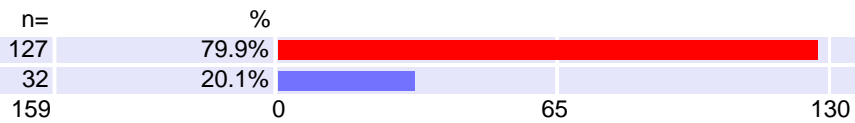
1 Email Address:

159 Text elements were entered. See list at the end of this report

2 Invoice #:

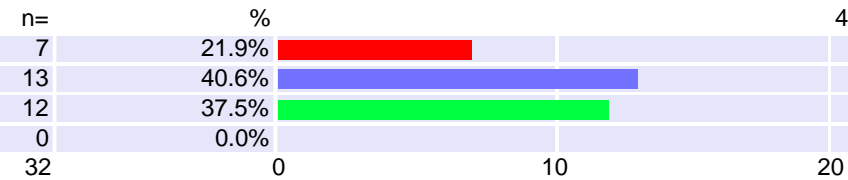
159 Numbers were entered. See list at the end of this report

3 Were You Satisfied With Your Overall Experience To Our Dealership Today?



- Yes
- No

4 I Was Dissatisfied Because:

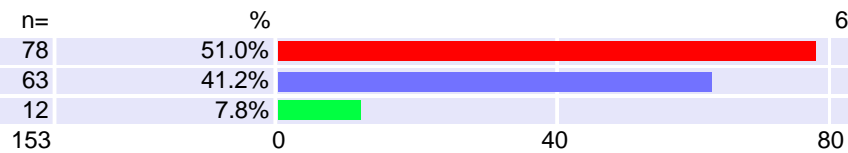


- Price
- Customer Service
- Timeliness
- Other

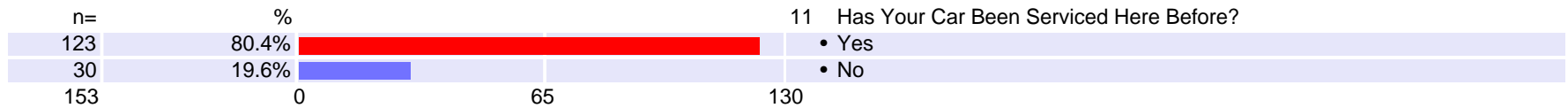
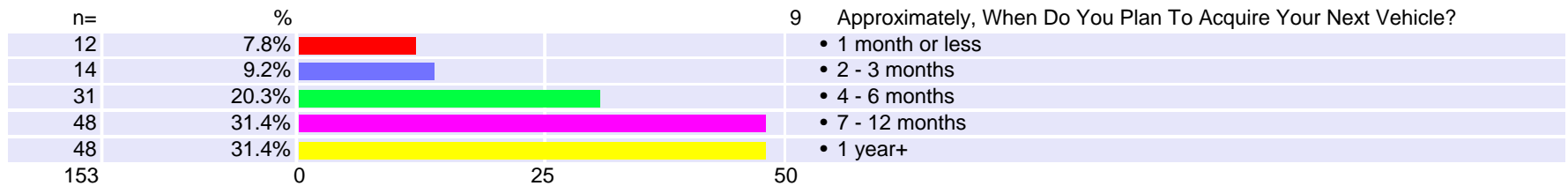
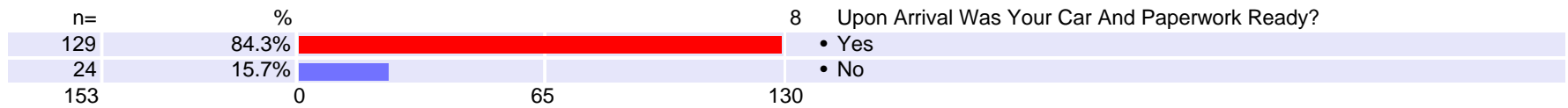
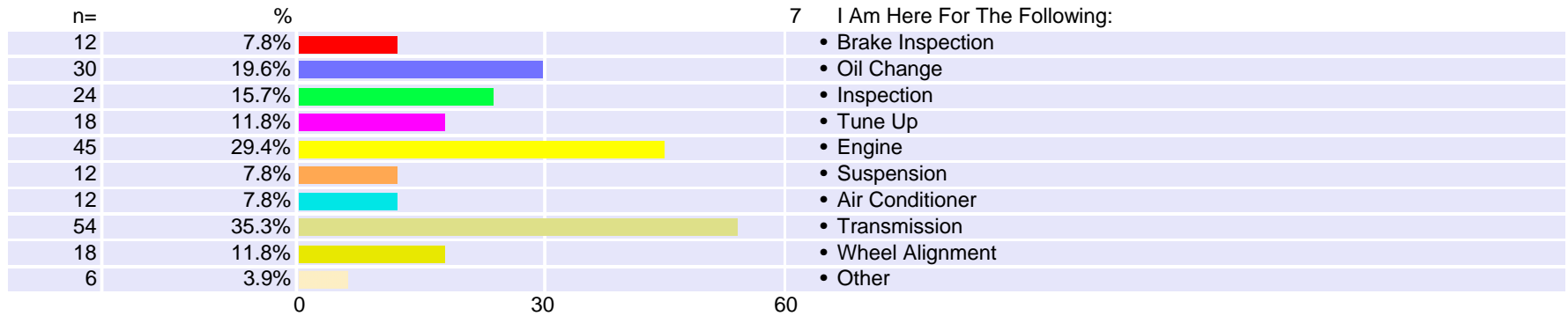
5 Please Indicate Why You Were Dissatisfied:

0 Text elements were entered.

6 What Was The Purpose Of Your Visit?



- Warranty
- Service
- Both



12 What Is Your 5 Digit Zip Code?

153 Numbers were entered. See list at the end of this report

Verbatim information for question 1

1	RICHARD,JONES,RJONES@YAHOO.COM
2	RICHARD,JONES,RJONES@YAHOO.COM
3	LAUREN,TURK,LTURK@HOTMAIL.COM
4	MONICA,WITTS,MWITTS@GMAIL.COM
5	NICOLE,LEE,NICOLELL@YAHOO.COM

Verbatim information for question 1 continued..

6	CHAD,LONES,LONES@PGH.EDU
7	STEPHANIE,SCARS,SCARS@GMAIL.COM
8	MONICA,LEWIS,MONICA@RMU.EDU
9	KRISI,SORGEL,SORGEL@PGH.ORG
10	KRISTIAN,GUYS,GUY@PGHTECH.ORG
11	CHAD,LEES,CLEE@PITT.EDU
12	BRIAN,TORA,TORA@RMU.EDU
13	MIKE,MANNA,MMANNA@SAKS.COM
14	ROBERT,GRAHAM,RGRAH23@HOTMAIL.COM
15	GARY,CARBON,CCBAR43@YAHOO.COM
16	NATE,LANGSTON,NATE74@DUQUESNE.EDU
17	JACKIE,HOBBS,HOBBJ97@PGH.ORG
18	JOHN,HARDY,HARDYJO36@MAIL.COM
19	HAYDEN,MANN,HAY76@MAIL.ORG
20	GREG,GRECO,GRECO@INNOVATIONS.COM
21	JOYCE,HOWEY,HOWEY32@YAHOO.COM
22	GREG,HAVEY,HAVEY@YAHOO.COM
23	JACKIE,HOOVER,HOOVER@YAHOO.COM
24	CATY,NAZZO,CNAZZO@GMAIL.COM
25	KIM,SONG,SONGK@YAHOO.COM
26	LIZ,LAMPIGN,LIZZY45@RMU.EDU
27	Tiffany,Jockel,turnedgetiffany@gmail.com
28	Nick,Jockel,turnedge@connecttime.net
29	RICHARD,JONES,RJONES@YAHOO.COM
30	RICHARD,JONES,RJONES@YAHOO.COM
31	LAUREN,TURK,LTURK@HOTMAIL.COM
32	MONICA,WITTS,MWITTS@GMAIL.COM
33	NICOLE,LEE,NICOLELL@YAHOO.COM
34	CHAD,LONES,LONES@PGH.EDU
35	STEPHANIE,SCARS,SCARS@GMAIL.COM
36	MONICA,LEWIS,MONICA@RMU.EDU
37	KRISI,SORGEL,SORGEL@PGH.ORG
38	KRISTIAN,GUYS,GUY@PGHTECH.ORG
39	CHAD,LEES,CLEE@PITT.EDU
40	BRIAN,TORA,TORA@RMU.EDU
41	MIKE,MANNA,MMANNA@SAKS.COM
42	ROBERT,GRAHAM,RGRAH23@HOTMAIL.COM

Verbatim information for question 1 continued..

43	GARY,CARBON,CCBAR43@YAHOO.COM
44	NATE,LANGSTON,NATE74@DUQUESNE.EDU
45	JACKIE,HOBBS,HOBBJ97@PGH.ORG
46	JOHN,HARDY,HARDYJO36@MAIL.COM
47	HAYDEN,MANN,HAY76@MAIL.ORG
48	GREG,GRECO,GRECO@INNOVATIONS.COM
49	JOYCE,HOWEY,HOWEY32@YAHOO.COM
50	GREG,HAVEY,HAVEY@YAHOO.COM
51	JACKIE,HOOVER,HOOVER@YAHOO.COM
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77	JACKIE,HOOVER,HOOVER@YAHOO.COM
78	CATY,NAZZO,CNAZZO@GMAIL.COM
79	KIM,SONG,SONGK@YAHOO.COM

Verbatim information for question 1 continued..

80	LIZ,LAMPIGN,LIZZY45@RMU.EDU
81	RICHARD,JONES,RJONES@YAHOO.COM
82	RICHARD,JONES,RJONES@YAHOO.COM
83	LAUREN,TURK,LTURK@HOTMAIL.COM
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112	CHAD,LONES,LONES@PGH.EDU
113	STEPHANIE,SCARS,SCARS@GMAIL.COM
114	MONICA,LEWIS,MONICA@RMU.EDU
115	KRISI,SORGEL,SORGEL@PGH.ORG
116	KRISTIAN,GUYS,GUY@PGHTECH.ORG

Verbatim information for question 1 continued..

117	CHAD,LEES,CLEE@PITT.EDU
118	BRIAN,TORA,TORA@RMU.EDU
119	MIKE,MANNA,MMANNA@SAKS.COM
120	ROBERT,GRAHAM,RGRAH23@HOTMAIL.COM
121	GARY,CARBON,CCBAR43@YAHOO.COM
122	NATE,LANGSTON,NATE74@DUQUESNE.EDU
123	JACKIE,HOBBS,HOBBJ97@PGH.ORG
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128	GREG,HAVEY,HAVEY@YAHOO.COM
129	JACKIE,HOOVER,HOOVER@YAHOO.COM
130	CATY,NAZZO,CNAZZO@GMAIL.COM
131	KIM,SONG,SONGK@YAHOO.COM
132	LIZ,LAMPIGN,LIZZY45@RMU.EDU
133	RICHARD,JONES,RJONES@YAHOO.COM
134	RICHARD,JONES,RJONES@YAHOO.COM
135	LAUREN,TURK,LTURK@HOTMAIL.COM
136	MONICA,WITTS,MWITTS@GMAIL.COM
137	NICOLE,LEE,NICOLELL@YAHOO.COM
138	CHAD,LONES,LONES@PGH.EDU
139	STEPHANIE,SCARS,SCARS@GMAIL.COM
140	MONICA,LEWIS,MONICA@RMU.EDU
141	KRISI,SORGEL,SORGEL@PGH.ORG
142	KRISTIAN,GUYS,GUY@PGHTECH.ORG
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144	BRIAN,TORA,TORA@RMU.EDU
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146	ROBERT,GRAHAM,RGRAH23@HOTMAIL.COM
147	GARY,CARBON,CCBAR43@YAHOO.COM
148	NATE,LANGSTON,NATE74@DUQUESNE.EDU
149	JACKIE,HOBBS,HOBBJ97@PGH.ORG
150	JOHN,HARDY,HARDYJO36@MAIL.COM
151	HAYDEN,MANN,HAY76@MAIL.ORG
152	GREG,GRECO,GRECO@INNOVATIONS.COM
153	JOYCE,HOWEY,HOWEY32@YAHOO.COM

Verbatim information for question 1 continued..

154	GREG,HAVEY,HAVEY@YAHOO.COM
155	JACKIE,HOOVER,HOOVER@YAHOO.COM
156	CATY,NAZZO,CNAZZO@GMAIL.COM
157	KIM,SONG,SONGK@YAHOO.COM
158	LIZ,LAMPIGN,LIZZY45@RMU.EDU
159	Garrett,Jockel,turnedgetiffany@gmail.com

Numeric information for question 2

12 x 478	12 x 765	12 x 189	12 x 21	6 x 123	6 x 1234	6 x 452	6 x 15237	6 x 7856	6 x 2158
6 x 865	6 x 158	6 x 152	6 x 652	6 x 523	6 x 631	6 x 13	6 x 369	6 x 258	6 x 654
6 x 623	6 x 2589	1 x 1	1 x 2	1 x 12					

Verbatim information for question 5

1	Message: No verbatim text entered for this question
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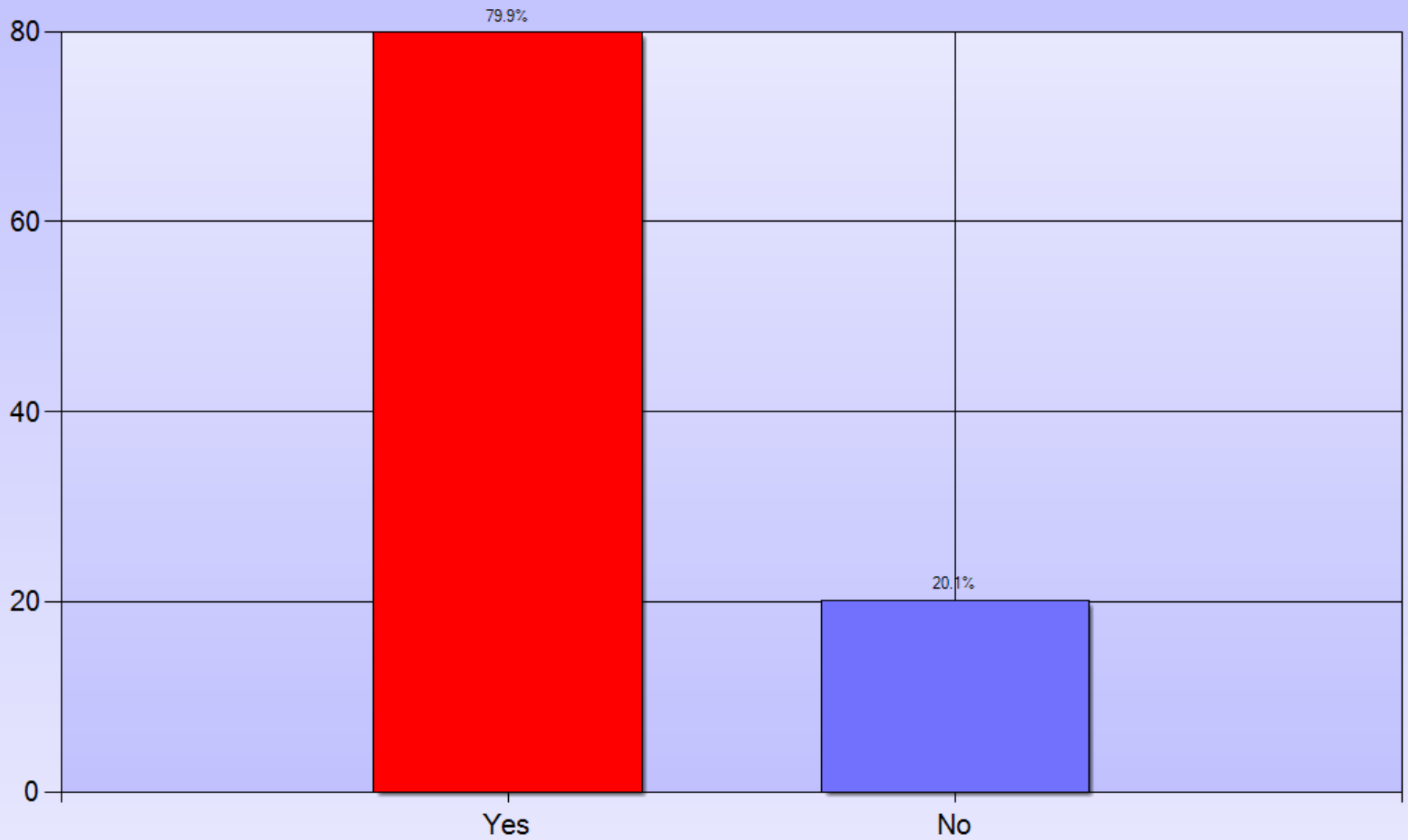
Numeric information for question 12

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6 x 78521	6 x 16046	6 x 15229	6 x 75412	6 x 15232	6 x 12153	1 x 12508			

Comprehensive Report

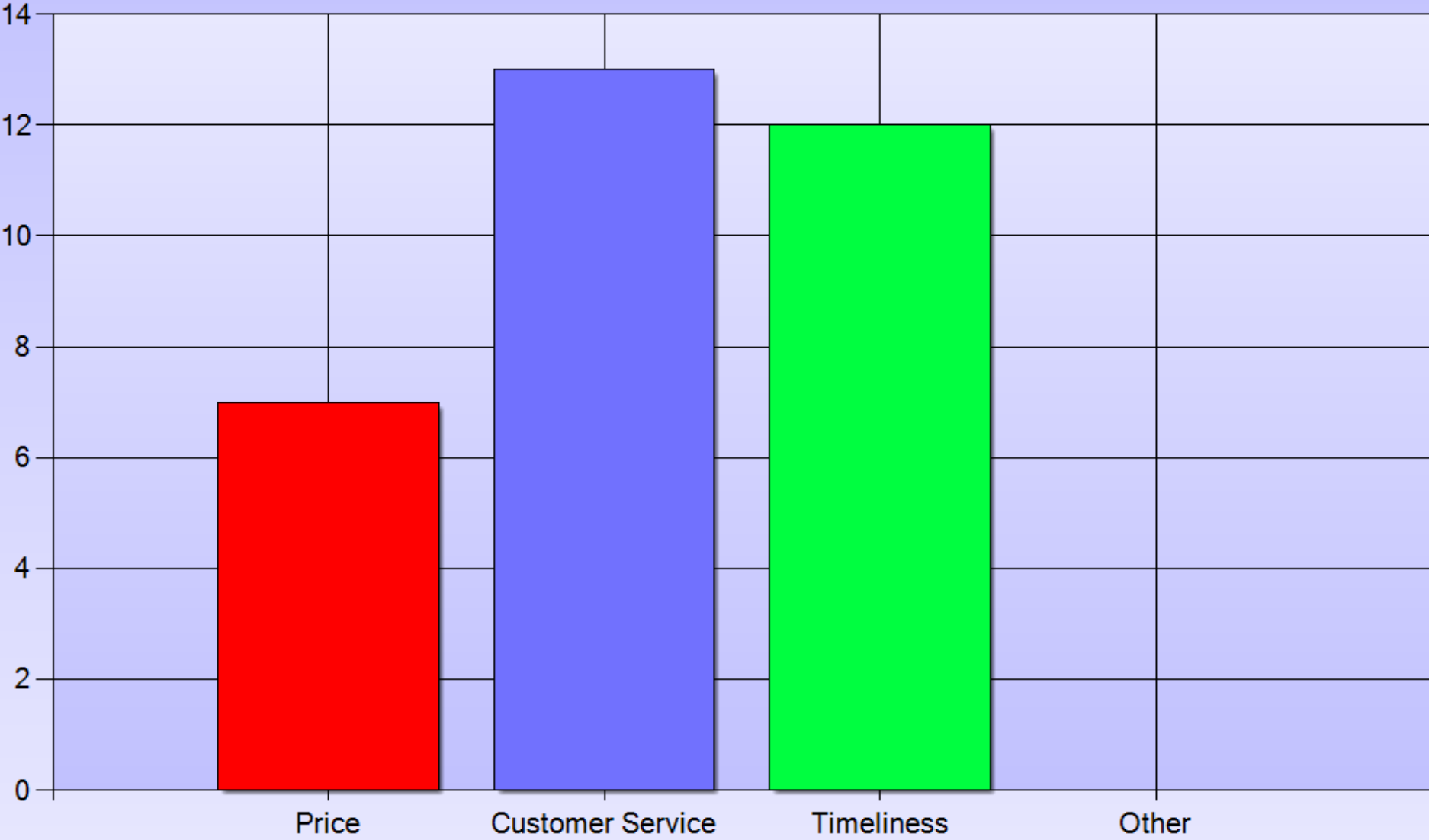
Identify and Solve Issues

Were You Satisfied With Your Overall Experience To Our Dealership Today?



Choice No	Choice Text	Responses	Percentage
1	Yes	127	79.9%
2	No	32	20.1%
	Total	159	100.0%

I Was Dissatisfied Because:



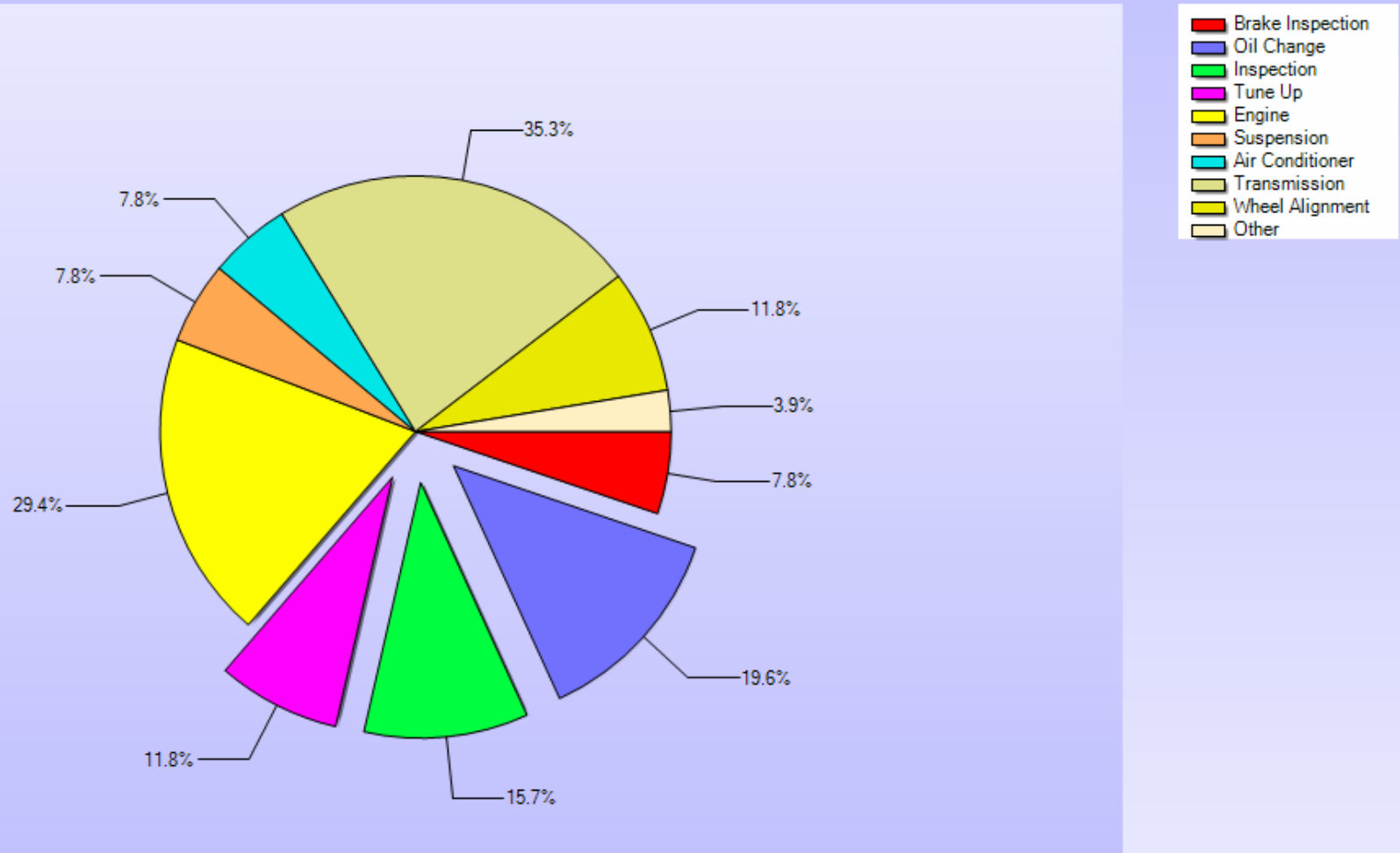
Choice No	Choice Text	Responses	Percentage
1	Price	7	21.9%
2	Customer Service	13	40.6%
3	Timeliness	12	37.5%
4	Other	0	0.0%

What Was The Purpose Of Your Visit?



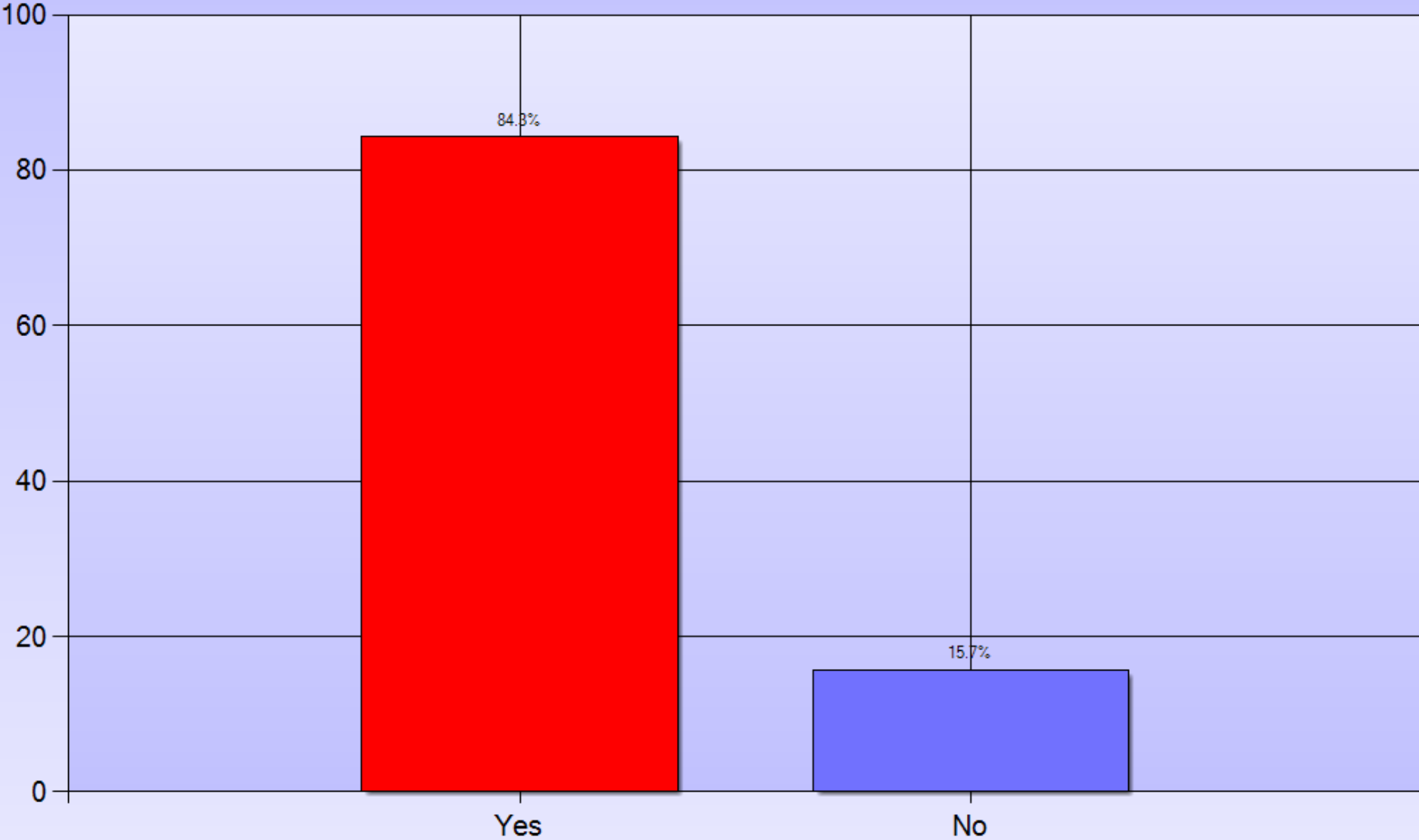
Choice No	Choice Text	Responses	Percentage
1	Warranty	78	51.0%
2	Service	63	41.2%
3	Both	12	7.8%
	Total	153	100.0%

I Am Here For The Following:



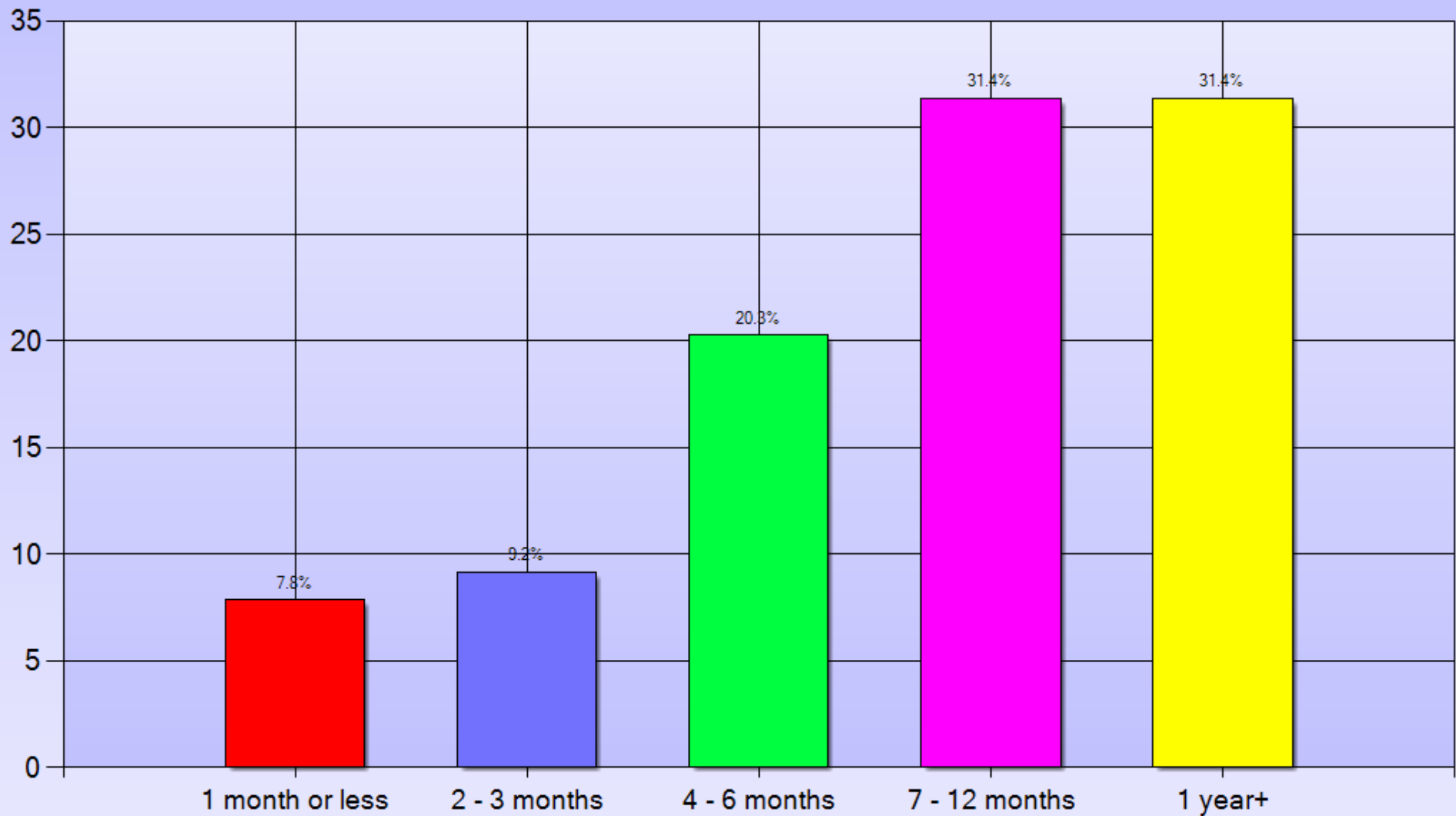
Choice No	Choice Text	Responses	Percentage
1	Brake Inspection	12	7.8%
2	Oil Change	30	19.6%
3	Inspection	24	15.7%
4	Tune Up	18	11.8%
5	Engine	45	29.4%
6	Suspension	12	7.8%
7	Air Conditioner	12	7.8%
8	Transmission	54	35.3%
9	Wheel Alignment	18	11.8%
10	Other	6	3.9%

Upon Arrival Was Your Car And Paperwork Ready?



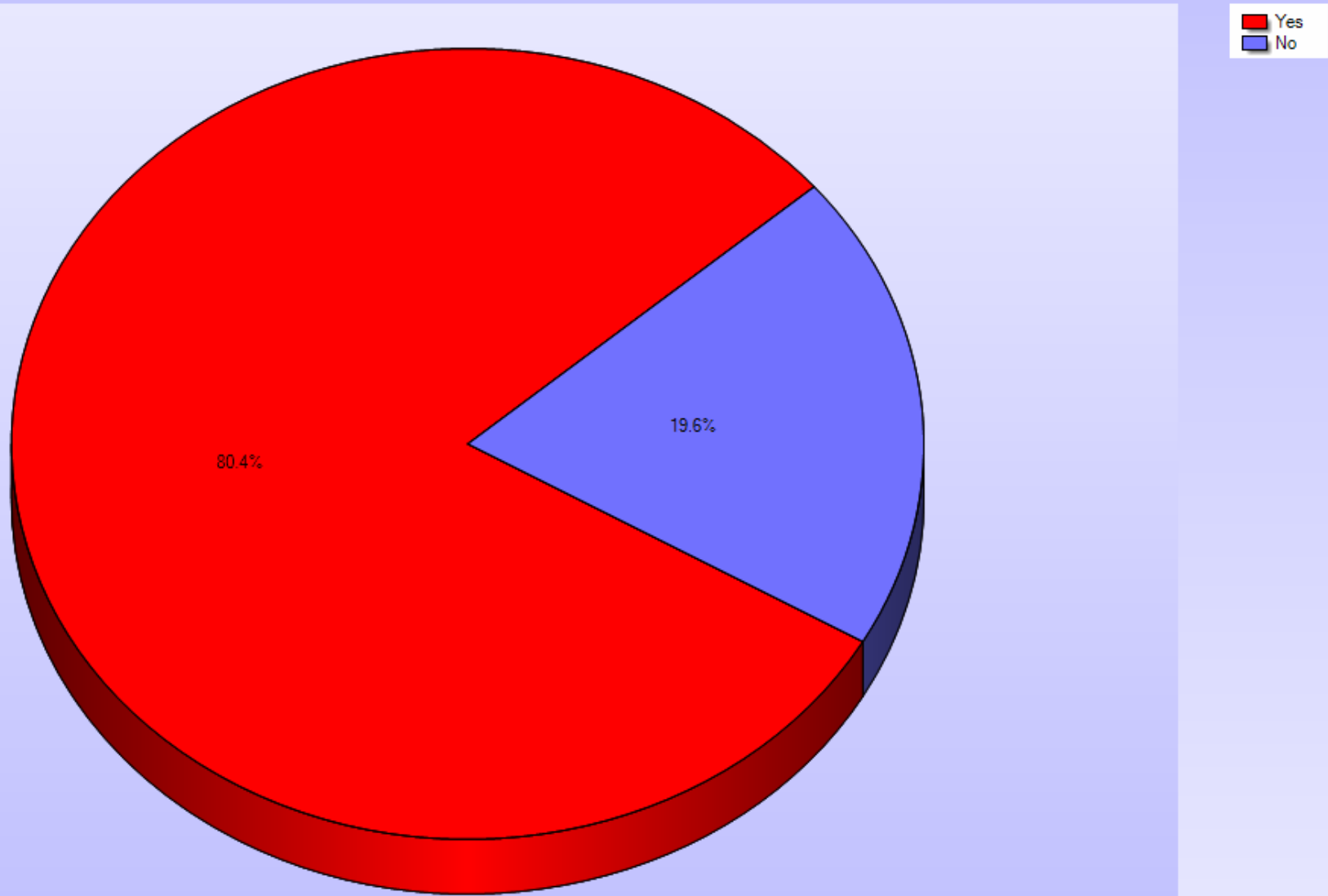
Choice No	Choice Text	Responses	Percentage
1	Yes	129	84.3%
2	No	24	15.7%
	Total	153	100.0%

Approximately, When Do You Plan To Acquire Your Next Vehicle?



Choice No	Choice Text	Responses	Percentage
1	1 month or less	12	7.8%
2	2 - 3 months	14	9.2%
3	4 - 6 months	31	20.3%
4	7 - 12 months	48	31.4%
5	1 year+	48	31.4%
	Total	153	100.0%

Has Your Car Been Serviced Here Before?



Choice No	Choice Text	Responses	Percentage
1	Yes	123	80.4%
2	No	30	19.6%
	Total	153	100.0%

Service Prospects

Email Addresses

Prospects from Service Department

2-3 Months

First Name	Last Name	Email Address	Invoice #
Brenda	Johe	michael@yahoo.net	99516
Jeff	Lewie	ajohnson@gmail.com	99500
Barbara	Derken	lewis@aspin.com	99557
Mike	Johnson	Rjohn@yahoo.com	99556
Kevin	Thomas	Dtom@aol.com	99611
Steve	Fower	cfower@msn.com	99617
Emily	Paul	davidn@comcast.com	99640
Albert	Aaron	michael@yahoo.net	99654
Joleen	Jason	ajohnson@gmail.com	99668
Daniel	Ronald	lewis@aspin.com	99685
Emin	Deborah	Rjohn@yahoo.com	99416
Ronald	Johe	Dtom@aol.com	99641
Florence	Lewie	cfower@msn.com	99746
Scott	Derken	davidn@comcast.com	99737
Chad	Johnson	michael@yahoo.net	99801
Tracie	Thomas	ajohnson@gmail.com	99840
Huang	Fower	lewis@aspin.com	10040
Mark	Noodle	Rjohn@yahoo.com	10108
Ronald	Johe	michael@yahoo.net	10143
Holli	Lewie	ajohnson@gmail.com	10144
Ashley	Derken	lewis@aspin.com	10231
Lindsay	Johnson	Rjohn@yahoo.com	10254
Barry	Thomas	Dtom@aol.com	10288
Randeep	Fower	cfower@msn.com	10307
Dorothy	Noodle	davidn@comcast.com	10358

25 Prospects

Customer Data

Email Addresses

<u>First Name</u>	<u>Last Name</u>	<u>Email Address</u>	<u>Invoice Number</u>
RICHARD	JONES	RJONES@YAHOO.COM	123
LAUREN	TURK	LTURK@HOTMAIL.COM	452
MONICA	WITTS	MWITTS@GMAIL.COM	15237
STEPHANIE	SCARS	SCARS@GMAIL.COM	2158
MONICA	LEWIS	MONICA@RMU.EDU	865
CHAD	LEES	CLEE@PITT.EDU	158
BRIAN	TORA	TORA@RMU.EDU	152
MIKE	MANNA	MMANNA@SAKS.COM	189
ROBERT	GRAHAM	RGRAH23@HOTMAIL.COM	652
GARY	CARBON	CCBAR43@YAHOO.COM	523
NATE	LANGSTON	NATE74@DUQUESNE.EDU	631
JACKIE	HOBBS	HOBBJ97@PGH.ORG	765
JOHN	HARDY	HARDYJO36@MAIL.COM	21
HAYDEN	MANN	HAY76@MAIL.ORG	21
GREG	GRECO	GRECO@INNOVATIONS.COM	13
JOYCE	HOWEY	HOWEY32@YAHOO.COM	369
JACKIE	HOOVER	HOOVER@YAHOO.COM	478
CATY	NAZZO	CNAZZO@GMAIL.COM	654
KIM	SONG	SONGK@YAHOO.COM	623
LIZ	LAMPIGN	LIZZY45@RMU.EDU	2589
Tiffany	Jockel	turnedgetiffany@gmail.com	1
Nick	Jockel	turnedge@connecttime.net	2
RICHARD	JONES	RJONES@YAHOO.COM	123
RICHARD	JONES	RJONES@YAHOO.COM	1234
LAUREN	TURK	LTURK@HOTMAIL.COM	452
NICOLE	LEE	NICOLELL@YAHOO.COM	478
CHAD	LONES	LONES@PGH.EDU	7856
STEPHANIE	SCARS	SCARS@GMAIL.COM	2158
MONICA	LEWIS	MONICA@RMU.EDU	865
KRISI	SORGEL	SORGEL@PGH.ORG	765
KRISTIAN	GUYS	GUY@PGHTECH.ORG	189
MIKE	MANNA	MMANNA@SAKS.COM	189
ROBERT	GRAHAM	RGRAH23@HOTMAIL.COM	652
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LIZ	LAMPIGN	LIZZY45@RMU.EDU	2589
RICHARD	JONES	RJONES@YAHOO.COM	1234
MONICA	WITTS	MWITTS@GMAIL.COM	15237

NICOLE	LEE	NICOLELL@YAHOO.COM	478
CHAD	LONES	LONES@PGH.EDU	7856
MONICA	LEWIS	MONICA@RMU.EDU	865
CHAD	LEES	CLEE@PITT.EDU	158
BRIAN	TORA	TORA@RMU.EDU	152
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HAYDEN	MANN	HAY76@MAIL.ORG	21
JOYCE	HOWEY	HOWEY32@YAHOO.COM	369
GREG	HAVEY	HAVEY@YAHOO.COM	258
JACKIE	HOOVER	HOOVER@YAHOO.COM	478
LIZ	LAMPIGN	LIZZY45@RMU.EDU	2589
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KRISTIAN	GUYS	GUY@PGHTECH.ORG	189
CHAD	LEES	CLEE@PITT.EDU	158
BRIAN	TORA	TORA@RMU.EDU	152
MIKE	MANNA	MMANNA@SAKS.COM	189
ROBERT	GRAHAM	RGRAH23@HOTMAIL.COM	652
GARY	CARBON	CCBAR43@YAHOO.COM	523
NATE	LANGSTON	NATE74@DUQUESNE.EDU	631
JACKIE	HOBBS	HOBBJ97@PGH.ORG	765
JOHN	HARDY	HARDYJO36@MAIL.COM	21
GREG	GRECO	GRECO@INNOVATIONS.COM	13
JOYCE	HOWEY	HOWEY32@YAHOO.COM	369
JACKIE	HOOVER	HOOVER@YAHOO.COM	478
CATY	NAZZO	CNAZZO@GMAIL.COM	654
KIM	SONG	SONGK@YAHOO.COM	623
LIZ	LAMPIGN	LIZZY45@RMU.EDU	2589
RICHARD	JONES	RJONES@YAHOO.COM	123
RICHARD	JONES	RJONES@YAHOO.COM	1234
LAUREN	TURK	LTURK@HOTMAIL.COM	452
MONICA	WITTS	MWITTS@GMAIL.COM	15237
NICOLE	LEE	NICOLELL@YAHOO.COM	478
CHAD	LONES	LONES@PGH.EDU	7856
STEPHANIE	SCARS	SCARS@GMAIL.COM	2158
MONICA	LEWIS	MONICA@RMU.EDU	865
KRISI	SORGEL	SORGEL@PGH.ORG	765
KRISTIAN	GUYS	GUY@PGHTECH.ORG	189
MIKE	MANNA	MMANNA@SAKS.COM	189
ROBERT	GRAHAM	RGRAH23@HOTMAIL.COM	652
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GREG	HAVEY	HAVEY@YAHOO.COM	258
JACKIE	HOOVER	HOOVER@YAHOO.COM	478
CATY	NAZZO	CNAZZO@GMAIL.COM	654
KIM	SONG	SONGK@YAHOO.COM	623
LIZ	LAMPIGN	LIZZY45@RMU.EDU	2589
Garrett	Jockel	turnedgetiffany@gmail.com	12
RICHARD	JONES	RJONES@YAHOO.COM	123
LAUREN	TURK	LTURK@HOTMAIL.COM	452
MONICA	WITTS	MWITTS@GMAIL.COM	15237
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NATE	LANGSTON	NATE74@DUQUESNE.EDU	631
JOHN	HARDY	HARDYJO36@MAIL.COM	21
HAYDEN	MANN	HAY76@MAIL.ORG	21
GREG	GRECO	GRECO@INNOVATIONS.COM	13
GREG	HAVEY	HAVEY@YAHOO.COM	258
JACKIE	HOOVER	HOOVER@YAHOO.COM	478
CATY	NAZZO	CNAZZO@GMAIL.COM	654
KIM	SONG	SONGK@YAHOO.COM	623
LIZ	LAMPIGN	LIZZY45@RMU.EDU	2589
Tiffany	Jockel	turnedgetiffany@gmail.com	1
Nick	Jockel	turnedge@connecttime.net	2
RICHARD	JONES	RJONES@YAHOO.COM	123
RICHARD	JONES	RJONES@YAHOO.COM	1234
LAUREN	TURK	LTURK@HOTMAIL.COM	452
MONICA	WITTS	MWITTS@GMAIL.COM	15237
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