



ROHRER

Parts Customer Experience Survey

Thank You for Choosing Rohrer Bus!

As a Rohrer Bus customer, our goal is to provide you with the exceptional customer service you deserve. We want you to be completely satisfied with our products and services. The following contacts are available to assist you with any questions you may have:

- Parts Manager – Jarrod Rodgers Ext. 1258, Email: jrodgers@rohrerbus.com
- General Manager - Ryan Renninger Ext. 1406, Email: rrenninger@rohrerbus.com
- Continuous Improvement Coordinator - Sebastian Paul Ext. 1415, Email: spaul@rohrerbus.com

We want to know what you think about your customer experience with Rohrer Bus. Please help us by taking a few minutes to complete this survey. *If you received this survey by mail, we have included a self-addressed, stamped envelope for your convenience.*

Please circle one of the following for each question:

- 5 = Completely Satisfied
- 4 = Very Satisfied
- 3 = Satisfied
- 2 = Somewhat Satisfied
- 1 = Not at all Satisfied

About Your Parts Salesperson

	<u>Very Satisfied</u>			<u>Not Satisfied</u>	
Parts person's knowledge of the product.	5	4	3	2	1
Parts person's responsiveness in contacting you.	5	4	3	2	1
Parts person's professionalism.	5	4	3	2	1
Parts person's help with product and feature familiarization, at delivery.	5	4	3	2	1

About Our Dealership

	<u>Very Satisfied</u>			<u>Not Satisfied</u>	
Were our dealership personnel friendly, helpful and professional?	5	4	3	2	1

Do you use a local service center that we can assist with getting parts for your buses?

- Yes No

If willing, please provide contact information:

Name: _____ Phone: (____) _____ - _____

Are you aware that we have a state-of-the-art Paint & Collision Body Shop with a heated paint booth?

Yes No

About the Product

Was the product delivered on time? Yes No

Was your bus delivered as ordered? Yes No

Did the bus meet your quality expectations? Yes No

General

When do you expect to make your next bus purchase? _____

Would you recommend your sales representative to someone else needing our products or services? Yes No

Is there anything that you feel we could improve upon? Please let us know. Do not be hesitant to help us improve.

Customer Name: _____

Address: _____

Completed by: _____ **Phone (____)** _____ - _____

E-mail Address: _____

Send to:

renninger@rohrerbus.com

or

Rohrer Bus
Attn: Ryan Renninger
P. O. Box 100
1515 State Rd.
Duncannon, PA 17020
1-800-735-6700
www.rohrerbus.com

Please list your Parts Salesperson: _____

Thank you!