

RV DEALER INDEX

Photocopy this form and use it for dealership comparison. Establish a minimum score you will consider.
Rate each dealership, tally the score, and use it as a factor in your RV purchase decision.

Dealership: _____

Rate the Dealership:	Good	Fair	Poor
Friendliness of Staff	3	2	1
Professionalism of Staff	3	2	1
Knowledge of Staff	3	2	1
Training of Staff	3	2	1
Facilities	3	2	1
Service Capability	3	2	1
Parts Stock & Availability	3	2	1
Accessibility	3	2	1
Convenience	3	2	1
Stability	3	2	1
Hours of Operation	3	2	1
RV Owner Support	3	2	1
RV Owner Education Programs	3	2	1
Orientation to Your RV Processes	3	2	1
Cleanliness	3	2	1
Honesty & Integrity	3	2	1
Travel Time From Home	3	2	1
Customer Service Reputation	3	2	1
Commitment to Product Line	3	2	1
Lead Times for Service	3	2	1
Dealer Warranty Programs	3	2	1
Inventory Selection	3	2	1
Commitment to RV Business	3	2	1
Relationship w/ Manufacturer	3	2	1
Overall Level of Comfort w/Dealer	3	2	1

DI (Dealer Index) _____

Dealership: _____

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RV Owner Support	3	2	1
RV Owner Education Programs	3	2	1
Orientation to Your RV Processes	3	2	1
Cleanliness	3	2	1
Honesty & Integrity	3	2	1
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Lead Times for Service	3	2	1
Dealer Warranty Programs	3	2	1
Inventory Selection	3	2	1
Commitment to RV Business	3	2	1
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DI (Dealer Index) _____