

## Voice of Customer Coach Report QRG

### Report Frequency



The Voice of Customer Coach Report and Store Scorecard are issued every two weeks.

### Store CDI Score

"How likely are you to recommend DT/AT to a friend or family member?"

Shows how your store performs over time

- (left) previous year's score for same period
- (middle) bi-weekly scores with most recent score in red or green on right.
- (right) your store's ranking for your AVP's stores

### What to work on

Shows the top items to work on to give most improvement to score

Use this section to develop an action plan for your store

### Strengths

Where your store is performing better than your AVP's other stores



### # of Surveys

The number of customers who completed a survey for each week of the Store CDI Score

### Store - Time CDI

"How satisfied were you with the overall time you spent at our store from the time you arrived to the time you left?"

### Quoted Accurate Wait Time

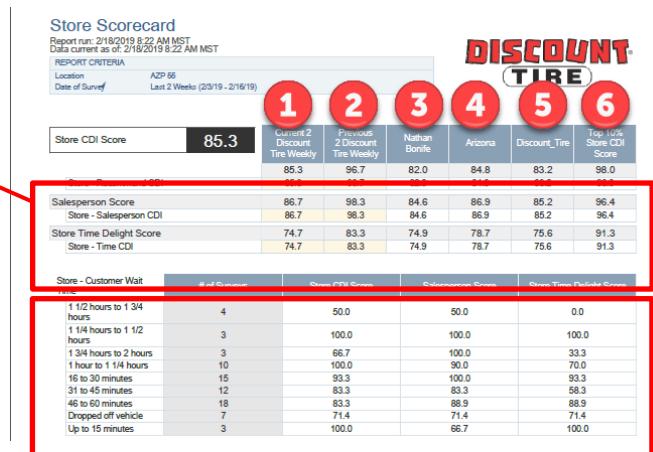
"Were you quoted an accurate wait time in the store?"

### Store - Salesperson CDI

"How satisfied were you with the knowledge and professionalism of the salesperson who served you?"

### Compare your CDI score

- Your current score
- Your previous score
- Avg score for your AVP's stores
- Avg score for your region
- Avg score for Company
- Avg for stores with top 10% CDI scores



### Improvements vs. Peers

Where your store shows the greatest improvement compared to your AVP's other stores

### CDI by Customer Wait Time

This breaks out CDI according to how long the customer waited in the store