

Service Experience Survey Exclusion Detail Report

RAY CATENA MOTOR CAR CORPORATION. 910 U S HIGHWAY RTE 1. EDISON, NJ (51146)

Summary for surveys received in January, 2018

Survey ID	Deal/RO Number	Deal/RO Date	Response Date	Score	Customer Name	Customer Email Address	Sales Person / Service Advisor	F&I Manager / Service Technician	Reason for Exclusion	Exclusion Code	Employee Associated with Response	Job Code & Title	Exclusion Employee Level
925915790	941091	2018-01-10	2018-01-22	1000.00	HERTZ	kbhagudas@hertz.com	RANDI WEINSTEIN	DANNY DELGADO	Emailed to a dealership email domain.	DO			
925680008	940708	2017-12-27	2018-01-15	1000.00	HERTZ	kbhagudas@hertz.com	RANDI WEINSTEIN	MAURICE CHIN	Emailed to a dealership email domain.	DO			
925794107	941093	2018-01-02	2018-01-14	1000.00	HERTZ	kbhagudas@hertz.com	RANDI WEINSTEIN	MAURICE CHIN	Emailed to a dealership email domain.	DO			
925794307	941019	2018-01-02	2018-01-14	1000.00	HERTZ	kbhagudas@hertz.com	GUY PAONE	MAURICE CHIN	Emailed to a dealership email domain.	DO			
925615023	940613	2017-12-22	2018-01-05	1000.00	HERTZ	kbhagudas@hertz.com	RANDI WEINSTEIN	DANNY DELGADO	Emailed to a dealership email domain.	DO			
925615044	940496	2017-12-22	2018-01-05	1000.00	HERTZ	kbhagudas@hertz.com	RANDI WEINSTEIN	TOMAS PAREDES	Emailed to a dealership email domain.	DO			
925615045	940509	2017-12-22	2018-01-05	1000.00	HERTZ	kbhagudas@hertz.com	GUY PAONE	DANNY DELGADO	Emailed to a dealership email domain.	DO			
925615025	940614	2017-12-22	2018-01-05	1000.00	HERTZ	kbhagudas@hertz.com	RANDI WEINSTEIN	DANNY DELGADO	Emailed to a dealership email domain.	DO			
925576483	939836	2017-12-20	2018-01-02	1000.00	HERTZ	kbhagudas@hertz.com	GUY PAONE	DANNY DELGADO	Emailed to a dealership email domain.	DO			

CEI Score for Exclusions	1000.00
Survey Count for Exclusions	9

Exclusion Code Legend

Name	Description
DO	Dealer Email Address Domain Exclusion

*The above infractions will be removed from the Dealer Performance Bonus survey scores as part of the normal monthly Customer Experience Program Integrity process.

**Please note that the final determination for Leadership Bonus penalties concerning Manager level infractions will be determined and communicated ONLY at the end of a quarter.

For Questions please call the CEP hotline at 201-573-5333.