

# Bonita Boat Center NPS Report - Sales

**Report Generated:** February 06, 2026 at 11:06 PM

**Total Records:** 14

**Completed:** 0

**Pending:** 14

## Record #1

**Customer:** JAMES BALCH

**Email:** jabalch1411@gmail.com

**Phone:**

**Transaction Date:** 2026-01-27

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

## Survey Responses:

*No survey responses recorded*

**Record #2**

**Customer:** MICHAEL NARDONE

**Email:** mike@mjnardone.com

**Phone:**

**Transaction Date:** 2026-01-13

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

*No survey responses recorded*

**Record #3**

**Customer:** BRIAN MCARTHUR

**Email:** usjetservice@aol.com

**Phone:**

**Transaction Date:** 2026-01-13

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

*No survey responses recorded*

**Record #4**

**Customer:** MIKE GILLEY

**Email:** ajgilley@icloud.com

**Phone:**

**Transaction Date:** 2026-01-02

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes: Everything was perfect. It was perfect. Thank you. (Call ended)

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: N/A:

Q3: At the time of delivery, was your boat ready when promised?: N/A:

Q4: Were you satisfied with the Delivery and Captain orientation?: N/A:

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: N/A:

Q6: On a scale of 0-10, how likely are you to recommend?: No Rating Given:

Q7: Who or what prompted you to visit Bonita Boat Center?: No Answer Given:

**Record #5**

**Customer:** JAMES EICHMAN

**Email:** jjeichman@gmail.com

**Phone:**

**Transaction Date:** 2025-12-30

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes:

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: No: I wasnt satisfied with the process after pricing the boat out, then going back and forth between sales, financing, and the outside parts department. The people were fine and good. The issue is how the boat dealership is one company, and the maintenance side is a different company. All the people were extremely nice and did a great job, especially Danielle, or maybe Daniella, at the front is super. She deserves credit.

Q3: At the time of delivery, was your boat ready when promised?: Yes:

Q4: Were you satisfied with the Delivery and Captain orientation?: Yes: Captain Eddie was great.

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: Yes: On a scale of 1 to 10, I would give it an 8. I paid for an application upgrade to the boat upholstery, and I think they did a poor job. I just had a detail guy inform me that it also looks like in several areas they didnt even apply it.

Q6: On a scale of 0-10, how likely are you to recommend?: 9: It would have been a 10 except for not knowing about how, after the sale, its out of the salespersons hands, and the outside company takes over in regards to parts and maintenance. That kind of turned me off to their whole process.

Q7: Who or what prompted you to visit Bonita Boat Center?: Drive By (sign)/Driving Around: I live right down the road from them, so I knew of them. I bought this particular boat as it has a tuna door on each side, which works great for my knee operation.

**Record #6**

**Customer:** FRANK BUSSOLI

**Email:** wwpbuild@gmail.com

**Phone:** Not Provided

**Transaction Date:** 2025-12-16

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes:

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: Yes:

Q3: At the time of delivery, was your boat ready when promised?: Yes:

Q4: Were you satisfied with the Delivery and Captain orientation?: Yes:

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: Yes:

Q6: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q7: Who or what prompted you to visit Bonita Boat Center?: Boat Show Experience: I had gone to the Miami Boat Show and met Woody there. I had incredibly good service from Woody and the captain who did the orientation. Thank you.

**Record #7**

**Customer:** DALE NIELSON  
**Email:** dale@easternelectricalsystems.com

**Phone:**

**Transaction Date:** 2025-12-16

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes:

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: Yes:

Q3: At the time of delivery, was your boat ready when promised?: No: It was delayed for four hours. They notified me of this. We were totally fine with this. It was no issue at all, but it was delayed.

Q4: Were you satisfied with the Delivery and Captain orientation?: Yes: Everyone for the entire process was great. They were friendly and courteous. They kept me up to date with phone calls. The service was great as well. It was a really good experience, and everything went great.

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: Yes:

Q6: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q7: Who or what prompted you to visit Bonita Boat Center?: Drive By (sign)/Driving Around: I knew they were there.

**Record #8**

**Customer:** DAVID FRITZ  
**Email:** DFRITZ@EBN-DESIGN.COM  
**Phone:** Not Provided  
**Transaction Date:** 2025-12-05  
**Delivery Date:** Not Provided  
**Status:** Pending  
**Service Advisor:** Not Provided  
**Technician:** Not Provided  
**RO Number:** Not Provided

**Survey Responses:**

*No survey responses recorded*

**Record #9**

**Customer:** Patrick M Balistreri

**Email:** patrick@sendiks.com

**Phone:**

**Transaction Date:** 2025-11-26

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes: Please put down that everything was great, 5 stars. (Did not wish to comment further.)

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: N/A:

Q3: At the time of delivery, was your boat ready when promised?: N/A:

Q4: Were you satisfied with the Delivery and Captain orientation?: N/A:

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: N/A:

Q6: On a scale of 0-10, how likely are you to recommend?: No Rating Given:

Q7: Who or what prompted you to visit Bonita Boat Center?: No Answer Given:

**Record #10**

**Customer:** WILLIAM SUTTON  
**Email:** EYEFINATIC@YAHOO.COM  
**Phone:** 8473344244

**Transaction Date:** 2025-11-21

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

*No survey responses recorded*

**Record #11**

**Customer:** BRYAN STOLTE  
**Email:** bstolte1@zoominternet.net

**Phone:**

**Transaction Date:** 2025-11-19

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes:

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: Yes:

Q3: At the time of delivery, was your boat ready when promised?: Yes:

Q4: Were you satisfied with the Delivery and Captain orientation?: Yes:

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: Yes:

Q6: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely:

Q7: Who or what prompted you to visit Bonita Boat Center?: Repeat Customer: This is actually my second boat from them. I wouldnt have gone back if I had a bad experience. The whole staff is friendly. Captain Eddie and Woody, in sales, are both excellent people. They are very knowledgeable, with great follow-up and kept me informed throughout the whole process. Thank you. (Declined review)

**Record #12**

**Customer:** CRAIG WURZER

**Email:** craig@cewurzer.com

**Phone:** 7152714828

**Transaction Date:** 2025-11-19

**Delivery Date:** Not Provided

**Status:** Pending

**Service Advisor:** Not Provided

**Technician:** Not Provided

**RO Number:** Not Provided

**Survey Responses:**

*No survey responses recorded*

**Record #13****Customer:** BRIAN HART**Email:** hartmifl@gmail.com**Phone:** 5856971428**Transaction Date:** 2025-11-17**Delivery Date:** Not Provided**Status:** Pending**Service Advisor:** Not Provided**Technician:** Not Provided**RO Number:** Not Provided**Survey Responses:**

Q1: Did the sales staff keep you informed during the purchasing process?: Yes: My sales consultant, Nick, was amazing. We bought it several months ago. He sent videos and all that while we were sitting with our toes in the sand in Hawaii. We wired the money, and they stored it in their service department for 3 months.

Q2: Satisfied with the explanations of financing, warranty, and maintenance options?: Yes: Captain Eddie was amazing. He far exceeded our expectations. The warranty guy, Hunter, was good, too. He was thorough and attentive.

Q3: At the time of delivery, was your boat ready when promised?: Yes: All the stuff was added, and then they waited for us.

Q4: Were you satisfied with the Delivery and Captain orientation?: Yes: Captain Eddie was thorough and caring.

Q5: Was the overall cleanliness of the boat at delivery satisfactory?: Yes: It was, for sure. They waxed it, and some of it wasnt buffed off a little bit, but that is probably to be expected.

Q6: On a scale of 0-10, how likely are you to recommend?: 10 - Very Likely: 110%.

Q7: Who or what prompted you to visit Bonita Boat Center?: Manufacturer Website: We knew the make and model we wanted, and they were the authorized distributor. We have 2 homes and knew we wanted to keep it in Florida.

**Record #14**

**Customer:** VERN SESSLER  
**Email:** Vern@sesslercompanies.com  
**Phone:**  
**Transaction Date:** 2025-08-26  
**Delivery Date:** Not Provided  
**Status:** Pending  
**Service Advisor:** Not Provided  
**Technician:** Not Provided  
**RO Number:** Not Provided

**Survey Responses:**

*No survey responses recorded*