

AMERICAN STANDARD
CUSTOMER SATISFACTION SURVEY
SERVICE ALERT
B and B Heating and Cooling - 5490

Customer:	██████████	CSS Score:	NA
Address:	██████████ ██████████	Referral:	Probably Would Not
Phone:		Submitted:	4/12/2012
Work Completed:	4/6/2012	Responded:	4/25/2012
Technician:	Chris F	Survey Ref#:	0003969626

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) 29-AMSTD if you have any questions regarding this report.

Please respond quickly to your customer. Your customer indicated that they probably or definitely would not recommend your dealership and/or your customer satisfaction survey score is below 90.

SURVEY RESULTS:

1. Was system working when you contacted contractor?
2. How did you find the contractor?
3. Primary reason for selecting this contractor?

CUSTOMER RESULTS:

- Yes
- Previous Experience
- Previous Experience

4. Would you recommend the contractor to your friends or family? **Probably Would Not**

CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.

5. How would you rate your satisfaction with the contractor personnel in the following areas?

a. Overall Satisfaction	No Answer	
b. Prompt	Satisfied	11.25
c. Courteous and Friendly	Satisfied	11.25
d. Took Time to Understand My Needs	Satisfied	11.25
e. Knowledgeable	Neutral	6.25
f. Kept My Home Neat and Clean	Dissatisfied	1.25
g. Completed the Work in a Timely Manner	Neutral	6.25
h. Answered Questions to My Satisfaction	Dissatisfied	1.25

Total Customer Satisfaction Survey Score:

NA*

6. Do you have a Service or Maintenance Agreement? No
7. Were you offered a Service or Maintenance Agreement? No
8. Please share any additional comments or describe in your own words your overall experience

Customer comments:

Please see next page for comment

Please share any additional comments or describe in your own words your overall experience.

Very unclear on costs to repair unit. Had to do own research for warranty on coil. Was quoted one price for replacement of coil. Dilled substantially more. Probably won't use this contractor again.



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