

AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY

SERVICE ALERT

B and B Heating and Cooling - 5490

Customer: [REDACTED]	CSS Score: NA
Address: [REDACTED] [REDACTED]	Referral: Probably Would
Phone:	Submitted: 7/11/2012
Work Completed: 7/3/2012	Responded: 7/25/2012
Technician: Chris F	Survey Ref#: 0004082584

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:

- No
- Previous Experience
- Previous Experience

4. Would you recommend the contractor to your friends or family?	Probably Would
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	Very Satisfied 12.50
c. Courteous and Friendly	Very Satisfied 12.50
d. Took Time to Understand My Needs	Very Satisfied 12.50
e. Knowledgeable	Very Satisfied 12.50
f. Kept My Home Neat and Clean	No Answer
g. Completed the Work in a Timely Manner	No Answer
h. Answered Questions to My Satisfaction	Very Satisfied 12.50
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.

A/C Compressor failed during 4th of July weekend - B + B did best they could do with part supplier's closed



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