

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

Customer:	██████████	CSS Score:	64
Address:	████████████████████ ████████████████████	Referral:	Neutral
Phone:	██████████	Submitted:	8/10/2012
Work Completed:	7/29/2012	Responded:	8/29/2012
Technician:	Todd	Survey Ref#:	0004119725

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
- Recommended by Friend
- Recommended by Friend or Family Member

4. Would you recommend the contractor to your friends or family? Neutral

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	Dissatisfied	1.25
b. Prompt	Very Satisfied	12.50
c. Courteous and Friendly	Satisfied	11.25
d. Took Time to Understand My Needs	Neutral	6.25
e. Knowledgeable	Neutral	6.25
f. Kept My Home Neat and Clean	Very Satisfied	12.50
g. Completed the Work in a Timely Manner	Very Satisfied	12.50
h. Answered Questions to My Satisfaction	Dissatisfied	1.25

Total Customer Satisfaction Survey Score:

64 *

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.

I asked for 2 estimates, one to replace a 2 Ton compressor with a 2 1/2 Ton unit, which is what was org. in my home.

I asked for an estimate to switch a 2 1/2 Ton + a 2 Ton at my home and add some garage so the house would cool properly. To date I have heard from no one.

I will not call them again if I don't get the estimates I requested!!



70004119725

L