AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY

SERVICE ALERT

B and B Heating and Cooling - 5490

Customer:		CSS Score:	0
Address:		Referral:	Definitely Would
		Submitted:	8/10/2012
Phone:		Responded:	8/23/2012
Work Completed:	7/29/2012	Survey Ref#:	0004119616
Technician:	Todd		
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:		CUSTOMER RESULTS:	
1. Was system working when you contacted contractor?		Yes	
2. How did you find the contractor?		Recommended by Friend	
3. Primary reason for selecting this contractor?		Recommended by Friend or Family Member	
4. Would you recommend the contractor to your friends or fall		mily?	Definitely 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 Satis	sfaction	Very Dissatisfied	0
b. Prompt		Very Dissatisfied	0
c. Courteous and Friendly		Very Dissatisfied	0
d. Took Time to Understand My Needs		Very Dissatisfied	0
e. Knowledgeable		Very Dissatisfied	0
f. Kept My Home Neat and Clean		Very Dissatisfied	0
g. Completed the Work in a Timely Manner		Very Dissatisfied	0
h. Answered C	Questions to My Satisfaction	Very Dissatisfied	0
	Total Customer Satisfaction	n Survey Score	. 0 *

6. Do you have a Service or Maintenance Agreement?

No

7. Were you offered a Service or Maintenance Agreement?

Yes

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

Customer comments:

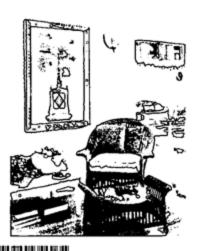
Please see next page for comment

^{*} For more information on how score is calculated, consult the help area on main menu.

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

Great Experience of hank you o

Will fell all our friends & family



20004119616

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