

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

Customer: [REDACTED]	CSS Score: 0
Address: [REDACTED]	Referral: Definitely Would
Phone: [REDACTED]	Submitted: 8/10/2012
Work Completed: 7/29/2012	Responded: 8/23/2012
Technician: Todd	Survey Ref#: 0004119616

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? 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 Satisfaction	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 Questions to My Satisfaction	Very Dissatisfied	0

Total Customer Satisfaction 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

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

Great Experience!
Thank you!

Will tell all our
friends & family.



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