

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

Customer: [REDACTED]	CSS Score: 100
Address: [REDACTED] [REDACTED]	Referral: Definitely Would
Phone:	Submitted: 8/10/2012
Work Completed: 7/29/2012	Responded: 8/27/2012
Technician: Todd	Survey Ref#: 0004119758

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.

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
- 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 Satisfied	12.50
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	Very Satisfied	12.50
g. Completed the Work in a Timely Manner	Very Satisfied	12.50
h. Answered Questions to My Satisfaction	Very Satisfied	12.50

Total Customer Satisfaction Survey Score:

100 *

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.

Experience was very good. It was Sunday, temp. was 100+ and woke up to no A.C.

It was definitely a relief to call and have them say they would be here as soon as they could. Two hours later we had A.C.

Thanks from me and our house guest.



50004119758

L