

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

<b>Customer:</b> [REDACTED]	<b>CSS Score:</b> 100
<b>Address:</b> [REDACTED] [REDACTED]	<b>Referral:</b> Definitely Would
<b>Phone:</b>	<b>Submitted:</b> 10/19/2012
<b>Work Completed:</b> 10/4/2012	<b>Responded:</b> 11/5/2012
<b>Technician:</b> Eric	<b>Survey Ref#:</b> 0004195621
Sam	

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:**

- Yes
- Telephone Book/Yellow Pages
- Competitive Price

<b>4. Would you recommend the contractor to your friends or family?</b>	<b>Definitely Would</b>
<b>CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.</b>	
<b>5. How would you rate your satisfaction with the contractor personnel in the following areas?</b>	
<b>a. Overall Satisfaction</b>	<b>Very Satisfied 12.50</b>
<b>b. Prompt</b>	<b>Very Satisfied 12.50</b>
<b>c. Courteous and Friendly</b>	<b>Very Satisfied 12.50</b>
<b>d. Took Time to Understand My Needs</b>	<b>Very Satisfied 12.50</b>
<b>e. Knowledgeable</b>	<b>Very Satisfied 12.50</b>
<b>f. Kept My Home Neat and Clean</b>	<b>Very Satisfied 12.50</b>
<b>g. Completed the Work in a Timely Manner</b>	<b>Very Satisfied 12.50</b>
<b>h. Answered Questions to My Satisfaction</b>	<b>Very Satisfied 12.50</b>
<b>Total Customer Satisfaction Survey Score:</b>	<b>100</b> *

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.

Receptionist was very friendly & helpful. I was very impressed with the Servicemen who showed up & used shoe covers to avoid tracking in. They were also very friendly & helpful. We will be signing a service agreement.



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