

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: 10/19/2012
Work Completed: 10/12/2012	Responded: 11/5/2012
Technician: Bill P	Survey Ref#: 0004195629

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, Other
- Other

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? 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.

When we got home after being away the furnace was not working. We called B and B Heating and Cooling--it was 4:30 on Friday. They were very nice, called their employee who was finishing another job and he came over within 30 minutes. We really liked him. He was very professional, told us what the problem was, got the parts and came back to fix the furnace.

He was one of the best people we have worked with at the lake. The lady who answered the phone and worked w/us was the same way.

We will probably get their service agreement and will definitely work w/them in the future.



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