

AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY INSTALLATION FEEDBACK

B and B Refrigeration, Heating and Cooling - 5490

| | |
|--|-----------------------------------|
| Customer: Carol S [REDACTED] | CSS Score: 100 |
| Address: [REDACTED] [REDACTED] | Referral: Definitely Would |
| Phone: | Submitted: 4/2/2013 |
| Work Completed: 3/19/2013 | Responded: 4/29/2013 |
| Technician: Aaron | Survey Ref#: 0004332992 |
| Jake | |

Thank you for your commitment to customer satisfaction. Please contact your distributor if you have any questions regarding this report.

SURVEY RESULTS:

CUSTOMER RESULTS:

CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.

1. How would you rate your satisfaction with the contractor personnel in the following areas?

| | | |
|---|----------------|----|
| a. Overall Satisfaction | Very Satisfied | 10 |
| b. Prompt | Very Satisfied | 10 |
| c. Courteous and Friendly | Very Satisfied | 10 |
| d. Took Time to Understand My Needs | Very Satisfied | 10 |
| e. Knowledgeable | Very Satisfied | 10 |
| f. Kept My Home Neat and Clean | Very Satisfied | 10 |
| g. Explained the Operation & Maintenance | Very Satisfied | 10 |
| h. Explained Equipment and Labor Warranties | Very Satisfied | 10 |
| i. Completed the Work in a Timely Manner | Very Satisfied | 10 |
| j. Answered Questions to My Satisfaction | Very Satisfied | 10 |

Total Customer Satisfaction Survey Score: **100***

2. Would you recommend the contractor to your friends or family? **Definitely Would**

3. What factors were important to you in selecting an American Standard system? (select all that apply) American Standard Reputation, Good Value for Money, Warranty, Energy Efficiency, Improve Air Quality

4. How did you find the contractor? Previous Experience

5. Did the contractor offer you:

- | | |
|--|-----|
| a. Multiple energy efficiency options? | Yes |
| b. Financing options? | No |
| c. American Standard Optional Extended Warranty? | Yes |
| d. Service or Maintenance Agreement? | Yes |
| e. Nexia home Intelligence? | No |
| f. American Standard AccuClean™ air filtration system? | No |

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

Customer comments: