

AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY INSTALLATION ALERT

B and B Refrigeration, Heating and Cooling - 5490

Customer:	William S [REDACTED]	CSS Score:	84
Address:	[REDACTED] [REDACTED]	Referral:	Probably Would
Phone:		Submitted:	6/28/2013
Work Completed:	6/12/2013	Responded:	7/15/2013
Technician:	Josh Sam	Survey Ref#:	0004421598

Thank you for your commitment to customer satisfaction. Please contact your distributor 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:

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	Satisfied	9
b. Prompt	Satisfied	9
c. Courteous and Friendly	Neutral	5
d. Took Time to Understand My Needs	Neutral	5
e. Knowledgeable	Satisfied	9
f. Kept My Home Neat and Clean	Very Satisfied	10
g. Explained the Operation & Maintenance	Very Satisfied	10
h. Explained Equipment and Labor Warranties	Satisfied	9
i. Completed the Work in a Timely Manner	Satisfied	9
j. Answered Questions to My Satisfaction	Satisfied	9

Total Customer Satisfaction Survey Score: 84*

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

3. What factors were important to you in selecting an American Standard system? (select all that apply) American Standard Reputation, Quiet Operation, Warranty, Previous Experience with American Standard, Reliability

4. How did you find the contractor? Recommendation

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? Yes
- f. American Standard AccuClean™ air filtration system? Yes

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

Customer comments:

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

None.



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