

# AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY INSTALLATION FEEDBACK

## B and B Refrigeration, Heating and Cooling - 5490

<b>Customer:</b> Gayla N [REDACTED]	<b>CSS Score:</b> 100
<b>Address:</b> [REDACTED] [REDACTED]	<b>Referral:</b> Definitely Would
<b>Phone:</b>	<b>Submitted:</b> 7/31/2013
<b>Work Completed:</b> 7/26/2013	<b>Responded:</b> 8/19/2013
<b>Technician:</b> Aaron	<b>Survey Ref#:</b> 0004459328
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, Quiet Operation, Warranty, Temperature Consistency, Energy Efficiency, Improve Air Quality, Financing Availability or Rates, Reliability

**4. How did you find the contractor?** Advertisement, Previous Experience, Telephone Book/Yellow Pages

5. Did the contractor offer you:

- |  |     |
|--|-----|
| a. Multiple energy efficiency options?                 | Yes |
| b. Financing options?                                  | Yes |
| 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? | Yes |

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

Customer comments: