

AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY SERVICE FEEDBACK

B and B Refrigeration, Heating and Cooling - 5490

Customer: David C [REDACTED]	CSS Score: 99
Address: [REDACTED] [REDACTED]	Referral: Definitely Would
Phone:	Submitted: 3/18/2013
Work Completed: 3/7/2013	Responded: 4/3/2013
Technician: Chris F	Survey Ref#: 0004321746

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	12.50
b. Prompt	Satisfied	11.25
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: 99*

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

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|---|---------------------|
| 3. Was system working when you contacted contractor? | Yes |
| 4. How did you find the contractor? | Previous Experience |
| 5. Primary reason for selecting this contractor? | Previous Experience |
| 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: