

AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY

SERVICE ALERT

B and B Refrigeration, Heating and Cooling - 5490

| | | | |
|-----------------|-------------------------------------|--------------|----------------|
| Customer: | Rodney C [REDACTED] | CSS Score: | 80 |
| Address: | [REDACTED] Osage Beach, MO 65065 | Referral: | Probably Would |
| Phone: | | Submitted: | 6/10/2013 |
| Work Completed: | 5/13/2013 | Responded: | 6/26/2013 |
| Technician: | Chris F Steve B | Survey Ref#: | 0004397484 |

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 | 11.25 |
| b. Prompt | Satisfied | 11.25 |
| c. Courteous and Friendly | Satisfied | 11.25 |
| d. Took Time to Understand My Needs | Satisfied | 11.25 |
| e. Knowledgeable | Neutral | 6.25 |
| f. Kept My Home Neat and Clean | Satisfied | 11.25 |
| g. Completed the Work in a Timely Manner | Satisfied | 11.25 |
| h. Answered Questions to My Satisfaction | Neutral | 6.25 |

Total Customer Satisfaction Survey Score:

80*

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

Probably Would

3. Was system working when you contacted contractor? No
4. How did you find the contractor? Telephone Book/Yellow Pages
5. Primary reason for selecting this contractor? American Standard Customer Care Dealer
6. Do you have a Service or Maintenance Agreement? No
7. Were you offered a Service or Maintenance Agreement? No
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.

We had to have our unit serviced twice w/in a 2 week period. First trip out unit was dry and tech did not notice a leak. Did not use unit as weather was great. Turned unit on again and air did not work. Tech came out and his words were "I can't believe I missed this the first time" Part was a warranty part, still had an additional 450⁰⁰ charge, not sure what that involved. On floor fee

Nice guys, quick service, air works now.