

# AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY INSTALLATION FEEDBACK B and B Heating and Cooling - 5490

Customer:	Tom H [REDACTED]	CSS Score:	95
Address:	[REDACTED]	Referral:	Definitely Would
	[REDACTED]	Submitted:	6/14/2011
Phone:		Responded:	6/29/2011
Work Completed:	5/10/2011	Survey Ref#:	0003651601
Technician:	Aaron		
	Jake		

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) 29-AMSTD if you have any questions regarding this report.

**SURVEY RESULTS:**

1. Primary reason for purchasing?
2. What sources did you use to obtain information about American Standard's heating and air conditioning systems?
3. Important factors for selecting system?
4. How did you find the contractor?

**CUSTOMER RESULTS:**

Unhappy with Previous System  
Heating and Air Conditioning Contractor  
American Standard Reputation, Good Value for Money, Warranty, Reliability  
Recommended by Friend

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

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

a. Overall Satisfaction	Very Satisfied	10
b. Prompt	Satisfied	9
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	Satisfied	9
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: 95\***

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

7. Did the contractor offer you options that could improve the air quality in your home? Yes
8. During the in-home consultation, did the contractor:
- a. Ask if there are any uncomfortable rooms that are too hot or too cold? No
  - b. Ask about your typical thermostat settings in the summer and winter? Yes
  - c. Ask if you are concerned about the humidity level in your home? Yes
  - d. Measure and evaluate the type of window/doors/insulation in your home? No Answer
  - e. Inspect the ductwork in your home? Yes
  - f. Provide an American Standard product brochure? Yes
  - g. Provide a written proposal or cost estimate? Yes
9. Did the contractor offer you:
- a. Multiple energy efficiency options? Yes
  - b. American Standard AccuClean™ air filtration system? Yes
  - c. Financing options? No
  - d. American Standard Optional Extended Warranty? Yes
  - e. Service or Maintenance Agreement? Yes
10. Did the contractor conduct a post-installation follow-up and address any questions? No Answer
11. Please share any additional comments or describe in your own words your overall experience.

Customer comments: