

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

Customer:	Roger B [REDACTED]	CSS Score:	82
Address:	[REDACTED] [REDACTED]	Referral:	Probably Would
Phone:		Submitted:	8/10/2010
Work Completed:	7/9/2010	Responded:	8/25/2010
Technician:	Aaron Jake	Survey Ref#:	0003284016

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.

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:

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:

- Breakdown of the Previous System
- Heating and Air Conditioning Contractor
- Reliability, Other
- Previous Experience

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

Total Customer Satisfaction Survey Score: **82***

6. Would you recommend the contractor to your friends or family? Probably 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? No
 - c. Ask if you are concerned about the humidity level in your home? No
 - d. Measure and evaluate the type of window/doors/insulation in your home? No
 - e. Inspect the ductwork in your home? Yes
 - f. Provide an American Standard product brochure? No
 - 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? No
 - c. Financing options? No
 - d. American Standard Optional Extended Warranty? No
 - e. Service or Maintenance Agreement? No
10. Did the contractor conduct a post-installation follow-up and address any questions? No
11. Please share any additional comments or describe in your own words your overall experience.

Customer comments: