

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

|  |                                   |
|--|-----------------------------------|
| <b>Customer:</b> Donna L [REDACTED]      | <b>CSS Score:</b> 100             |
| <b>Address:</b> [REDACTED]<br>[REDACTED] | <b>Referral:</b> Definitely Would |
| <b>Phone:</b>                            | <b>Submitted:</b> 1/12/2010       |
| <b>Work Completed:</b> 1/8/2010          | <b>Responded:</b> 2/3/2010        |
| <b>Technician:</b> Hal                   | <b>Survey Ref#:</b> 0003039163    |

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. Was system working when you contacted contractor?
2. How did you find the contractor?
3. Primary reason for selecting this contractor?

**CUSTOMER RESULTS:**

- No
- Recommended by Friend
- Recommended by Friend or Family Member

|   |                         |
|---|-------------------------|
| <b>4. Would you recommend the contractor to your friends or family?</b>                                   | <b>Definitely Would</b> |
| <b>CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.</b> |                         |
| <b>5. How would you rate your satisfaction with the contractor personnel in the following areas?</b>      |                         |
| a. Overall Satisfaction   | Very Satisfied 12.50    |
| b. Prompt   | Very Satisfied 12.50    |
| 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    |
| <b>Total Customer Satisfaction Survey Score:</b>  | <b>100</b> *            |

6. Do you have a Service or Maintenance Agreement? Yes
7. Were you offered a Service or Maintenance Agreement? No Answer
8. Please share any additional comments or describe in your own words your overall experience

Customer comments:

*Please see next page for comment*

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

The service contractor was very polite and very neat. He put cloth foot-lets over his boots. It was snowing outside and there was salt in the driveway and on the sidewalk. He was very mindful to put the footlets on before entering the villa.

Very neat and clean!

Compared to two technicians from the phone company who tracked in with their boots on — in and out — tracking snow-salt and left quite a mess!!



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