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

Customer:	**Tatum P[redacted]**	**CSS Score:**	**90**
Address:	**[redacted]**	**Referral:**	**Definitely Would**
	Four Seasons, MO 65049	**Submitted:**	**01/29/2008**
Phone:	**[redacted]**	**Responded:**	**02/20/2008**
Work Completed:	**01/21/2008**	**Survey Ref#:**	**0002122463**
Technician:	**David**		

Thank you for your commitment to customer safisfaction. 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?	No
2. How did you find the contractor?	Recommended by Friend
3. Primary reason for selecting this contractor?	Competitive Price
4. Would you recommend the contractor to your friends or family?	**Definitely Would**

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**	**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	**Satisfied**	**11.25**
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	**Satisfied**	**11.25**

Total Customer Satisfaction Survey Score: **90** *

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:

Please see next page for comment

* For more information on how score is calculated, consult the help area on main menu.

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

They arrived within an hour of my phone call requesting their service.

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Data Recognition Corp.-1C8028-8539-54321

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